

# NORTH YORKSHIRE COUNCIL

## EXECUTIVE

20 February 2024

### QUARTERLY PERFORMANCE AND BUDGET MONITORING REPORT

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

#### EXECUTIVE SUMMARY

#### 1.0 Background

- 1.1 The Quarterly Performance and Budget Monitoring Report seeks to bring together key aspects of the 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.
- 1.2 This is the third quarterly financial report for the new Council. While confidence grows about the robustness of the budget, it remains likely that there will be other significant changes and issues as the year progresses. Quarter 3 sees further financial pressures in the people-related services, especially Health and Adult Services

#### 2.0 Performance

- 2.1 The quarter 3 performance report covers the period 1<sup>st</sup> October 2023 to the 31<sup>st</sup> December 2023 and builds on the work done in quarters 1 and 2 to provide a wide-ranging picture of performance in North Yorkshire.

#### 3.0 Revenue Budget 2023/24

- 3.1 This is the third quarterly financial report for the new Council. While confidence grows about the robustness of the budget, it remains likely that there will be other significant changes and issues as we approach year-end.
- 3.2 Since Q2, we have seen a deteriorating position in Health and Adult Services and Children and Young People Services directorates where demand is growing in some cases but unit costs / prices are consistently increasing due to complexity and / or market price pressures. This is largely offset by a significant underspend on Resources and Central Services.
- 3.3 The 2023/24 net budget is £559.6m. However, it should be noted that the 2023/24 Budget is an in-year deficit budget of £30.4m. This deficit increases to £45.3m by the end of 2025/26 based on the MTFs report that was approved by members in February 2023. Although it should be noted the MTFs shortfall has been updated and is due to be presented to full Council on 21<sup>st</sup> February.
- 3.4 There is an overall net underspend of £4.0m against operational budgets for 2023/24, which reduces the structural in-year deficit from £27.2m to £26.4m (**paragraph 2.1.4**). The key drivers of the financial position are outlined in the sources set out below:

- 3.5 There continues to be a deteriorating position within people related services where significant overspends are forecast, offset by significant underspend on energy costs combined with early achievement of savings with Resources and Central Services.
- 3.6 A breakdown of each Directorates forecast variance is provided in **Appendices B to F** with the financial position for NYES provided in **Appendix G**.
- 3.7 The aggregated position of the HRA is showing a forecasted surplus of £760k. Further detail is provided in **Appendix H**.
- 3.8 An update on the LGR reserve is detailed in **Section 2.5**.
- 3.9 As part of the 2023/24 Budget an investment of £50k per Area Constituency Committee (ACC) was approved. It is recommended that any remaining balance at the end of 2023/24 be carried forward for the respective ACC for one-year only (**paragraph 2.6.1**)
- 3.10 In line with the capital plan, a recommendation to fund design work linked to the Harbours for £795k from the Supply Chain reserve be made. (**paragraph 2.7.1**)

#### **4.0 Treasury Management and Prudential Indicators**

- 4.1 The North Yorkshire Council External debt stood at £378.4m at 31 December 2023. The average interest rate of this debt was 3.75% (**paragraph 3.13**).
- 4.2 Investments outstanding at 31 December 2023 were £599.4m of which £61.8m belonged to other organisations who are part of NYC's investment pool arrangements. (**paragraph 3.9 & Appendix A**).
- 4.3 For cash invested the average interest rate achieved in Q3 was 4.82%, marginally below the 7 day benchmark rate of 5.19% and below average bank rate of 5.25%. (**paragraph 3.9 & paragraph 3.10**).

#### **5.0 Capital Plan**

- 5.1 An updated Capital Plan (Quarter 3 2023/24 to 31 December 2023) was reported to Executive on 23 January 2024 as part of the budget report for 2024/25.
- 5.2 The report also recommends the approval of £795k from the Supply Chain Reserve to progress and complete design works in relation to the Scarborough Lighthouse and Roundhead Piles replacement (£543k) and the Whitby West Pier Lighthouse (£252k) in order to be in a position to bid for external funding for the actual delivery of both schemes. (**paragraph 4.2.1**).

RICHARD FLINTON  
Chief Executive

GARY FIELDING  
Corporate Director, Resources

County Hall  
Northallerton  
20 February 2024

## **Contents**

- 1.0 2023/24 Quarter 4 Performance Commentary
- 2.0 Revenue Budget 2023-24
- 3.0 Treasury Management
- 4.0 Capital Plan
- 5.0 Legal Implications
- 6.0 Consultation and Responses
- 7.0 Conclusions and Recommendations

# **Executive Performance Report**

**Quarter 3 2023-24**

**Report produced by Strategy and Performance**



## Contents

Executive summary .....	3
Central Services .....	12
Health and Adult Services .....	34
Children and Young People Service (CYPS) .....	57
Environment .....	85
Community development .....	96
Customer Feedback .....	107

# Executive summary

## Introduction

Welcome to the quarter 3 performance report for the period 1<sup>st</sup> October 2023 to 31<sup>st</sup> December 2023.

### The report layout is as follows:

- Executive summary of main performance issues
- Main text covering NYC directorates
- Customer feedback
- Appendix of Key Performance Indicators (KPI)

The appendix is presented as a supporting document to the report and follows the Council Plan themes.

### Data Collection

Over the year to date, work has continued to combine services and improve data collection, that will provide a better overall view of performance and activity across the authority. While much progress has been made, there are some areas where data has not been unified yet, especially within new services. Work continues to collate these information sets. This better performance landscape will enable us to measure how the council is performing and benchmark against its statistical neighbours

We welcome any comments or feedback from members on the style or content of the report to aid in its future development.

## Central Services

### There has been some positive progress in Quarter 3 across the Directorate

#### Devolution

The combined authority for York and North Yorkshire was launched in late January 2024. It comes because of a devolution deal struck with the government by the City of York Council and North Yorkshire Council in 2022. The new authority will oversee a range of major projects including transport, education, and housing schemes and will be led by an elected mayor. The North Yorkshire's Police and Crime Commissioner role will also be merged with that of the new mayor.

#### Revenue Collection on Target

In Q3 the Council Tax collection rate stands at 89.51% compared to 87.09% for the same period last year. Collection procedures continue to be aligned to ensure that the Q4 target of collecting 98% of the Council Tax due is achieved and the Q3 collection rate is on target to achieve this. It should be noted that the slight increase is predominantly attributable to the alignment across the 7 areas of the direct debit accounting process and not the increase in performance the figures may suggest.

#### Apprenticeships within the Council

Further to increased impetus from the councils Workforce Development team on promoting apprenticeship opportunities council wide, Q3 has seen increased activity with 50 new starts on apprenticeships over the period. In addition, a further, 2 graduate trainees joined the councils graduate programme during Q3, and 10 graduate roles are available, including 6 for transformation and 4 for technology

#### Household Support Fund (HSF)

Deployment of the fourth phase of Household Support Fund during Q3. The Department for Work and Pensions (DWP) funded programme aims to support those most in need or crisis with significantly rising living costs in 2023/24. Over 21,000 households across North Yorkshire will benefit from a direct award in the form of a shopping voucher to support them over the autumn and winter months.



### **North Yorkshire Local Assistance Fund**

This quarter saw an increase in applications received with 3,568 applications received, an increase from 3,225 last quarter. Of the applications received 91% were approved, with expenditure this quarter of £434k. In keeping with previous years, the highest levels of demand are seen in Scarborough (62%), followed by Harrogate, with lowest levels of demand in Richmondshire (7%).

### **Holiday Activities and Food (HAF) Programme**

The HAF programme ran activities again over the Christmas period. A new interactive tool was developed to show where providers for each of the holiday periods were delivering their activity so that cold spots could be quickly identified, and additional activity sought. This mapping also helps in advising parents of alternative activities available, when their first choice was fully booked. The data from the Christmas period is now being collated and will be available in the next report.

### **Continuing commitment to Equality, Diversity and Inclusion (EDI) in North Yorkshire**

#### **Service Children's Champion forges strong links in the community**

This quarter there have been a number of initiatives to tackle inequalities in the local community, with collaborative cross directorate working to achieve positive outcomes, this has also proved beneficial to a number of the additional protected characteristics adopted by North Yorkshire Council, including families of the armed forces community and those who live in rural areas. One of the highlights has been various events arranged by the 'Service Children's Champion' that have involved just under 800 children in total. Some of the other valuable work undertaken has been:

#### **Children and Families Intervention Workers (CFIWs)**

A pattern of regular visits has been established to council run GRTS sites in Thirsk, Stokesley, Carlton, Burn and Malton, to meet with staff and residents. During the GRTS families have requested support in finding school and nursery places, finding dentists and accessing mental health care.

#### **Translation and Interpretation Service**

This quarter community language and BSL interpreters were used on 516 occasions and 114 translations were requested for 43 community languages plus BSL. The most used languages were Pashto, Arabic and Ukrainian.

#### **All-Age Autism Strategy gains momentum**

North Yorkshire Council services and partners are working together to develop new plans that will support autistic people of all ages in North Yorkshire to thrive. Public consultation on the draft strategy was launched on 27th November 2023, with ten events taking place during the consultation period (running up to 15th March 2024) and four surveys available for different audiences. Widespread participation is encouraged and further information can be found here: [Autism strategy consultation | North Yorkshire Council](#)

#### **Website and Social Media Continue to Prove Popular**

Pages on the council's website continue to prove popular with an average of 300,000 users viewing over 1.1 million items each month. However, to maintain this level of interest the pages need to be up to date and as such the web team dealt with almost 1,800 requests from services for updates, amendments or improvements during the quarter.

Likewise, the Council's Social Media channels continue to improve their reach; during the quarter these channels attracted over 2,500 new followers, which means messages are now seen 6 times more often than they were at the beginning of the year.

In Q3 the Business Rate collection rate stands at 85.71%. The Q4 target is to collect 98% of the business rates due and the Q3 collection rate is on target to achieve this. Whilst legacy district performance information was not collected consistently as it is now, for comparisons sake, the combined collection rate for Q3 last year was 84.28%.

#### **Homes for Ukraine**

During quarter three 52 additional Ukrainian guests arrived in North Yorkshire, making a total of 1,452 arrivals since the start of the Homes for Ukraine scheme. 1,008 guests, who came to North Yorkshire as part of the scheme, have since moved on from their sponsor's accommodation, with 569 moving into private or social housing in the county and 231 individuals have returned to Ukraine.

## Health and adult services (HAS)

### CQC Ratings 'Good' in Care market

Based on published Care Quality Commission (CQC) inspection ratings, 84.1% of care home provision across the county was rated as "good" or better at the end of Q3. That was down by 0.6% between quarters, and up by 3.3% (from 80.8%) year on year.

Local performance remains higher than both the regional average (which declined by 0.4%) and the England average (down by 0.3%).

Ratings for domiciliary care provision continue to be better than those for care homes. Provision in North Yorkshire, including outcomes for in-house services, remain better than the comparator averages.

Local performance remains well above both the England and regional averages, which were both down by 0.2% between quarters.

### Pressure from hospital discharges

Hospital discharge activity averaged 15.8 discharges per day during Q3, an increase of 1.7 per day on the 14.1 per day recorded for Q2. For the same period in 2022/23, the average was 12.4 discharges per day. Activity in November and December exceeded 16 per day. The critical factor continues to be localised surges in the number of discharges, which increases pressure on care assessment and planning teams and can quickly use up available care capacity amongst local providers.

### Increased safeguarding referrals

Safeguarding activity increased during Q1, Q2 and Q3, 2023/24, with 5125 safeguarding concerns received during the year, which represents a 33% increase in activity compared to the same period in 2022/23. Information gathering activity, the next step in the process where safeguarding concerns are indicated, was also up by 34%, from 2008 in 2022/23 to 2848 in 2023/24. Following a deep dive exercise, no areas of concern were identified but closer monitoring will continue to track activity for emerging issues and the main body of the report identifies the key drivers for the increase in numbers.

### Care market pressures

The continuing demand from hospital discharges and continuing trends in local care markets have maintained the position where some areas of activity are showing good signs of progress in their recovery whilst others continue to show the impact of staffing and market pressures across health and social care:

- Occupancy levels in the care homes that work with the authority reduced to 94.5% in Q3 compared with 96.2% at the end of Q2. Despite dropping below 95% for the first time in two years, occupancy remains well above the optimum of 90%;
- the number of unsourced care packages at the end of the quarter increased, up from 9 to 15 between quarters, which remains broadly in line, with but above the upper end of the typical range achieved pre-pandemic (9-12);
- the proportion of the council's reablement teams' capacity being redirected to provide domiciliary remained at 32% in Q3. At the same time, the number of reablement packages started was up 30% year on year (310 extra packages of support), compared with 19% rise in Q2; and,
- the number of people supported during the quarter via short-term bed-based placements reduced again in Q3, down from 493 in Q2 to 408 in Q3. Despite that reduction, the number of people in short-term placements at the end of the quarter was 102% or 173 placements higher compared with typical pre-pandemic level at the end of 2019/20.

The main body of the report highlights how the council is working to support individual providers and the work being done to develop sustainable local care markets.



### Assessments up by 23% against 2019/20 levels

Assessment activity is up 4% or 208 assessments on Q3 2022/23. Assessment activity was 23%, or 944 assessments, higher than in 2019/20 pre-pandemic. Assessment activity continues to be a significant pressure point due to the continuing higher level of hospital discharges and reduced assessor capacity in front line teams.

### Increasing cost of care home placements

The average cost of a care home placement for someone aged 65+ increased to £1050 per week at the end of Q3, up by £126 per week compared with 2022/23 (+14%). Admissions of people aged 65+ to permanent care home placements (701 per 100,000 of population) were lower than for Q2 (722 per 100,000) and lower than for the same period in 2022/23 (737 per 100,000). Despite the reduction, the projected local admission rates for the full year remain well above the most recently available national (539) and regional (611) comparator averages.

Action plans for the 7 **adult social care improvement areas** have now been approved by the directorate and work is underway to deliver a range of interventions. In the last quarter we have seen a particular improvement in Direct Payments with increased take-up and in Home First with a reduced use of short-term beds.

The improvement priorities have been developed in response to the continuing operating pressures and to bring cohesive strategic direction to the directorate's improvement work. They will also help bring focus to the directorate's preparations for the introduction of the new CQC assurance framework for local authorities and local health and care systems:

- **Waiting Well** - active management of people's waiting time throughout their care journey.
- **Reviews** - refocusing and re-embedding proportionate care plan review practice and recording.
- **Direct Payments** - consistent consideration of the option and growing the personal assistant market.
- **Carers** – a clear and consistent support offer everywhere, with proportionate involvements, to ensure unpaid care is sustainable.
- **Reablement** - maintaining the recovery of a redeveloped reablement offer post-pandemic.
- **Home First** - reduced reliance on short-term bed use and growing sustainable domiciliary care provision.
- **Complex Care** - a clear and consistent support offer with excellent services available everywhere across the county.

## Children and Young People Service (CYPS)

### Demand remains very high across all services, but performance remains excellent in many areas

- 7,623 contacts received at the front door – highest quarterly number of contacts ever recorded
- 96% were screened within 1 working day
- 1,545 households receiving support from the Early Help service
- 94% of Early Help Initial Assessments completed within 20 working days
- 98% of Early Help Assessments completed within 6 weeks
- 1,519 referrals to Children's Social Care - highest quarterly number of referrals received in 8 years
- 97% of Children & Families Assessments completed in 45 working days
- 97% of Care Leavers live in suitable accommodation
- 46% of Year 11 in North Yorkshire achieved a strong pass (grades 5 to 9) in English and Maths, higher than that reported nationally (45%).

At the end of the quarter, the Children & Families Service was providing direct support to over 6,300 children and young people. The Inclusion service was directly supporting another 6,300 children and young people through EHC plans and the SEND hubs. This means that at the end of the quarter around 1 in every 10 children in North Yorkshire was receiving direct support from the Children & Young People's Service.

### **Economic factors influencing demand**

Families who are already under financial strain across North Yorkshire continue to face rising household costs, with the latest data (December 2023) highlighting food inflation at 8%, much higher than the headline rate of inflation (4.2%), and the energy price cap increasing in January 2024. This is in addition to the impact of higher interest rates, which continue to impact family budgets in terms of the costs of servicing a mortgage or renting a home.

Families in receipt of benefits will see an uplift in payments of 6.7% from April 2024, whilst those in employment will benefit from January from the cut in National Insurance announced in the Autumn Statement. Working families with younger children will also be able to take advantage of 15 hours of free childcare per week for 2-year-olds from April. These measures will help to ease the impact of the high cost of living being experienced by many families.

### **Challenges that are being addressed in Q3 are:**

#### **Education, Health & Care Plans (EHC Plans)**

The number of EHC plans maintained by North Yorkshire rose again this quarter to 4,787. This is 74 more (+2%) compared to Q2 this year and is 413 more (+9%) compared to the end of Q3 2022/23. We continue to see a faster increase in the growth in the number of EHC plans in North Yorkshire compared to the picture nationally or regionally.

#### **Suspensions and Permanent Exclusions**

The autumn school term saw almost 3,200 suspensions from our schools, up from around 2,200 in the same period in the 2022/23 academic year and equivalent to a 44% increase (n=960). North Yorkshire is not unique in seeing increased suspensions from schools, but the rate of pupils excluded at least once in North Yorkshire (2.5% of the school population) is statistically significantly lower than the national average (3.0%).

We are also seeing a rising trend in the number of permanent exclusions from North Yorkshire schools, with 55 recorded in the autumn term. This is 25 more (+83%) than in the autumn term of the previous academic year. Despite the marked increase in permanent exclusions, expressed as a percentage of the population our rate of permanent exclusion in mainstream schools (0.06%) remains statistically significantly lower than that reported nationally (0.08%).

The Inclusion Service is improving the curriculum offer for pupils receiving education in alternative provision and reviewing the offer from the pupil referral service. There is also a focus on ensuring permanently excluded pupils receive the support they need to return to mainstream (or special) provision as soon as possible.

#### **Contacts received at the Front Door**

This quarter has seen the highest quarterly number of contacts recorded since the inception of the Multi-Agency Screening Team in 2015 with 7,623 concerns about the safety or wellbeing of a child received. This is an 11% increase (n=749) compared with Q3 last year. Over the first 9 months of 2023/24 we have received 22,571 contacts, an increase of 13% (n=2,670) compared with the same period in 2022/23.

### **Families Receiving Support from the Early Help Service**

At the end of the quarter there were 1,545 households receiving support from the Early Help service. This is 15% higher (n=207) compared with the end of December last year. The number of households receiving support reached 1,500 for the very first time in Q1 this year and has remained at this very high level throughout 2023/24

### **Referrals to Children's Social Care**

Linked to the very high number of safeguarding concerns received at the front door, this quarter saw 1,519 referrals to Children's Social Care. This is the highest quarterly number of referrals received since the introduction of the MAST and is the first-time referrals have exceeded 1,500 in a quarter. Data points to families who last year were "just about managing" are now struggling and presenting to services in need of help and support.

### **Children in Care**

The last 3 months has seen the pressure on families in North Yorkshire start to feed through to rising numbers of children coming into our care. At the end of December this had risen to 441 (excluding Unaccompanied Asylum Seeking Children (UASC), 19 more (+5%) than at the end of September and 24 more than at the same point last year (+6%).

Although we have seen a slight reduction of 3 UASC in our care from a total of 53 at the end of the quarter, this are still 19 more (+56%) than at the end of Q3 2022/23. The number of UASC in our care will climb further in the coming months as a result of our obligations under the National Transfer Scheme.

## **Environment**

### **Funding for Climate Change Projects**

The newly formed Climate Change Team are proving successful in attracting funding to the area. During the quarter, seven Devolution Deal Net Zero Fund projects were recommended by the York and North Yorkshire Joint Committee for approval by central government, and the Home Upgrade Grant is now available for private sector households to apply to for financial support towards home energy efficiency and low carbon heating.

### **Highways Operational Performance**

Performance remains close to or on target across major performance indicators with continued longer-term improvements in a number of areas. Despite the highest number of customer service requests in almost two years, 96.3% were responded to withing 10 days, well above the 90% target, and 97.9% of streetlighting repairs were undertaken within 7 days, again well beyond the target of 92% and continuing the long term upwards (improving) trend.

### **Reduction in Fly-Tipping Incidents**

During quarter three there was a noticeable drop in fly-tipping incidents. During quarter three 554 fly-tipping incidents were reported across North Yorkshire; this is a decrease of almost a third (216 less incidents) than the previous quarter figure (770) and the lowest number reported in at least two years, however it should be noted the number of incidents can fluctuate from one quarter to the next so the team are monitoring the longer term trend.

### **Challenges that are being addressed in Q3 are:**

#### **2023 National Highways and Transportation Public Satisfaction Survey Results**

Quarter 3 saw the results of the 2023 National Highways and Transportation public satisfaction survey. Overall, across the whole country there were significant drops in most of the scores, North Yorkshire also saw scores drop but by smaller amounts. Based on comparisons with similar highways authorities, we

have moved into the top quartile in some key highway measures such as condition of roads, highways maintenance and street lighting.

### **Increase in Street Lighting Repairs**

The number of street lighting repairs undertaken is always higher in quarter three with the end of British Summer Time and the darker nights, but at 2,562 repairs, the quarter three figure is higher than for the same period in preceding years. The high number of repairs is due to the number of storms and associated water over the last couple of years causing damage to column joints, blown fuses and damage to lanterns. It should however be noted that despite the high numbers, performance was still good with 97.9% of the repairs being undertaken within 7 days, well beyond the target of 92% and continuing the long term upwards (improving) trend.

### **Increase in Highways Dangerous Defects in Need of Repair**

There was also an increase in the number of highways dangerous defects being reported; during the quarter over 2,600 defects were reported, 36% above the annual average. Again, like with street lighting, despite the increase in demand almost 98% of the defects were made safe within the very demanding 2-hour timescale, only slightly below the target of 99% but better performance than the previous two quarters

## **Community Development**

The Community Development directorate remains in a state of change as merger activity continues at pace. Throughout Q3 Heads of Service have been appointed and begun to establish structures, with many teams expected to be finalised for the commencement of Q1 2024/25. Despite these challenges, performance across the directorate has been largely positive and continues the trends established in Q2. Where challenges have been identified they have largely been seasonal in nature and attributable to conditions linked to the poor weather over winter months reducing attendance at venues or impacting on the ability to deliver services.

### **Planning**

The planning service continues to overperform against statutory targets, with the processing of major applications running at 91%, which is 31% over target. The positive performance should rightly be recognised on account of ongoing staffing challenges linked to shortages in some former districts and boroughs, which has meant staff have begun operating more closely as one team to tackle workload pressures in these areas. This approach is also reflected by the success witnessed across the Building Control Partnership which has successfully undergone its Investors In People reassessment and received extremely complimentary feedback from the assessor relating to the way staff are engaged, consulted with and able to access senior managers; especially over the course of the last year whilst the business navigates the uncertainty of restructures and new working environments.

There is also some significant development in regard to major schemes coming online; notably the Maltkiln settlement which has seen members agreed in principle the necessary compulsory purchase orders to facilitate the development.

Finally, the service is continuing to support the development of various plans, such as the Selby Local Plan which will; continue to run through to March, alongside supporting various neighbourhood plans in partnership with community stakeholders.

### **Culture, Leisure, Libraries and Archives**

The Culture, Leisure, Libraries and Archives service is one that is most likely to be affected by any seasonal downturn linked to poor weather and conditions over the winter months. Despite this expected seasonal trend, the service has achieved a number of highlights. These include continuing growth in the number of both health and fitness, and swimming memberships and the number of people attending swimming lessons. For libraries the growth of digital access has helped offset a seasonal decline in

footfall whilst the number of assisted IT sessions has continued to grow over the year; demonstrating this remains a key area of growth for the Library Service.

Other notable successes include the conclusion of the Open Air Theatre in Scarborough season, which has had the best season since reopening and welcomed 104,077 guests across 18 shows. The venue is aiming to host 20 acts in 2024 and continues to look to enhance its offering with planned improvements to the facilities.

There has also been significant development in the way the customer experience is measured across other cultural venues and a suite of survey indicators to assess the customer satisfaction, value for money and accessibility of venues has started with a more thorough review of the results likely to feature in future quarterly reports as part of the services ongoing performance measurement.

### **Economic Development, Regeneration, Tourism and Skills**

Much like the other services in the directorate the Economic Development service continues to undergo restructure with the final stages due for completion in Q4. The service continues to deliver against key priorities including ensuring the Shared Prosperity Fund and Rural England Prosperity Fund are delivered. To date 67% of the annual spend has been realised, with a target of achieving 80% by the end of year two of the funding. Notable projects have included a significant decarbonisation fund and grant programmes opening for village halls and community buildings and sports grants amongst others.

In December the Economic Growth Strategy was presented to members and subject to some amendments will be launched early in 2024 via a comprehensive communications campaign with a focus on the personal impact of the strategy.

### **Housing**

The Housing Service is continuing to make headway in its integration of services and in understanding its data and performance, specifically in relation to the Housemark monthly return, in particular performance is improving in relation to arrears management with December's performance of 1.74% arrears as % of debit being well ahead of the November benchmark (3.10%).

### **Repairs Services**

Satisfaction with the repairs service remains positive despite an apparent fall in the number of repairs completed in target. This result should however be regarded with some scepticism as the December closure will inevitably lead to many repairs being pushed back to outside their allotted completion date and therefore this is not representative of the services actual performance and it is expected that January's return will be much more aligned with that of November. Any future closure impact will be closely monitored and prepared for.

### **Waiting Lists**

The number of households on the waiting list continues to grow; again, this is expected given the ongoing economic challenges facing many households; this is further supported by the increase in households in temporary accommodation which is up by 19 when compared to Q2. These results do suggest a worrying trend in regard to the instability of housing facing many. Against this backdrop the Council has successfully prevented or relieved homelessness in 46.15% of cases, down .04% compared to Q2.

### **Affordable Housing**

The development of new affordable housing remains positive and although Q3 returns from developers suggest a slight reduction with 179 reported in the quarter; the Council remains on target to deliver a similar volume of affordable homes as recorded in the 2023/24 financial year. Of note during Q3 is the development of 152 units in Harrogate of which 10 were within the LA Housing Fund providing accommodation to 10 refugee households from both Ukraine and Afghanistan.

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## Central Services

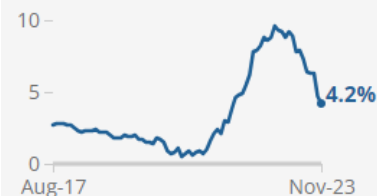
### Devolution

The combined authority for York and North Yorkshire was launched in late January 2024. It comes because of a devolution deal struck with the government by the City of York Council and North Yorkshire Council in 2022. The new authority will oversee a range of major projects including transport, education, and housing schemes and will be led by a mayor who is due to be elected in May. The North Yorkshire's Police and Crime Commissioner role will also be merged with that of the new mayor. The deal will see more than £750m in funding devolved to the combined authority from central government over 30 years.

### Cost of living crisis

#### Inflation falls to 4.2% in November 2023

Consumer Prices Index including owner occupiers' housing costs (CPIH) annual inflation rates, UK



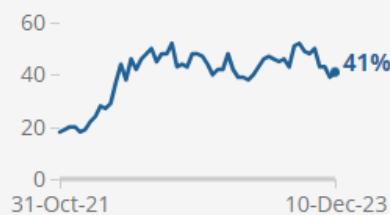
Source: Office for National Statistics

In the UK, prices of consumer goods and services rose by 9.6% in the year to October 2022 – the fastest rate in four decades. Since then, the annual inflation rate, as measured by the Consumer Prices Index including owner occupier's housing costs (CPIH), has slowed. In the year to November 2023 the annual inflation rate was 4.2%, down from 4.7% in October. However, the cost of living crisis is still having an impact on the majority of lives.

Despite easing inflation, more than 4 in 10 (41%) adults in Great Britain say they have spent more than usual to get what they normally buy when food shopping within the past two weeks. Nationally that around half (46%) of adults said they were buying less food when shopping in the last two weeks. Rising food costs was the most reported reason among the 52% of adults who said their cost of living had risen compared with a month ago. Of those, 91% said one of the reasons for their rising costs was higher food shopping prices.

**Over 4 in 10 adults are spending more than usual to get their food shopping**

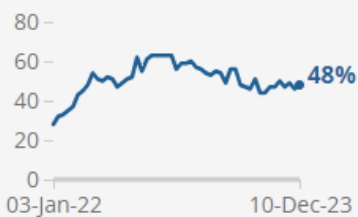
Adults in Great Britain



Source: Office for National Statistics

**Around half of adults are using less fuel in their homes because of cost of living increases**

Adults in Great Britain



Source: Office for National Statistics

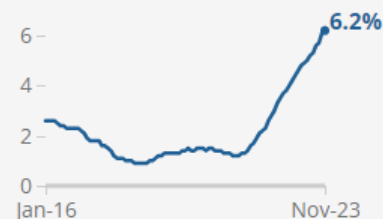
Energy is a further area where people are making hard decisions to use less fuel in their homes, with 48% using less. In a recent survey one in five (20%) adults reported being unable to keep warm in their home in the past two weeks (13% occasionally, 5% hardly ever, and 2% never). This is in a period where in the year to October 2023 gas prices fell by 31.0% and electricity prices fell by 15.6%. Despite these recent reductions in costs, the price of gas in October 2023 was around 60% higher than two years previously, while the price of electricity was 40% higher.

Private rental prices continued to grow at a record high rate in the UK, rising by 6.2% (provisional estimate) to the year Nov23. This is the largest annual percentage change since this UK data series began in January 2016.

Private rent prices rose 6.1% in England, 7.3% in Wales and 6.2% in Scotland in the year to October 2023. These are the highest annual changes in rental prices since records began (January 2006 for England, January 2010 for Wales, and January 2012 for Scotland).

**The UK annual private rental price growth rose to 6.2% in the 12 months to November 2023**

Index of Private Housing Rental Prices percentage change over 12 months, UK



Source: Office for National Statistics

**Legal and Democratic Services**

**Legal Services**

During the quarter, the legal team supporting planning and environmental work have advised and supported two multi day planning inquiries relating to residential development in Hemingbrough and Brayton including negotiation on a significant S106 agreement, successfully prevented a potential Judicial Review challenge to a recent Strategic Planning Committee decision, completed on a complex option agreement for development at the Filey Park and Ride site and successfully acquired properties to enable housing to be provided for Afghan refugees.

Within regulatory services, the legal team have successfully responded to a pre-action judicial review letter in respect of the abolition of predecessor hackney carriage zones, secured an injunction against a property storing gas cylinders, secured injunctions to access tenant’s homes to undertake mandatory safety checks and successfully upheld a decision to revoke a taxi driver’s licence at the Magistrates Court (Crown Court appeal lodged). There have also been a number of successful housing possession orders upheld.

Legal services also supported and advised the council to enable it to successfully secure possession of a water park in Scarborough in December 2023.

### **Democratic Services**

Work is underway to migrate the historical committee papers from the former District and Borough council committee management systems to the North Yorkshire Council Modern Gov system, which is a sub-site of the main NYC website - [Decision Making at the Council | North Yorkshire Council](#). The migration of the data will take place in March 2024. There is a short-term cost associated with the data migration. In the longer term, however, there will be savings by reducing the number of committee management systems from 8 to one.

### **Elections**

The focus of the elections team this quarter has been primarily on the register of electors, the completion of the annual canvass, and completion of the polling district and polling places review, all of which should put the register of electors in a good state of readiness ahead of the revised register publication due on 01 Feb 2024. There have also been further by-elections and continuation of the development of plans for the Combined Authority Mayoral Elections in May 2024. The team have been attending training sessions on the many changes to systems and processes brought about by the Elections Act 2022, which now require implementation ahead of and during the two large elections likely to be held in 2024 (CAM and UKPGE).

On the core function of running elections, in Q3 Electoral Services have run further polls including the Whitby Parish poll, the Long Preston parish by-election and the Sowerby & Topcliffe division by-election

On the electoral registration element of the work of Electoral Services in Q3 work has progressed on the Compulsory Polling District and Polling Places Review, which is required to be conducted at least every 5 years. This review required a period of consultation on proposed polling districts for North Yorkshire and was the first review as North Yorkshire Council. The consultation which concluded on 13<sup>th</sup> November saw representations being taken into consideration which formed final proposals, and the Standards and Governance Committee approved these on 13<sup>th</sup> December. Those approved will be used for the delivery of the May 2024 elections.

Progress was also made on the annual canvass. This was completed in December 2023, but the revised register of electors is being delayed until 01 February 2024 due to a parliamentary by-election occurring during the canvass period, and to allow time for the compulsory polling district and polling places review to conclude. All households in North Yorkshire have been contacted to ask them to check the information held about them on the electoral roll and to make amendments where required. A team of 40 relief canvassers conducted door knocks on properties which had not responded to ensure the register is as complete and accurate as possible.

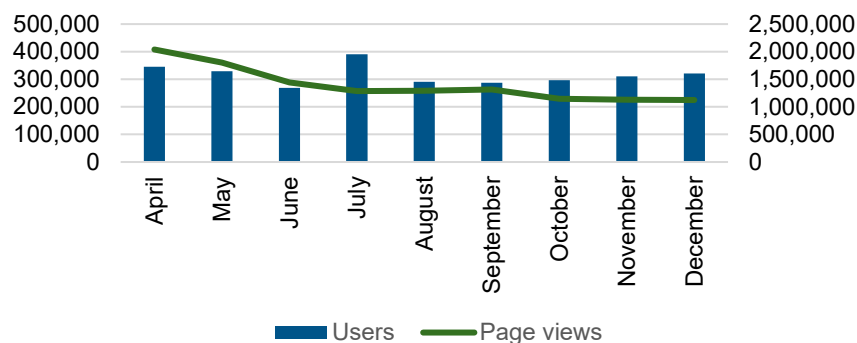
Also, during the quarter, specific parts of the Elections Act 2022 were implemented, principally the roll out of Online Absent Vote Applications, which allows voters to apply for a postal or proxy vote online for the first time. The team had to learn how to use the new Electoral Registration Officer Portal where new applications are now held and processed. As part of the changes brought in by the Elections Act, in December the team were also required to write to the 300 long term proxy voters to instruct them to re-register for a proxy vote by the 31<sup>st</sup> January if they wished their proxy vote to continue.

## **Communications**

### **Website**

Use of the corporate website has remained steady across Q3 with pages being viewed, on average, over 1.1 million times a month and the average number of user's being over 300,000 a month. Improvements are being made across the site, with nearly 1,800 requests for updates, amendments or improvements completed during Q3.

### Website usage



Improvements have been made to the location checker system, to allow people to select former district and borough council areas more easily to access area specific information and services.

Bulky waste became the first transactional service to have its front door for residents harmonised which is now reflected on the website. Phase 1 of the project delivered a single digital and non-digital process, including online payment and booking, with customer service agents in any area able to manage demand from across North Yorkshire.

The single bin calendar was also launched shortly before Christmas. Previously, bin calendars remained on the seven separate legacy systems, generating significant negative feedback from residents on the complexity and reliability of the process. The new single bin calendar has brought all the information together in an easier to use format with an improved customer journey as well as, crucially, being brought into a single system allowing for much easier monitoring and refining for residents. Very likely the new single bin calendar will consistently be the most popular page on the council’s entire website. With both the previous and new versions of the bin web content existing at different times during Q3, pages related to bins made up four of the top ten pages on the site during this time.

Council tax, planning and the central jobs page continued to be very popular during Q3 with road closure information and weather cameras also being viewed significantly more due to the various periods of bad weather during the quarter and the disruption they resulted in.

### Social Media

	Number of times messages seen	Followers	Increase in followers
Q1	852,968	96,296	1,776
Q2	4,114,128	161,764	65,468
Q3	5,176,284	165,080	2,558

Social media was higher in Q3, both in terms of how many people saw our messages and by how many our followers increased, in large part due to the bad weather. Emergency messages about the latest road closures, flooding situation and weather warnings during the period proving both very popular and encouraging more people to follow our channels to keep up to date on the latest.

Other popular topics during the quarter included the final push to encourage people to take part in our Let’s Talk Money consultation on the budget, changes to services over Christmas and the Alpamare Waterpark with residents commenting on what they would like to see done with the facility.

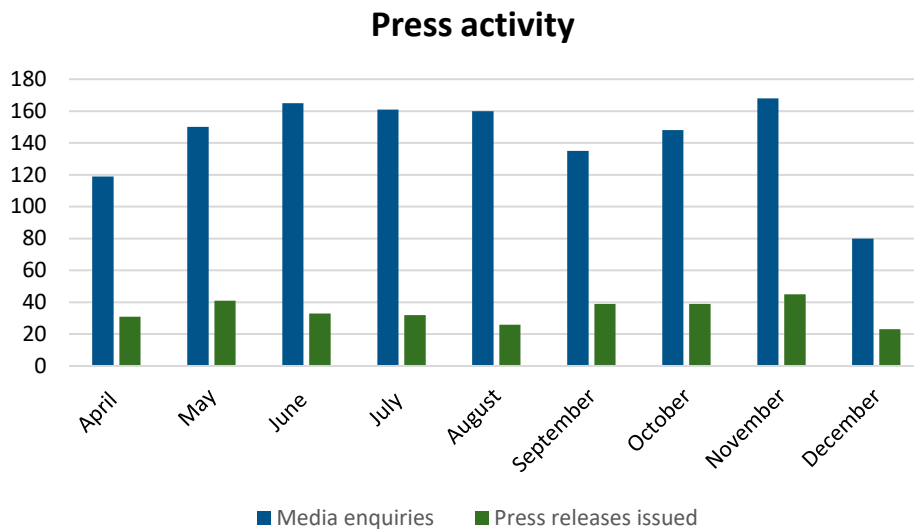


## Consultation and Engagement

At the end of Q2 we had 104 public surveys running. The majority of these, 95, were ongoing, longer-term surveys. These are surveys such as the website feedback form which is constantly open for residents, through which we receive hundreds of responses a month on average, where they can tell us their experience of the website and suggest possible improvements.

9 of the ongoing surveys were time-limited, these run for a matter of weeks to get feedback about specific topics or issues, such as statutory consultations on school closures. The biggest engagement exercise during Q3 was the latest in the council's Let's Talk series about money, consulting on our budget. By the closing date just before Christmas, over 1,950 responses were received.

## Press



The first nine months since the launch of the council have been extremely busy, with 1,286 media enquiries, 396 of which were during quarter three.

A total of 309 press releases have also been issued in the first nine months of the council, with 107 releases issued during Q3. Releases have been written on major policies for the council as well as ensuring a focus remains on events and activities that are important to local communities.

## Publications

The monthly countywide residents' e-newsletter, Your North Yorkshire, which was established upon the launch of North Yorkshire Council, continues to progress. Since April last year, the number of subscribers has grown by 4,000 to about 147,200. The open rate has averaged 56 per cent for the three editions over Q3.

The Team North Yorkshire campaign celebrating the county's volunteers has been a key feature of the first nine months. Local content has increased, with variations on the newsletter targeted by postcode and area information.

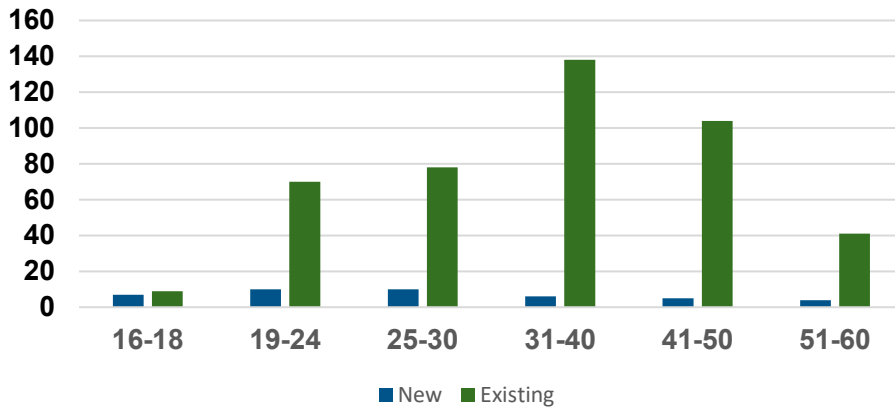
## Human Resources and Business Support

### Apprenticeships within the Council

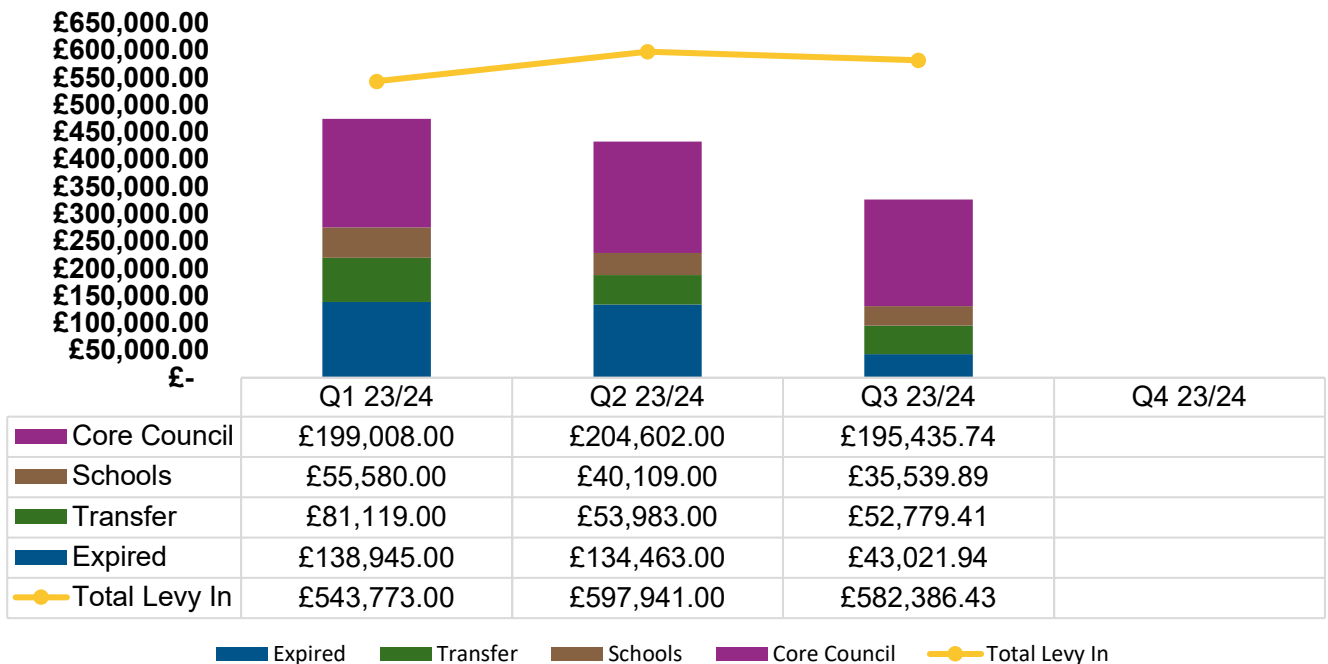
Further to increased impetus from the councils Workforce Development team on promoting apprenticeship opportunities, Q3 has seen increased activity with 50 new starts on apprenticeships over the period.

The council have had 9 care leavers, in total, start apprenticeships. To help support and prepare more care leavers for employment, and specifically apprenticeships, an 8 or 12 week paid Internship opportunity within the Leaving Care team is currently being considered. It would be ring-fenced for Care Leavers and would give them the opportunity to gain valuable paid work experience before moving on to an apprenticeship.

Age Range of NYC Apprentices



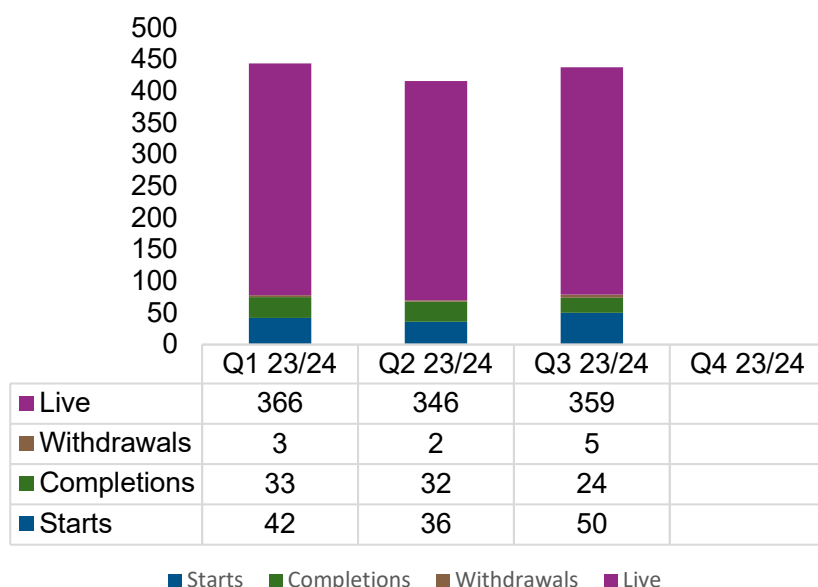
Levy In and Spend



Unspent levy returned in Q3 was much reduced against previous quarters - £43,021 (85% relating to schools). Apprenticeship Levy monies are only returned to the treasury if they are not spent after a period of 24 months so a low amount returned in this quarter means that there was a high spend in Q3 21/22. This was caused by a significant jump in activity as things started to normalise as part of covid recovery.



### Starts, Completions, Withdrawals and Live



The council has supported other small employers by transferring some of our levy. There have been an additional 9 new starts in Q3, with 263 confirmed apprenticeship starts funded from transfers. A total of £2.19m has been allocated with a total spend so far of £941,911.

Table below shows sector areas

Recipients	Totals
Brierley Group Companies	46
Care providers	141
Hospitality/Leisure providers	9
Digital organisations	1
Construction sector	65
Voluntary/Community sector	1

### Graduates

2 graduate trainees joined the councils graduate programme during Q3, and 10 graduate roles are available and out to recruit to, including 6 for transformation and 4 for technology.

## Equality, Diversity and Inclusion

### Improving health and educational outcomes amongst Gypsy, Roma, Traveller and Show people (GRTS) communities in the county

A cross directorate approach is providing services to GRTS communities in North Yorkshire. An editorial group has been formed following a workshop in July 2023, and 'task and finish groups' are working on data and intelligence, engagement, and understanding the wider determinants. The group is liaising with organisations working directly with GRTS communities and recruiting community representatives to help develop the approach.

The Public Health team are continuing their work to conduct a deep dive health needs assessment focusing on GRTS communities. A health needs assessment is a systematic and holistic approach to understanding the health needs of a population.

### **Carrying out effective community engagement**

A range of inclusive community engagement work has been undertaken by Health and Adult Services (HAS) during quarter 3. This includes:

- Joint citizen forums' Q&A with Corporate Director Health and Adult Services, including involvement from housing colleagues
- Learning disability and autism housing needs analysis - engagement events with people with lived experience (continuing in Q4)
- HAS awards - people with lived experience involved in judging
- Care Quality Commission (CQC) mock inspection - focus groups with people living with dementia, carers of people aged 65+, Carers of young people, people with mental health needs, people with a learning disability, carers of people with a learning disability
- Carers Rights Day - presence at events held by Carers' Resource and Carers Plus (Skipton, Harrogate, Whitby)
- Direct Payments - survey of people receiving a Direct Payment and communications materials coproduced with people with lived experience
- HAS Involvement Framework - engagement activity and coproduction workshop including action planning to support Framework
- Cardale Park extra care scheme engagement - engaging with local community about building of extra care facility

### **Children and Families Intervention Workers (CFIWs)**

A pattern of regular visits has been established to council run GRTS sites in Thirsk, Stokesley, Carlton, Burn and Malton, to meet with staff and residents. During the GRTS families have requested support in finding school and nursery places, finding dentists and accessing mental health care.

The Early Help Practice Supervisor and Senior Consultant participate in the Northern Regional GRTS Coordinators Group and liaise with representatives from other CFIW and Horton staff work effectively together to support the family to access school places for their children.

Children and Families Intervention workers have also presented GRTS awareness training for the CFIWs and MIST teams.

### **All-Age Autism Strategy gains momentum**

North Yorkshire Council services and partners are working together to develop new plans that will support autistic people of all ages in North Yorkshire to thrive. The draft all-age autism strategy for North Yorkshire was drawn together building on engagement work which took place in Q1 and Q2. Seven action-planning sessions were held in September 2023 attended by seventy seven people (autistic people, carers, practitioners and partners working together). Public consultation on the draft strategy was launched on 27th November 2023, with ten events taking place during the consultation period (running up to 15th March 2024) and four surveys available for different audiences. Widespread participation is encouraged and further information can be found here: [Autism strategy consultation | North Yorkshire Council](#)

### **Service Children Champion forging strong links in North Yorkshire**

#### **Festival of Remembrance**

In November 2023 the Service Children's Champion organised the Festival of Remembrance which was

held in Ripon Cathedral and attended by over 700 service children from schools around North Yorkshire. The highly successful event included musical performances and readings from children. The Deputy Lord Lieutenant attended, along with key military figures including the Garrison Commander, and senior members of North Yorkshire Council.

### **The Big Conversation**

The Big Conversation event held in December at County Hall was attended by 53 Service Children from schools across the county. The event aimed to gather the thoughts and experiences of being a service child in North Yorkshire. They spoke about feeling welcomed into the local community and shared a range of ideas about how we can better support them.

### **Social media connecting families**

Work continues to develop social media sharing posts with the military community and others to build stronger relationships and integration between military and civilian families.

### **A warm welcome to Catterick**

The Service Children's Champion and Minority, Inclusion Support team (MIST) are working collaboratively to plan half termly 'Welcome to Catterick' sessions for newly arrived parents/carers from military and international backgrounds including HFU (Homes for Ukraine) families. Sessions will include basic information about how to access community services and activities and opportunities to meet up with other families who are new arrivals.

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

During quarter 3, the Children and Young People's Public Health team has been finalising this year's Director of Public Health Annual Report. The report focuses on the health and wellbeing of North Yorkshire's children and young people and includes voice and artwork from children and young people. The report is due to be published following Executive in January 2024.

### **Embedding equality into our commissioning and procuring services**

When commissioning and procuring services, HAS pays due regard throughout the process, commencing with initial data, research and engagement gathered during the needs assessment phase. Across Q3 there has been the following commissioning activity:

- Implementation of Shared Lives Provision
- Continued implementation of the APL specifications across North Yorkshire.
- Active involvement from residents and staff around changes to services.
- Design and launch of the Autism Consultation, live from the 27<sup>th</sup> November 2023 – 15<sup>th</sup> March 2025.
- Working with local volunteer community to implement the roll out of Tribe.

### **Providing responsive services and effective customer care to all**

#### **Translation and Interpretation**

The tender process for Translation and Interpretation services for the council was conducted during Q3 and will be concluded in Q4.

This quarter community language and BSL interpreters were used on 516 occasions and 114 translations were requested for 43 community languages plus BSL. The most used languages were Pashto, Arabic and Ukrainian.

The table below shows the community languages that have required services in Q3

Language	Translation	Interpretation	Total
Albanian	0	1	1
Amharic	2	3	5
Arabic	27	36	63
Arabic (Egyptian)	0	22	22
Arabic (Iraq)	0	1	1
Arabic (Sudanese)	0	85	85
Arabic (Syria)	0	4	4
Bengali	0	2	2
Bulgarian	0	1	1
Cantonese	0	1	1
Czech	1		1
Dari	4	13	17
Dutch	0		0
Farsi	4	10	14
French	0	4	4
Kurdish	10	1	11
Kurdish (Bahdini)	0	4	4
Kurdish (Kurmanji)	0	1	1
Kurdish (Sorani)	0	37	37

Language	Translation	Interpretation	Total
Malayalam	1	4	5
Mandarin	0	3	3
Nuer	0	3	3
Oromo	5	22	27
Pashto	14	91	105
Polish	11	38	49
Portuguese	0	2	2
Romanian	7	17	24
Russian	2	7	9
Slovak	0	1	1
Somali	0	1	1
Spanish	1	1	2
Tamil	0	1	1
Tigre	0	1	1
Tigrinya	0	1	1
Turkish	1	12	13
Ukrainian	18	50	68
Urdu	1	4	5
Vietnamese	4	7	11
Yoruba	1	3	4
Zaghawa Arabic		2	2

### Refugees and Asylum Seeker family's support

There is much work and activity taking place with the MIST Team which has organised nursery, school and college placements for children and young people from 19 refugee families who have arrived from Afghanistan through resettlement schemes (104 people).

A 'Living in the UK: Support for Families' presentation and accompanying cultural orientation information is delivered to all families who arrive in North Yorkshire through resettlement schemes and as asylum seeker families.

Visits continue to Northallerton's asylum seeker hotel- organising nursery, school and college placements for children and young people who arrive with their families at the hotel as well as making families aware of local services available including local volunteering opportunities.

Work also continues to encourage Unaccompanied Asylum Seeking Children and young people (UASC) and asylum seeker families to become involved in local sports teams and to engage with their local communities.

### Homes for Ukraine Children and family's intervention work

Early Help Children and Families Intervention Workers continue to closely support all Homes for Ukraine placements for the families, children and young people in placements across North Yorkshire. As of 30<sup>th</sup> November 2023, there have been 574 identified sponsors offering accommodation to families. Children & Families Intervention Workers (CFIW) have conducted welfare visits to 526 sponsors, and welcome visits to 450 families. Since the beginning of the scheme, a total of 603 Ukrainian children (aged 0-18 at their arrival date) have been welcomed into North Yorkshire colleges, schools and settings.

Early Help support for families arriving through the Homes for Ukraine Scheme includes:

- Initial visit to the home/accommodation with housing officer. Check bedrooms and living accommodation. Host ID checks for enhanced DBS. Discussion with hosts re expectations. Expectations.
- Welcome visit. Meet with the host and see if everyone has settled in and any issues. Meet with guest and check if there are any concerns. Remind guests and hosts that there will be another visit in five months' time.
- 3. 5 month visit. Speak to host and guests separately. Discuss future plans for moving on to private or social housing, if applicable. Listen to any concerns/ worries that may have developed.
- Children and Families Intervention Workers (CFIWs) work collaboratively to deal with any HFU related issues that may need additional intervention work.

**Recruitment drive gains seven new team members for the MIST Team**

The team is now made up of 5 females and 6 male workers, 4 of whom have arrived in North Yorkshire through resettlement schemes, and a further 3 from overseas. The languages spoken by the team now include, English, Arabic, Dari, Pashto, Urdu, Hungarian, Italian and French.

**Human Resources supporting a diverse and engaged workforce**

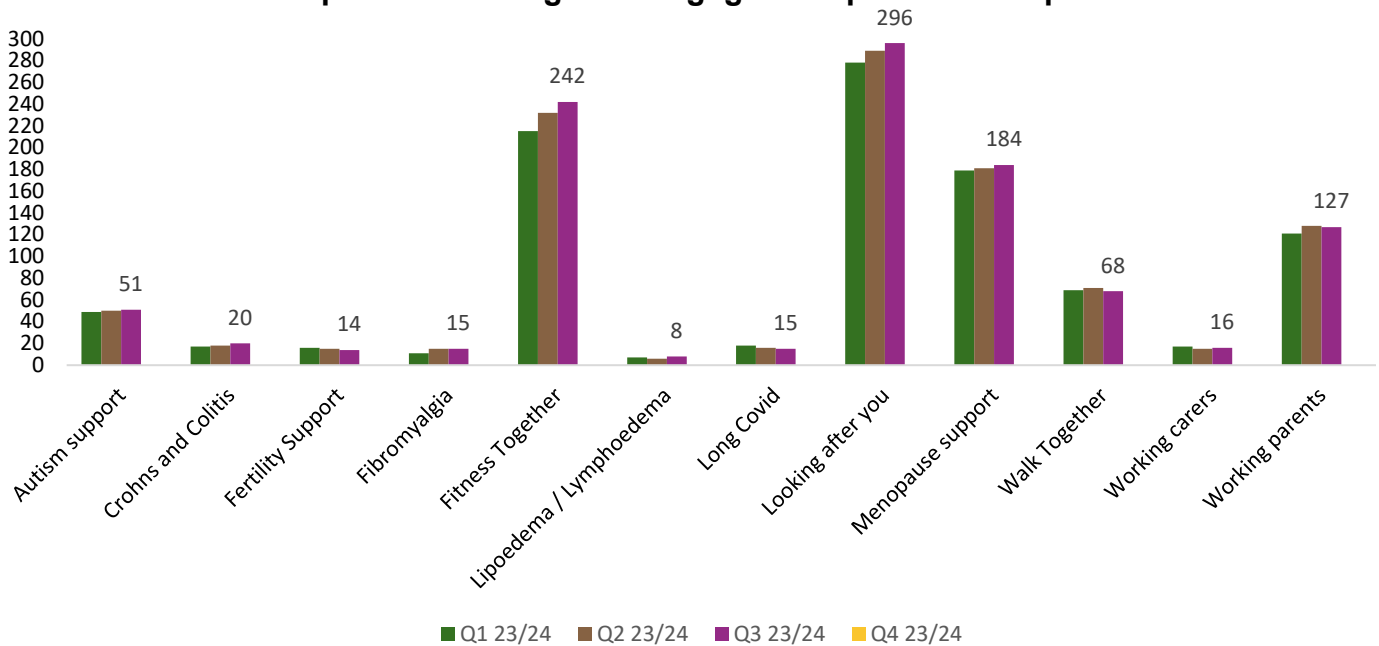
The HR team continues to focus on and deliver the work of the employee EDI networks, whilst working on projects and initiatives to raise awareness and promote EDI within the workplace and into the wider community, with events such as Scarborough Pride and Community Ramadan.

Table below shows EDI networks within the council

<b>EDI networks Name of group</b>	<b>Q2 members</b>	<b>Q3 members</b>	<b>Percentage Growth</b>
Disabled Employee Network	51	59	+ 16%
Pride Network	33	38	+ 15%
Value in Racial Diversity Network	31	36	+16%
Gender Equality Forum	10	14	+ 40%
Inclusion Forum	21	32	+ 52%
<b>Total</b>	<b>146</b>	<b>179</b>	<b>+26%</b>

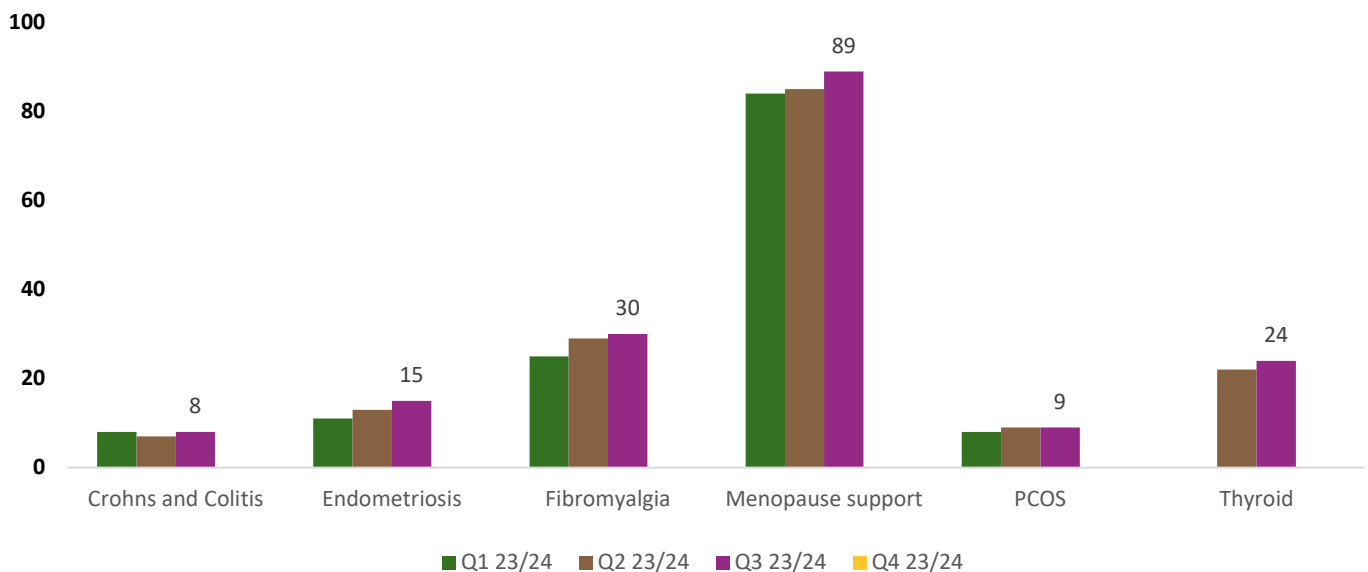
Total membership of Viva Engage groups is 1056, which is a 2% increase on the previous quarter

### Workplace Wellbeing Viva Engage Group Membership 23/24



Total membership of MS Teams groups is 175, which is a 6% increase on the previous quarter.

### Workplace Wellbeing MS Teams Group Membership 23/24



## Customer Services

During Q3 we have continued to develop our approach to customer excellence as we work to being more customer centric and having greater insight into the demands to the service.

In Q3 Customer Services had 186,639 customer interactions which saw a drop in demand from the seasonal increase experienced in Q2. The top 5 demands for the Customer Service function by service area remain the same as in Q2:



- Council Tax
- Bin's, Recycling and waste
- Roads, Parking and travel
- Housing and homelessness
- Social Care

Through Q3 we have continued to build the customer 'one front door' approach so when new initiatives have launched, we have been in a better place to improve the customer experience. As we start to look at customer insight and carry out data analysis, we will better understand customer trends and be able to position our resources to meet seasonal demands in services.

### Household Support Fund

In Q3 the customer team supported the launch of Phase 4 of the Household Support Fund (HSF) scheme. Below is the demand received across the different customer channels

- 1,522 calls to HSF queue (78% of these calls came through the 0300 number).
- 1,460 Face to face contacts across customer service face to face access points
- 345 email/contact us
- 565 requests to print vouchers and post
- 107 requests to reissue vouchers
- 3,332 customers have been helped by Libraries
- 23 customers issued with replacement vouchers after the deadline (exceptional cases)
- The final redemption rate for the HSF vouchers has improved from 92.9% for Phase 3, to 94.4% for Phase 4, due to the work of the customer service team who started an outbound calling campaign to customers who had not redeemed. This outbound calling started when the redemption rate was at 81.9%. The outbound calling campaign and chase letters resulted in the final redemption figure of 94.4%. Customer Services spent 84 hours 40 minutes on outbound calls at a cost of £1,400.

### Customer Demand by Channel

Historically the demand in Q3 is less than in Q's 1,2 and 4 which reflects the reduction in all channels as expected again this quarter:

Channel	Demand by Channel
Face to Face	15,822
E-mail	35,302
Contact Us On-line Enquiry	10,010
Telephony	125,505
<b>Total Number of Contacts</b>	<b>186,639</b>

Most (125,505 or 67%) of these interactions were via the telephone. The remainder were split across electronic (45,312 or 24%) and face to face (15,822 or 9%) channels. Overall, 86% of telephone calls to Customer Services were answered within 4 minutes. Performance on telephone answering improved compared to the previous (Q2 - 83%). In October 83% were answered in 4 minutes; in November 87%, and 87% in December.

## Customers applying for Services on-line

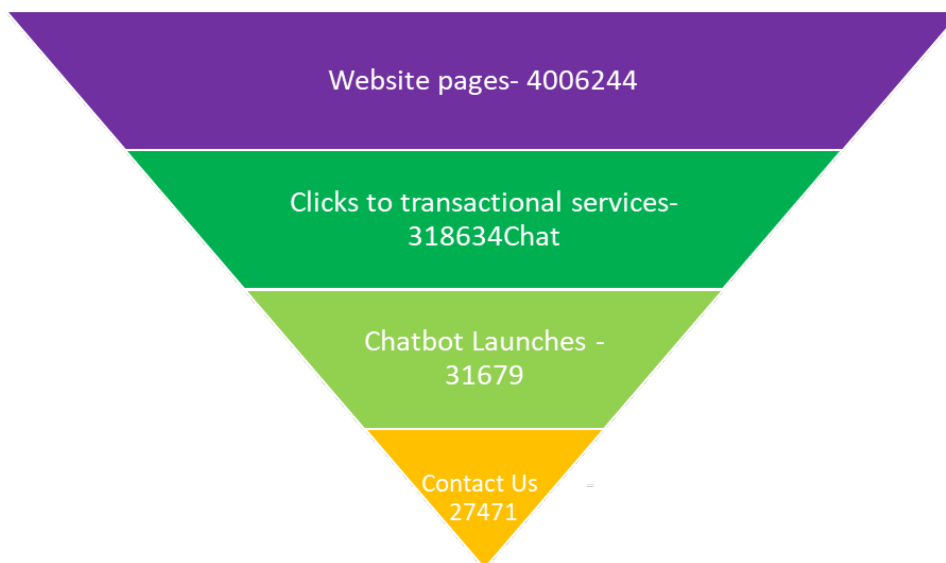
The service is working to develop the online offer for customers. In the customer 'one front door' we can see the volume of customer traffic across all our on-line tools. We work to ensure services are accessible to customers through the contact channel of their choice, whilst promoting and developing online services so this becomes their first choice.

The Customer Team are continuing to obtain data from our legacy systems to provide an accurate figure for the number of service requests made on-line. The team is currently able to see accurate data for new or transformed services like bulky waste or Housing Support Fund. We are working with the Data & Intelligence team on a dashboard to bring all data from legacy systems together and map them across a reporting standard. The creation of this dashboard will enable the Customer Team to be able to more accurately calculate the number of customers who are applying for a service on-line. Once we have this, we can offset this against the customer service data to give us the % of demand satisfied on-line and therefore deflected from the customer service centres.

## Transactional Services

There has been a 107% increase in the number of customers clicking on links to transactional services. Some of this demand is driven by customers accessing information about changing bin collections (prior to the launch of the new Bin Calendar in December) to view changes to services over the Christmas period. Customers have also been accessing services on-line over the Christmas period. There is also a significant increase in customers looking at Jobs, planning in Harrogate and parking fines in Scarborough.

The diagram below shows the level of demand across all on-line tools.



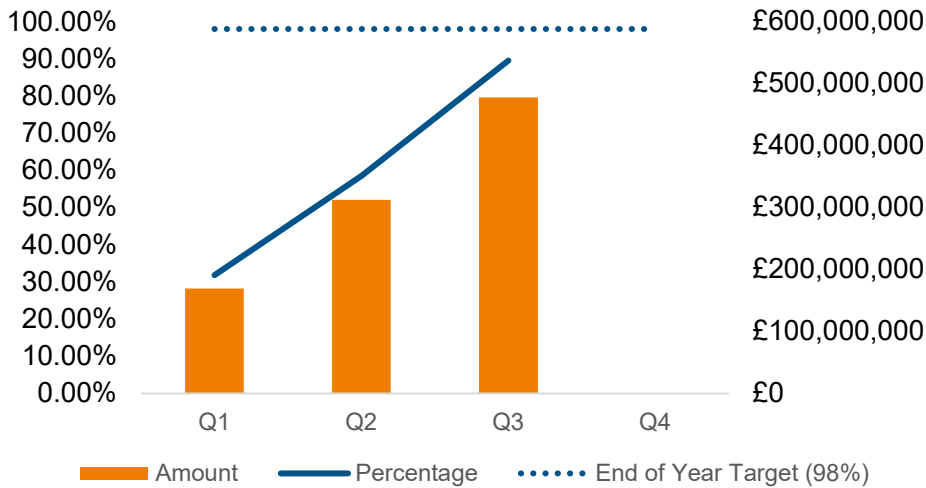
## Revenues Collection

The collection of Council Tax and Business Rates for North Yorkshire Council has a major part to play in the overall financial stability of the Council.

### Council Tax

The current annual Council Tax liability to be collected for 2023/24 stands at £534m. In Q3 the Council Tax collection rate stands at 89.51% up from 58.56% the previous quarter. This equates to a total amount collected by the end of Q3 of £478m. Collection procedures continue to be aligned to ensure that the Q4 target of collecting 98% of the Council Tax due is achieved and the Q3 collection rate is on target to achieve this.

### Council Tax Collection (Cumulative)



The collectable liability can fluctuate and whilst the majority of taxpayers pay over 10 instalments increasingly households are opting to pay over 12 instalments which results in a reduced collection rate in the first three quarters when comparing to previous years.

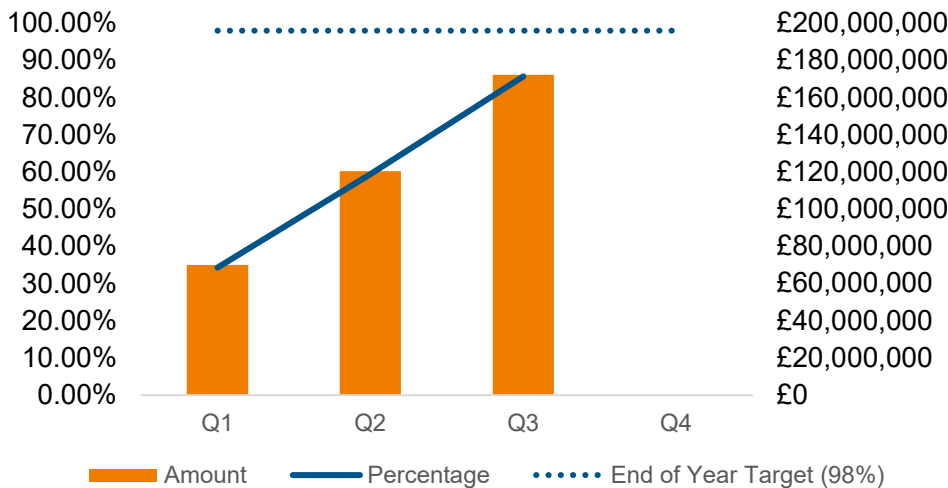
Whilst legacy district performance information was not collected consistently as it is now, for comparisons sake, the combined collection rate for Q3 last year was 87.09%. The slight increase is

predominantly attributable to the alignment across the 7 areas of the direct debit accounting process and not the increase in performance the figures may suggest. Comparisons for future years will however be more meaningful.

### Business Rates

The current annual Business Rate liability to be collected for 2023/24 is £200,962,084. In Q3 the Business Rate collection rate stands at 85.71% up from 59.41% the previous quarter. This equates to a total amount collected of £172,253,655 by the end of Q3.

### Business Rate Collection (Cumulative)



Unlike Council Tax where payments are more linear due to the large number of payees on direct debits repaying similar amounts; the re-payment profile of Business Rates is not as 'smooth' and can be dependent on when organisations with large liabilities pay their bill. In addition, any amendments to rateable values on large assessments can result in substantial fluctuations to the business rates collectable.

The Q4 target is to collect 98% of the business rates due and the Q3 collection rate is on target to achieve this. Whilst legacy district performance information was not collected consistently as it is now, for comparisons sake, the combined collection rate for Q3 last year was 84.28%.

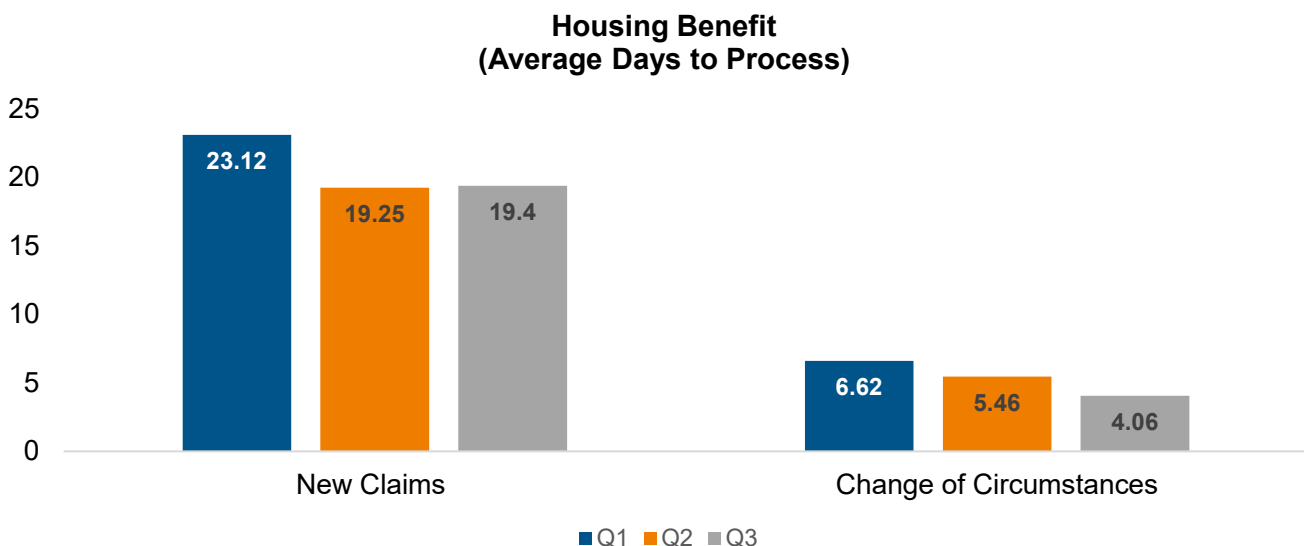
## Benefits Processing

### Housing Benefit

In Q3 the average time to process Housing Benefit (HB) new claims was 19.4 days, this is consistent to the Q2 average of 19.25 days. The slight decline of 0.15 days accounts for the increase in complex cases for some former areas around supported accommodation, either from these cases being out of area or delays seen when providing the relevant information to process the claim.

An improvement in performance has occurred from Q2 for the average time to process HB change of circumstances. In Q3 the average processing time was 4.06 days, a 1.4 day improvement to the Q2 average of 5.46 days, this improvement has occurred even with a 9% increase in the number of change of circumstances claims. The improvement in performance this quarter is a continuation of the improvement seen in Q2. The combination of reducing the backlog of work in Q2 and extended support through combining resources across the service has continued into Q3 and subsequently seen performance either maintain or improve across the service.

HB average processing times are a nationally reported performance indicator, the most recent national figures reported by the Department for Work and Pensions (DWP) are for Q1 of 2023/24. The average processing time for HB new claims was 22 days and for Housing Benefit change of circumstances 8 days. The Q3 performance demonstrates the service is working at an improved rate to the latest national averages.

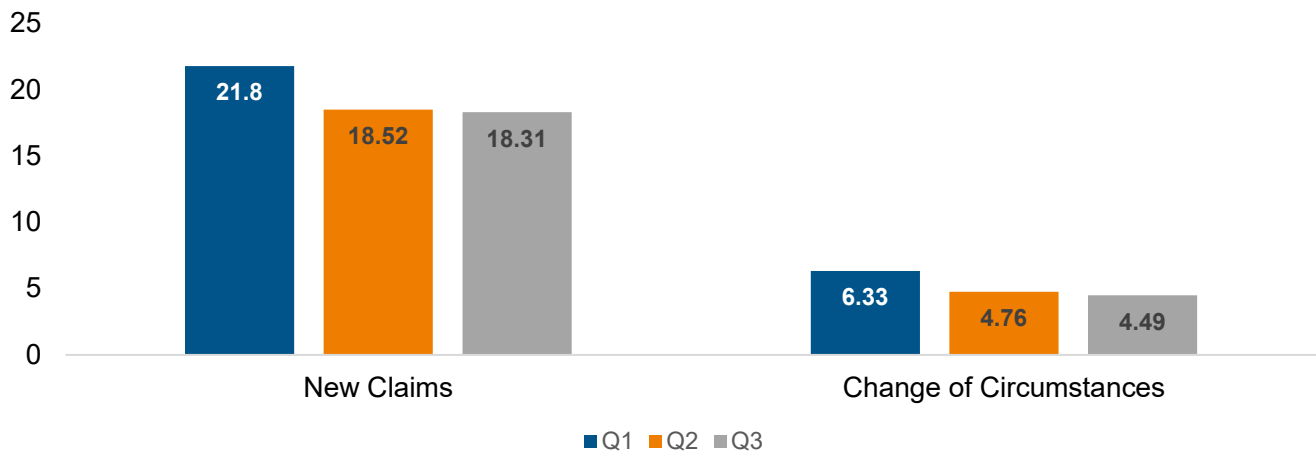


### Council Tax Reduction Scheme

In Q3, the average time to process Council Tax Reduction (CTR) new claims was 18.31 days, an improvement of 0.21 days to the Q2 average of 18.52 days, showing consistency within the service performance.

The average time to process CTR change of circumstances has also remained consistent, from 4.76 days in Q2 to 4.79 days in Q3, a variation of 0.03 days. The CTR performance seen within Q3 is similar to Q2, indicating that collectively across the former districts processing times have been maintained at the improved level, showing the service is continuing to work well to ensure claims are processed quickly and therefore residents receiving the correct entitlement.

### Council Tax Reduction Scheme (Average Days to Process)



## Local Engagement

### Community Anchor Organisations (CAOs)

23 place-based organisations from across the county continue to work with Stronger Communities to progress a Community Anchor model for North Yorkshire; in Q3, this included the joint development of organisational action plans. For the ten localities where a suitable CAO has not been initially identified, development work continues to explore the potential for a local voluntary sector organisation to become a CAO, or to look at alternative models. Collaborative work with our key voluntary sector partners in our larger urban areas of Harrogate and Scarborough to explore options for Community Anchors also continues and is due to report in Q4.

The small scale Inspire grants scheme has continued, with 46 awarded in Q3. The team also continue to work alongside various voluntary and community groups to support organisational development and capacity building activity.

### Holiday Activities and Food (HAF) Programme

The HAF programme continues to develop and improve its reach in all areas of North Yorkshire with additional providers getting involved in the scheme for Christmas delivery, allowing for a more diverse programme to be delivered at a local level for children and young people. An interactive tool has been developed to show where providers for each of the holiday periods are delivering their activity so that cold spots can be quickly identified by the team and additional activity sought. This mapping also helps in advising parents of alternative activities available, when their first choice is fully booked.

Developed with input from Healthy Schools, Public Health and FEAST providers, a range of free resources and training are now available for providers to use and share with families around cost of living/healthy lunchbox and healthy eating on a budget.

Q3 data covering the Christmas break is currently being collated, with a particular focus on 'non-attendances', Special Education Needs and Disability (SEND) provision uptake, and feedback on the improved booking system.

### UK Shared Prosperity Fund (UKSPF)

Stronger Communities continue to take the lead role in the delivery of the Communities and Place strand of the Council's UK Shared Prosperity Fund programme. An advisory group is in place made up of public and voluntary sector partners, who are overseeing the work being progressed on the year one allocations, as well as planning and development work taking place on year two and three allocations. In Q3, notable progress was made in the following areas:

- The Community Grants and Village Halls and Community Buildings Grants schemes were launched, with the first round of awards due to be made early in Q4.
- The Physical Activity, Sport and Active Travel Fund continues to be successfully delivered by North Yorkshire Sport on behalf of NYC after its launch in autumn 2023.



## Local Food Support

Following the 'Food Summit', a partnership and engagement event to launch the findings of the collaborative food insecurity insight work undertaken in conjunction with City of York Council in Q2, the first follow up online Community of Practice session took place in Q3, focussing on place based collaborative food access models. A second session focussing on cash first approaches is due to take place in Q4. A number of dedicated key stakeholder conversations continue to take place in relation to this work.

## Digital Inclusion

Digital Inclusion Investment: In preparation for the UK Shared Prosperity Fund (UKSPF) funding that will be available in 2024/25, research and development work began in Q3. The stakeholder co-design phase which the team received funding from the Humber and North Yorkshire Integrated Care System to enable, will be completed in partnership with Community First Yorkshire. This research and development will inform the coordination of the UKSPF Digital Inclusion investment programme in 2024/25; £480,000 capital infrastructure and £336,000 revenue for digital learning and skills. The ambition for the investment is to stimulate digital inclusion activity through learning, skills, resources and volunteering, in a range of existing and new settings targeting digital and health inequalities.

Reboot North Yorkshire has continued to support digital inclusion with regular referrals into the scheme from a broad range of organisations, health, and NYC services. In Q3, 69 devices have been gifted to socially isolated individuals or those in need of a device to access training or to continue their education. Our community partner Craven Reboot have similarly been active in gifting devices, supporting people with IT needs, and encouraging donations within their communities. Alongside the Reboot scheme we have been promoting the digital courses run by the Adult Learning Service as well as the work that libraries do to support digital confidence so that those receiving a device can make best use of it.

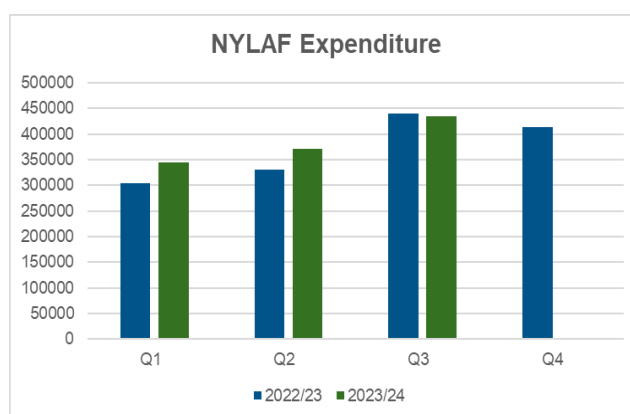
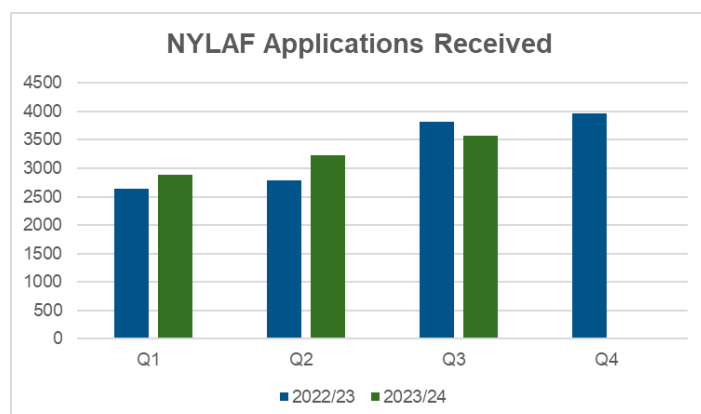
## Household Support Fund (HSF)

Work continued on the deployment of the fourth phase of Household Support Fund in Q3. The Department for Work and Pensions (DWP) funded programme aims to support those most in need or crisis with significantly rising living costs in 2023/24.

In line with the expenditure guidelines and the agreed eligibility framework and delivery plan, 21,191 households across North Yorkshire redeemed a direct award in the form of a shopping voucher to support them over the autumn and winter months. This encompassed eligible families, pensioners and working age adult households, as well as those who missed out on other forms of national Cost of Living support. A second phase of the direct award, focussing solely on those who are in receipt of Housing Benefit but who have not received a Cost-of-Living payment, will be delivered early in Q4, alongside HSF funded support being available via North Yorkshire Local Assistance Fund (NYLAF), the HSF Energy Support Scheme delivered by North Yorkshire Citizens Advice & Law Centre, and 18 local free or low-cost food providers across the county until 31 March 2024.

This phase of Household Support Fund has supported 42,625 households via 172,579 awards so far.

## North Yorkshire Local Assistance Fund (NYLAF)



This quarter saw an increase in applications received with 3,568 applications received, up from 3,225 last quarter but below the 3,825 for the same quarter last year.

Of the applications received 91% were approved. Expenditure this quarter was £433,854.66, this was up on the previous quarter (£370,706) but was down slightly on the same quarter last year (£439,377).

In keeping with previous years, the highest levels of demand are seen in Scarborough (62%), followed by Harrogate, with lowest levels of demand in Richmondshire (7%).

	2022/23				2023/24		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Food Voucher	1,783	1,826	1,783	2,783	2,041	2,266	2,589
Energy Voucher	1,581	1,245	2,196	2,089	1,418	1,441	1,752
Clothing Voucher	79	114	101	84	78	112	108
White goods	231	286	301	84	311	273	287
Cash awards	0	0	2	1	0	1	1
Other household items	202	207	296	251	174	208	270
Furniture	256	263	357	309	411	308	370

As well as the reported figures above, further food parcels were delivered across the Scarborough town area through our ongoing partnership with the Rainbow Centre. In Q3, 177 were delivered.

NYLAF has supported the Governments Homes for Ukraine Scheme, with 31 awards going to refugees or host families this quarter to directly support those that have fled Ukraine.

An extension to the Household Support Fund was announced in the 2023 Spring Budget; therefore, food and energy award levels are staying at the increased limit of four awards in a rolling twelve-month period until the end of March 2024.

The HSF Exceptions scheme is being delivered by FFBS with a budget of £50,000 available for the periods that the direct award scheme is live (January/February 2024).

## Refugees, Asylum Seekers and Resettlement

### Refugee resettlement (Afghan ARAP/UKRS)

North Yorkshire has permanently resettled 290 persons (60 households) under the Afghan Relocations and Assistance Policy (ARAP) between August 2021 to 31 December 2023, and 175 persons (45

households) – mainly Syrian refugees - under the United Kingdom Resettlement Scheme (UKRS) between February 2021 to 30 September 2023. No new UKRS cases are being brought forward by government and so the scheme is effectively on hold.

North Yorkshire Council responded in December 2023 to the Home Office's consultation on the Cap on Safe and Legal Routes, which is expected to take effect from 2025. We concluded that resettling more than 55 people a year under safe and legal routes (UKRS and Afghan ACRS) would not be sustainable due in large part to the number of recent arrivals (Homes for Ukraine and Afghan ARAP), the lack of affordable housing available especially for larger families, and other competing service pressures and demands. Homes for Ukraine and Afghan ARAP will sit outside the cap that will be set by government.

Afghan ARAP households continue to be resettled in North Yorkshire utilising additional Ministry of Defence (MoD) surplus Service Family Accommodation (SFA). As at 31 December 2023, 33 Afghan households have been accommodated in SFA properties, with a further three households scheduled to arrive in January 2024.

A second round of the Local Authority Housing Fund (LAHF) has been implemented and all 11 homes in the county have been identified and have either been purchased or are in the final stages of purchase. These properties will chiefly be allocated to Afghan Citizens Resettlement Scheme (ACRS) Pathway 3 households, but should they subsequently leave the LAHF property, it will become part of the general pool of council housing stock.

Afghan ACRS Pathway 3 households are Afghan households at risk who supported the UK and international community effort in Afghanistan (but did not have a connection to the British military), as well as those who are particularly vulnerable, such as women and girls at risk and members of minority groups.

#### **Asylum seeker dispersal and contingency hotel accommodation**

Since April 2022 the government has required all local authorities in Great Britain to take part in asylum dispersal. The national shortage of bedspaces in dispersal accommodation (long-term temporary accommodation) has required the government to use contingency hotels as a stop-gap measure. There remain three contingency hotels in the county– two accommodating single adult males and one hotel accommodating families. Demands continue to be placed upon local services. However, the number of persons across the three hotels has declined recently. A key reason for this is likely to be that channel crossings in the winter months are more difficult to undertake. There has also been a slight upturn in the number of moves into dispersal housing from the hotels. Mear's housing group – the Home Office's accommodation provider for the region - continues to manage the hotels on behalf of the Home Office. The Home Office contracts with the three contingency hotels in the county are expected to continue into 2024.

#### **Homes for Ukraine**

Between the 1 October and the end of December 2023, 52 additional Ukrainian guests arrived in North Yorkshire, making a total of 1,452 arrivals since the start of the Homes for Ukraine scheme.

During this quarter we have seen a continued rise in the number of single arrivals joining family members in North Yorkshire. Many families have now moved into, or been offered social housing through Broadacres, funded by the Local Authority Housing Fund. The houses, of which there are 25 in total for this cohort, are mainly new builds located in Scarborough, Boroughbridge, Ripon, Knaresborough and Harrogate. In addition to this, families are also able to apply for social housing through the standard process.

Since the start of the scheme 1,008 guests, who initially arrived in North Yorkshire, have moved on from their sponsor's accommodation. Further detail relating to those guests' movements is detailed in the table below:

	Households	Individuals
Rematched to sponsor outside of North Yorkshire	26	50
Returned to Ukraine	139	231
Moved to another country	28	50
University	8	8
Private Rental – in North Yorkshire	224	473
Social Housing – in North Yorkshire	41	96
Private Rental – outside of North Yorkshire	55	100
<b>TOTAL</b>	<b>521</b>	<b>1,008</b>

\*Please note there may be a small amount of time between guests moving and informing NYC, so above figures could vary slightly.



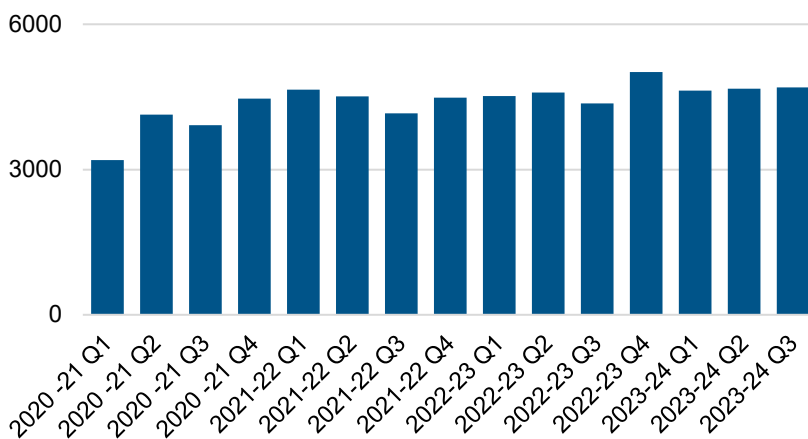
## Health and Adult Services

### Customer

#### Referrals

Referrals to adult social care teams for Q3 were 4,699 which is a 8% increase (333 referrals) compared with Q3 in 2022/23. This is 1.4% higher than 2019/20 activity levels.

Count of Referrals by Quarter

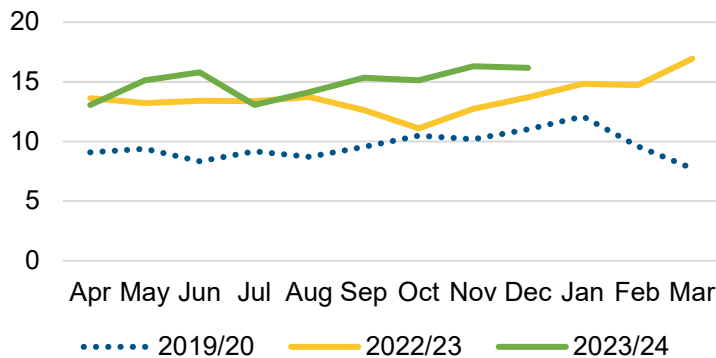


The overall level of activity in Q3 was broadly in line with other post-pandemic quarters. As reported previously, the national hospital discharge pathway has changed the composition of referral activity significantly over the pandemic period.

**Community referrals** have fallen to 3,235 in Q3 compared to 3,614 in Q4 2022-23 and they are down from 3364 in Q3.

**Hospital discharge activity** averaged 15.8 discharges per day during Q3, which compared with 14.1 per day recorded for Q2. The chart below highlights that activity so far this year has been running above or at the same level as that experienced during 2022/23. For Q3 in 2022/23, discharges averaged 12.4 per day. Q2 activity was 58% higher than the pre-pandemic average (10 discharges per day).

**Average Discharges per Day**



Local activity continues to be subject to high levels of volatility day-to-day, with local health and care systems continuing to be subject to localised surges in discharge activity, which can affect different localities on different days, with capacity amongst local care providers being quickly used up. During Q3 there were 35 days where discharges exceeded 20 per day, compared with 24 in Q2 and 25 in Q1.

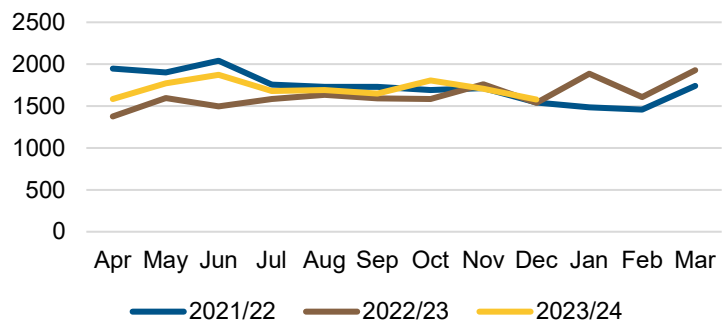
**Assessments**

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

During Q3 2023/24, 5091 initial assessments were completed for 4,496 people, giving an average of 1.1 assessments per person, down from 1.2 in Q2. The volume of assessment activity is up 4% or 208 assessments on Q3 2022/23.

Activity levels are now higher than before the pandemic. In 2019/20 Q3, 4,147 assessments were completed, which means current activity levels are 23% or 944 assessments higher.

**Initial Assessments Completed per Month**



**Care market sustainability**

A wide range of development work is on-going to support care providers and to establish stable and sustainable local care markets. The key points of progress during the last quarter include:

- **Winter Services** - Two winter services commenced on 2<sup>nd</sup> January 2024. The Live-in Care Service is small and is achieving increasing referrals. The Home First Bridging Service continues to have capacity with use being considered for all referrals.
- **Home First** - Engagement planning is being undertaken to go to the market to consider options in relation to pricing reviews. This will enable the council to ensure that it is paying the correct price for care, one that is sustainable for providers, whilst providing best value for the council. Work has also commenced in relation to reviewing the urban, rural and super rural maps, which are used to determine provider hourly rates and package costs.

There has been a slight decrease in financial sustainability applications from social care providers. In Q3, 3 new financial sustainability applications were logged, of these 1 was approved, 1 declined and 1 is in progress.



## Reviews

The Care Act (2014) requires that people’s care plans 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.

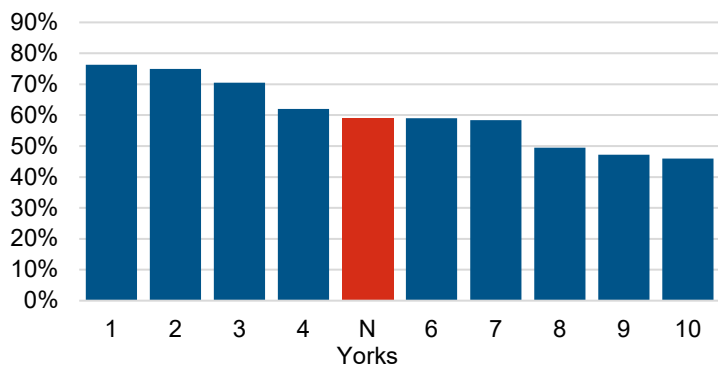
The key performance indicator for reviews relates to people who have been in receipt of long-term support for 12 months or more, and who have had a review in the last 12 months. The measure is part of the national Adult Social Care Outcomes Framework. In 2022/23, North Yorkshire achieved 61% against this measure, compared with a national average of 57% and a regional average of 52%.

At the end of Q3, local performance was reported at 58.7%, an improvement of 0.2% on Q2, which remains above both of the most recently available comparative averages mentioned above.

Early benchmarking data for Q3 is limited to data for 10/15 of the Yorkshire & Humber region local authorities.

The chart to the right presents anonymised data for the local authorities that shared data on this measure. North Yorkshire’s performance in Q3 positioned it mid-point in the performance range amongst the authorities submitting data, an improvement of 3 places on its Q2 ranking.

**Annual Reviews Completed for People Receiving Long-term Support**



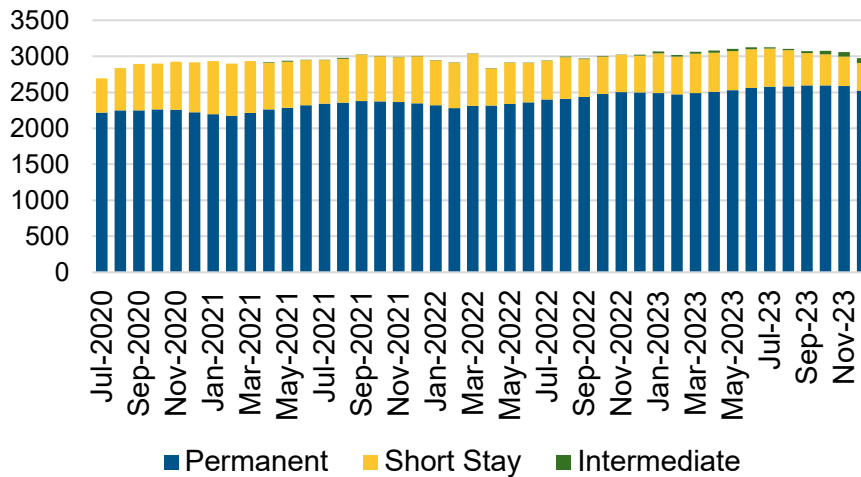
Reviews is one of the directorate’s seven improvement priorities and a number of initiatives are underway to deliver improved outcomes for service users around this area of activity:

- An engagement session with staff was held at Adult Social Care Forum to discuss current practice and thinking around reassessments and reviews, and the feedback will be analysed to help inform further developments.
- The review team is now allocating reviews by care home, starting with those care homes with the highest number of overdue reviews.
- Performance reporting has been improved to give greater clarity around progress for people in community-based provision and those care homes. Further improvements are being specified to help identify the financial impact of review and reassessment outcomes.

## Placements

Permanent residential and nursing placements within the quarter (2,569) decreased by 15 between quarters, however it has increased from 2,372 in Q3 2021-22 (+8.3%).

**Number of Permanent and Short Stay Placements in Month**



As hospital discharges to social care remain high and care market capacity remains stretched, the use of short-term, bed-based placements remains significantly higher than pre-pandemic.

Overall placement numbers within Q2 (3,035) show a 2.1% increase (57 placements) on Q3 2021/22, indicating stability over a prolonged period.

The number of people receiving short-term care during the quarter decreased between quarters, down from 493 in Q2 to 408 for Q3.

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.

The directorate’s transformation plan includes two strands of work aimed at reducing the use of short-term care home beds and the related cost to the council:

- Achieving a 50% reduction in the number of current short-term care home placements over the next 5 years. At the end of Q3 there were 343 open short-term placements, an increase of 25 placements on the end of Q2, however there has been a 14% decrease since the start of the financial year.
- Reducing the proportion of short-term care home placements that exceed the 6-week duration for short-stay, reducing excess weeks by 100 (16%) over the next 5 years.

## Care Sector Workforce Issues

**Staff sickness absence** across the council’s Care & Support service was at 4.5% at the end of Q3 compared with 4.4% for Q2. The number of days lost due to sickness per FTE for the year to date was at 10.85, which is well above the target (5.65) and above the 10.48 reported for the same period in 2022/23.

The main reason for absence continues to be stress, depression and anxiety, which was the same in Q2, accounting for just over a quarter of all absences, followed by other musculo-skeletal problems.

The Human Resources team is working closely with managers to ensure proactive absence management and to reduce absence rates. A pilot programme of Wellbeing health checks operated by the in-house Occupational Health Service during Q1 and Q2 was very successful in terms of the take up from Provider Services colleagues. Colleagues were able to attend drop-in sessions with an Occupational Health Nurse Adviser or Technician and undergo a range of health checks, including blood pressure, heart rate, cholesterol levels and weight. Subsequently referrals were made to other services such as to the smoking cessation service and weight management. This will be rolled out across the directorate.

An **international recruitment programme** has been undertaken to recruit 30 social workers and 25 offers of appointment for social work posts have been made and accepted. To date, 23 international recruits have arrived and taken up their social work posts in Harrogate, Scarborough and Vale of York teams. Comprehensive induction and pastoral support arrangements are in place. Delays are continuing to be experienced in the time it is taking Social Work England to register international recruits, however we expect the remaining recruits to arrive by April 2024.

Whilst the initial programme of international recruitment is concluding, applications for social work posts from UK applicants remain low, therefore we will continue to welcome applications from international applicants. The recent changes announced to immigration policy will not have an impact on the recruitment of Social Workers (classed as skilled workers). However, there will be a significant impact in the recruitment of care and senior care workers as removing their eligibility to bring dependants will make a relocation to the UK much less desirable.

### **Impact of international recruitment within the sector**

Without doubt, International Recruitment has had an impact on the sector, in terms of filling vacant roles:

- Skills for Care data suggests the vacancy rate in North Yorkshire is 8.60% (against a regional average of 8.0% and England at 9.9%).
- Nationally, the number of care worker sponsorship licenses issued is reported as 101,316k
- 141 providers in North Yorkshire (or on our APL)– have sponsorship license, and further work is being done to identify the total numbers of international workers in North Yorkshire – Skills for Care Data shows that 7% of the North Yorkshire care workforce are a non-EU nationality (an increase of 4% from 21/22)

However, there have been and continue to be, significant challenges which have arisen from the increase in international recruitment, specifically related to:

- Quality (services not yet inspected by CQC, cultural and language barriers impacting on quality of care)
- Unethical employment practice (human slavery issues)
- Compliance (Inconsistent notification processes in place to share information in relation to non-compliance of sponsorship licences)
- Market Sustainability (Sustainability of trusted and reliable, locally based providers and impact of licence revocation).

There is significant NYC and partnership commitment in response to these issues. Given the sustainability issues linked to international recruitment and the growth we need to see within the workforce to support population projections, we know we need a continued focus on future pipelines of resource and talent and innovative approaches to recruitment.

### **Waiting Lists**

At the end of Q3, community social care teams recorded 290 people waiting for an initial assessment (330 in Q2), which was equivalent to 4.0% of their caseload (7,274) compared with 4.6% in Q2. The numbers reported here are higher than those included in the Q2 report as the counting definition has been extended to include young people transitioning from children's services to adult social care.

The overall number of people "waiting" for an initial assessment across all social care teams was 698, which down from 750 between quarters as the numbers waiting for an OT intervention increased by 38. This continues to represent approximately two weeks' assessment activity and indicates a continuing steady throughput.

"Waiting Well" is one of the directorate's improvement priorities, and a number of initiatives are underway to help drive further improvements:

- Options for capturing services’ engagement with people during their waiting period have been assessed and the waiting well working group is developing a pathway and a mechanism to record and monitor these contacts to improve outcomes for prospective service users;
- Increased scrutiny of the progress being made for people during the referral and assessment stages of their journey with adult social care; and,
- Following a review of practice and caseloads, proposals have been developed for a new approach to managing the waiting list for community deprivation of liberty applications.

### Safeguarding

5,125 safeguarding concerns were received since April 2023, increasing the average to 569 concerns per month, compared to 409 per month in 2022/23 This represents a 33% increase in activity compared to the same time last year.

There has been a significant and sustained increase in safeguarding concerns starting in Q2 of 2022/23 and continuing through to the end of Q3, 2023/24. Analysis of activity data has highlighted two issues that have been key factors in increasing the number of concerns:

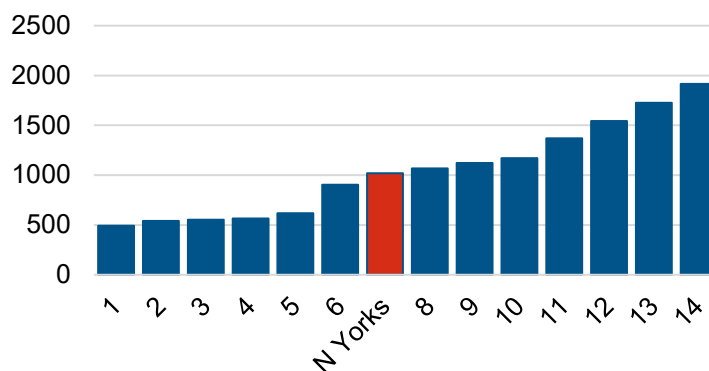
- A rise in the number of people whose safeguarding issues have been raised by more than one person or agency. The concerns raised by individual agencies, practitioners or family members will often be linked to a single referral for further action; and,
- A change in recording practice, which is more accurately capturing work that has been triaged or screened out appropriately as part of the process. This is now recorded as a safeguarding concern, but it does not require or generate any subsequent action

Whilst these issues both increase the number of concerns being recorded, they do not indicate an increase in the number of safeguarding incidents. Case file reviews indicate that concerns are being raised appropriately and that the subsequent referrals are being progressed and investigated appropriately.

Early benchmarking data for local authorities in the Yorkshire & Humber region for Q3 2023/24 included data for 14 /15 local authorities. The chart on the right presents that data anonymised, which shows that North Yorkshire’s performance (1,019 concerns per 100k of population) places it 7<sup>th</sup>, which is mid-point in the range of performance.

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.

**Safeguarding Concerns Received per 100,000k of Adult Population**



Information Gathering Decision	%
Formal Meetings –42	14.6%
Formal Meetings - Other	0.6%
Informal Discussion – Section 42	3.3%
Informal Discussion - Other	0.2%
Not an Enquiry - NFA	<b>9.3%</b>
Following Info Gathering - NFA	<b>62.0%</b>
Signposting NFA	<b>10.0%</b>

The safeguarding approach seeks to enable people to have their safeguarding issues resolved quickly. It has consistently achieved around 81.3% of cases reaching an early conclusion in terms of no further action (NFA) being required, maintaining that performance throughout the pandemic. This trend has continued into 2023/24 and is detailed in the bottom three rows of the table on the left.

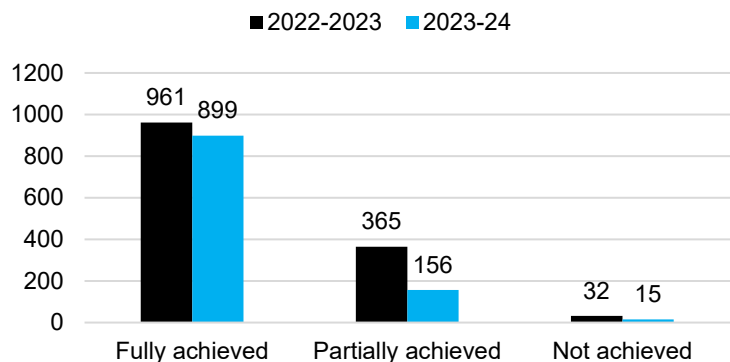
A key element of the safeguarding process is Making Safeguarding Personal, which seeks to ensure that we have conversations with people involved in safeguarding situations in a way that enhances their involvement in the process, giving them choices and control over its outcomes.

1362 people have been involved in a safeguarding enquiry since April 2023. Of these, 78% expressed a personal outcome that they would like the process to achieve. That compares with 75% for the same period in 2022/23, indicating that engagement levels have been maintained at a high level.

Whilst the engagement level has remained high year on year, the success rate for the safeguarding process achieving the expressed outcomes increased during Q3 2023/24. 84% of people stated that their outcomes were fully achieved, compared with 71% during Q3 in 2022/23.

Of the **78%** of people that did express an outcome since April 2023, **84%** were fully achieved which is **13% higher** compared to the same period 2022/23. **15%** of people said their outcomes were partially achieved. This is 2% higher compared to Q2 – 2023. **1%** of people said their outcomes were not achieved. Please see the graph below for the numbers:

### Personal Outcomes Achieved?



### The Prevention Agenda

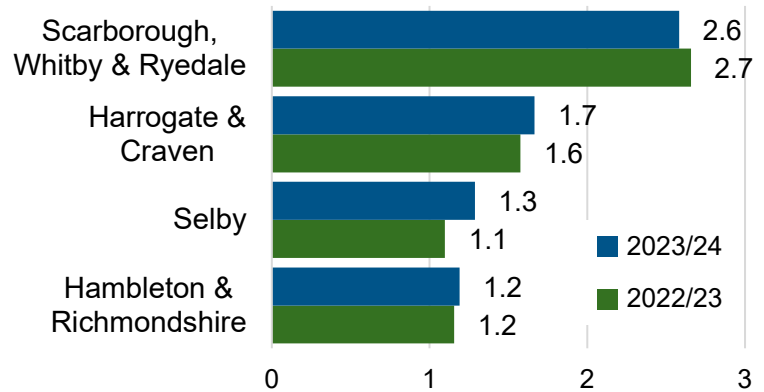
The Prevention agenda aims to support people to live longer, healthier lives, independently in their own homes by preventing, reducing or delaying the need for longer-term social care support.

#### Living Well

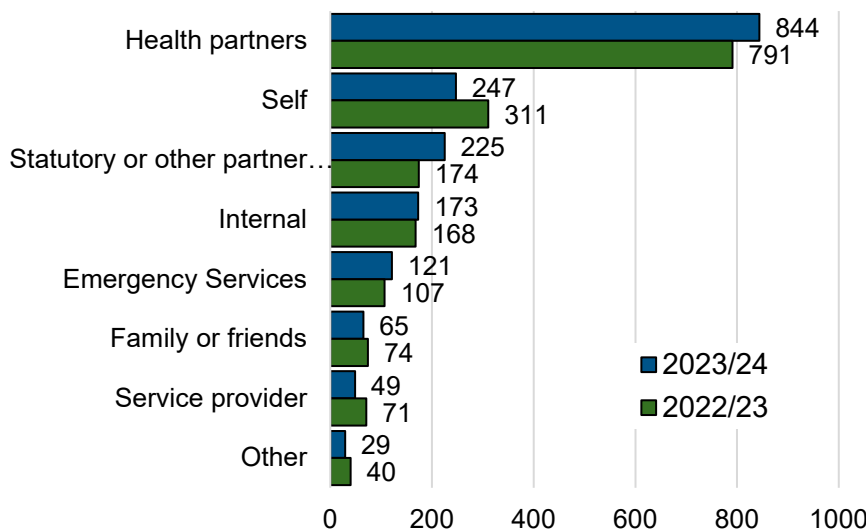
Referrals in December (274) were at their lowest since April, falling below the 24-month average (327 per month) but had recovered to 348 in November, above the 24-month average. Referrals continue to exceed their pre-COVID levels (an average of 317 per month in Q1 2019/20) in most months.

Scarborough, Whitby & Ryedale saw the highest rate of referrals in Q3 (2.6 per 1,000 population), which was slightly down year on year (2.7 per 1,000 population in 2022/23). Hambleton & Richmondshire had the lowest rate (1.2 per 1,000 population), in line with its rate in 2022/23 (1.2 per 1,000 population).

Referrals per 1,000 aged 18+ by Locality



External Referrals - Source



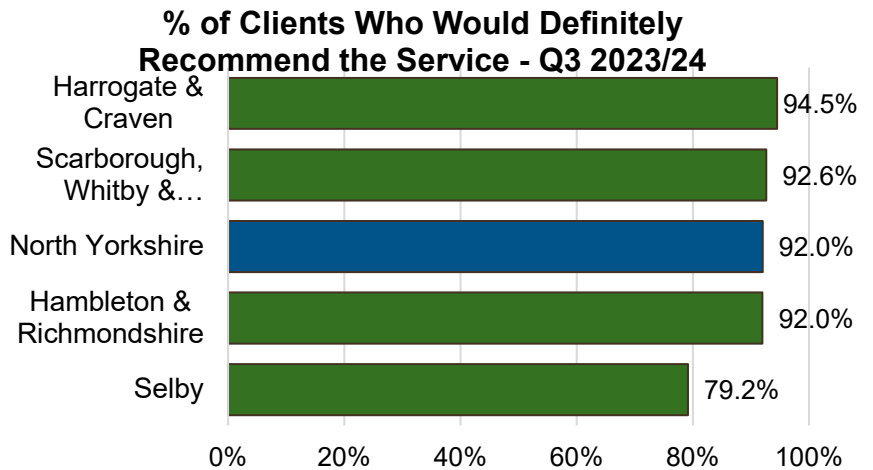
Front door referral numbers are similar to 2022/23 (a 3.4% increase), with the greatest increase coming from 'health partners' (17.4% higher). Self-referrals remain the second largest group but have decreased by 26.5%. Referrals from 'statutory or other partner organisation' have increased (up 19.7%). Referrals from health partners make up the largest source of activity October-December (324) as they did for the same period in 2022/23, but they remain below the level reported in 2019/20 for the same period (386).

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.

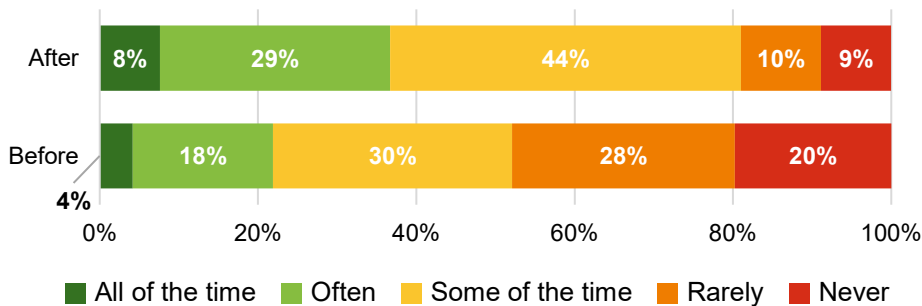


Across North Yorkshire 92.0% of clients 'would definitely recommend the service' (91.4% in the previous quarter).

- Harrogate & Craven has the highest satisfaction rate (94.5% of clients), down from 97.1% in the previous quarter.
- Selby has the lowest rate (79.2%), up from 77.5%.



**"I've been feeling confident" before and after receiving Living Well service, Q3 2023/24**



Before receiving a Living Well service 20% of clients said that they never felt confident. This fell to 9% following a Living Well service in October-December. Those who rarely felt confident reduced from 28% to 10% following receipt of a Living Well service. 8% of clients felt confident all of the time after a Living Well service, an increase from 4% before the service.

### Reablement

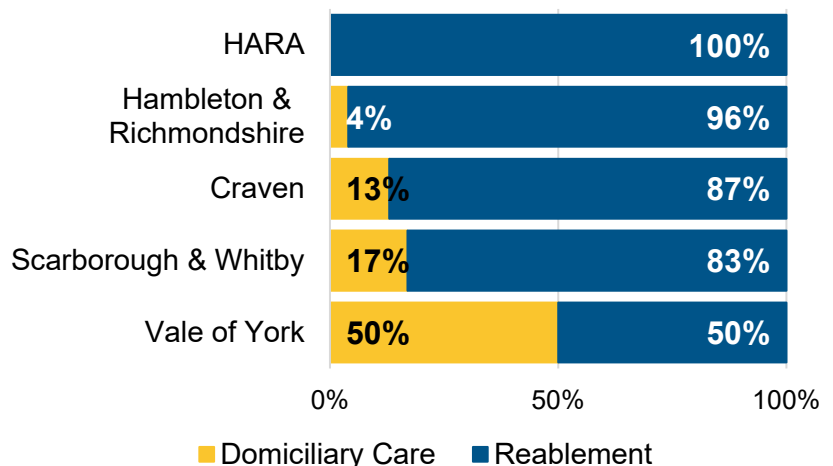
From April-December 2023, 1,339 reablement packages had been started, which compares with 1,029 for the same period in 2022/23 and represents a 30% increase or 310 packages of support (up from 19% and 129 packages in Q2). The rate of recovery increased again in Q3, exceeding activity levels recorded for the same period in 2021/22 (1,116) and closing the gap significantly on 2020/21 levels (1,370).

Pressure from providing domiciliary care cover continues to be lower in 2023/24 than it was in 2022/23, which ended with 36% of capacity still being diverted at the end of Q4.

At a county level, 32% of reablement team capacity at the end of Q3 was engaged in delivering routine domiciliary care, the same as at the end of Q2.

The chart highlights the variation of pressures around the county, and the continuing significant impact on the Vale of York, where diverted capacity was down from 55% between quarters.

**Current Service Provision by Reablement**

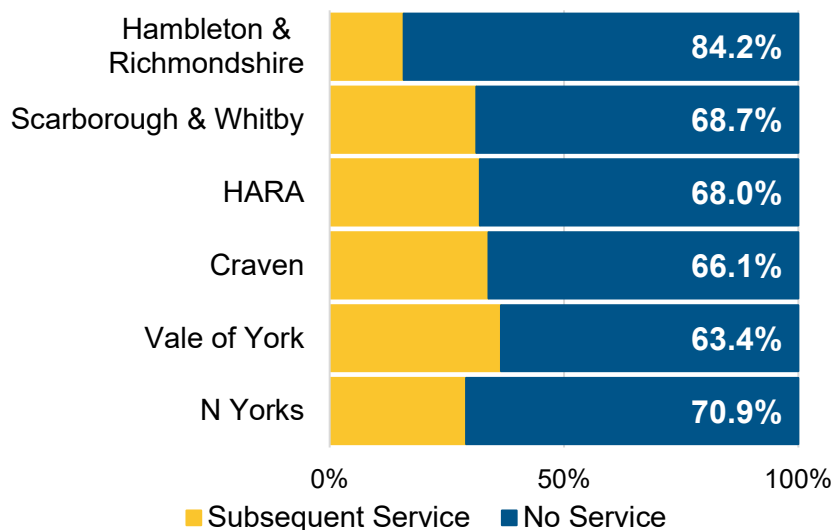


As part of the social care performance framework, the effectiveness of the council's reablement offer is measured in terms of the proportion of people supported who return for subsequent social care support within 90 days of the completion of their reablement package.

794 interventions were completed April-September 2023. The proportion of these people who had not subsequently returned for social care support by the end of Q2 was 70.9% (563) which remains better than the full-year performance achieved for 2022/23 - 68.8% (947).

Local care markets, and the care providers that operate within them, continue to be affected to different degrees around the county. The chart on the right shows the local variations in the return rate, which will reflect these different pressures but also shows improvement for all localities against their 2022/23 full-year performance.

**% of People Requiring Further Care & Support 90 Days After Their Reablement Package**



As part of the directorate's improvement priority focusing on reablement, a number of initiatives are being progressed to improve reablement activity levels and outcomes. Key points of progress include:

- The improvement trajectory for people receiving reablement has increased and rates of delivery are almost at pre-covid levels.
- A county-wide reablement service manager has been recruited to help develop and implement the new deliver model.
- Mileage costs related to delivering reablement have been reviewed, with proposals for changes to existing arrangements subject to consultation with staff and trade unions.

### Housing

One of the key priorities in the 2025 vision for adult social care is to help people live independently in their home of choice for as long as possible, with options for self-care as far as possible. To achieve this, the council works with a range of partners to promote the use of modern designs and innovative construction techniques that create accessible, adaptable and efficient homes that can meet people's changing needs over time.

A summary of the points of progress in Q3 across the key areas of work is provided below:

#### Extra Care:

- Work is progressing with the procurement of an extra care housing scheme in Whitby. The provider is carrying out a financial remodelling of the proposed scheme and will present the report to their board for approval in the New Year.
- NYC is working with a developer to potentially bring forward an extra care scheme in Harrogate. The site is part of wider housing development plans which it is hoped will consist of approx. 70 units of accommodation.
- NYC is working on a further proposal to develop an extra care scheme on a site owned by NYC in the Harrogate locality. The site would suit a hybrid model of accommodation. Procurement

documents are being prepared and we plan to launch a procurement early in the new year. We have completed an online survey to seek the views of local residents for the proposed extra care site in Harrogate. A face-to-face event will take place on 19 December.

- Celebrations to commemorate the 20th anniversary of extra care in North Yorkshire are concluding. The Housing, Technology and Sustainability team carried out a tour of all the schemes earlier in the year, which was the first scheme to open. Richard Webb and Cllr Harrison will be finishing their last tour of all the schemes on the 18 December. There will be a workshop in January to deliver feedback from these visits.
- Extra Care Housing: Past, Present, Future conference was held on Friday 10 November 2023, at The Crown Hotel in Harrogate. This was part of the 20th anniversary celebrations. NYC facilitated a conference in partnership with the Housing LIN and the LGA, engaging with national figures and stakeholders to analyse the learning across the sector and consider the shape of housing with care for older people over the next 20 years. We were joined by members of the Government's Older Persons Housing Task Force, with an opportunity to influence the recommendations to be made to Government. We heard key messages from important sector players including DLUHC, DHSC, Homes England, ARCO, Housing 21, Lovell Later Living and Audley Group. The conference was a great success, attracting substantial media attention, and was attended by in excess of 200 delegates from more than 50 local authorities. The conference also launched a network for Adult Social Care Commissioners who are looking to deliver and expand housing with care options for older people. The first meeting was held on 11 December.
- Feedback from the community face-to-face event and online survey to seek the views of local residents the proposed development of extra care housing in Gargrave has been reviewed to inform the future procurement proposal.
- Work continues on procurement documents for schemes in Malton.

## Assistive Technology

- Work is ongoing to prepare for an interim re procurement of North Yorkshire Councils Assistive Technology contract. Procurement and Legal Service are looking into options for a further contract extension to give us more time to explore the future of the AT (Assistive Technology) service in North Yorkshire. We propose to launch an interim procurement contact in the new year.
- A workshop took place on 30 November to explore options for the future of Assistive Technology service in North Yorkshire and considered both the commissioned and in house services alongside the Community Equipment Services. It was agreed that a further workshop will be convened and facilitated by Transformation & Technology.
- Living Independently Training Hub (LIT Hub) (formally TEC flat) - The LIT hub is becoming an integral solution to provide training and a hands-on opportunity for workers to understand the options for providing people with AT solutions to help them live independently longer. Increasingly popular training sessions are held once a month at the hub, together with some individual team sessions.
- Analogue to Digital switch over (A2D) – we are working closely with our commissioned services to mitigate the risk of lifeline services not working due to the analogue phone lines being switched off. We are in the process of identifying people that may have already had their phone lines switched and will prioritise upgrades to their AT equipment. We have completed approx. 85% of the upgrades and plan to have all the remaining analogue lifelines upgraded by the new year.

### 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.

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).

The average PB for non-LD cases was £21.6K at the end of December, an increase of £303 against the average PB for Q2. This represents a 9.4% increase year on year (£1,862), compared with an 10.7% increase (£2,060) reported in Q2.

The average PB for a service user with a learning disability was £44.2K at the end of December, a 3.2% increase from £42.8K at the end of September. This represents an 6.7% increase year on year (£2,791), compared with an 6.7% increase (£2,791) in Q2.

Non-LD service users in receipt of a PB (3,099) span a very wide cost profile. At the end of Q3, 67% (2,469) of these service users had a personal budget that was below the county average (£21.6K p.a.).

Work focused on the cost of community-based care provision continues to progress:

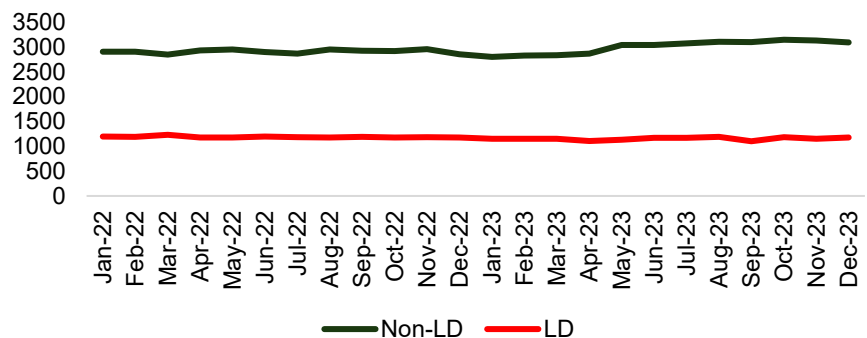
- An initial analysis of current community-based support (CBS) approved provider list rates is complete and options around the most appropriate means of setting sustainable CBS rates will now be assessed; and,
- As part of the implementation of the actions from the home-based support market challenges report, an international recruitment working group has been established, led by Business Continuity, with a focus on the domiciliary care workforce.

At the end of Q3, the number of people supported via a personal budget was 4,280, which was 6.0% up year on year (244 cases) and compares with a 2.2% rise year on year in Q2.

This number now exceed pre-pandemic levels, which averaged 3,760 during the second half of 2019/20.

Overall LD case numbers have been steady over the last 2 years.

**No. of People in Receipt of a Personal Budget**

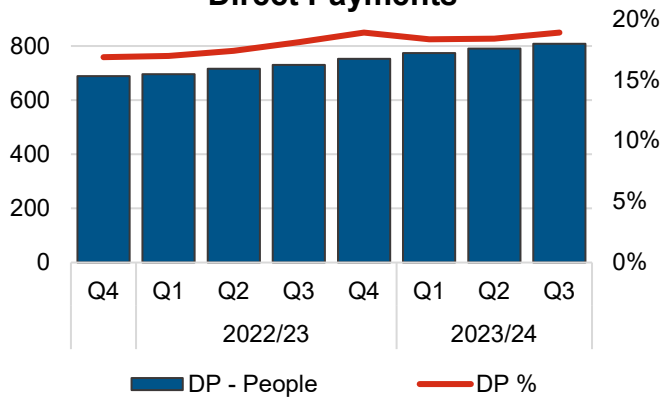


### Direct Payments

Direct Payments (DP) are where service users choose to receive a cash payment so they can arrange and pay for their own care and support. They follow the same needs assessment process, but direct payments aim to give the service user greater flexibility, choice and control in determining their care and support arrangements.

The number of people receiving a direct payment (808) has shown small but steady increases in each of the last six quarters.

### Direct Payments



Year on year, the number of people receiving a direct payment increased by 78 or 7.3%, whilst the number of people with a Personal Budget (4,280) is up by 244 people or 6.0%. People receiving a direct payment represent 18.9% of the total number of people with a Personal Budget, up 0.8% year on year in Q3. Direct payment numbers remain down on pre-pandemic levels when they accounted for 22.9% of those with a Personal Budget (840/3,670).

The directorate’s priorities include a focus on ensuring direct payments are considered consistently as part of the assessment and care

planning processes, and on developing innovative and flexible approaches to the use of direct payments. Key points of progress in Q3 included:

At the start of Q1 the average proportion of assessments with DPs offered was 15%, which has now increased in December to 25.8% and continues to increase by around 1% a month.

The new Direct Payments Leaflet has now been designed and signed off. It will be sent to print in the new year.

The new Direct Payment webpage has now gone live.

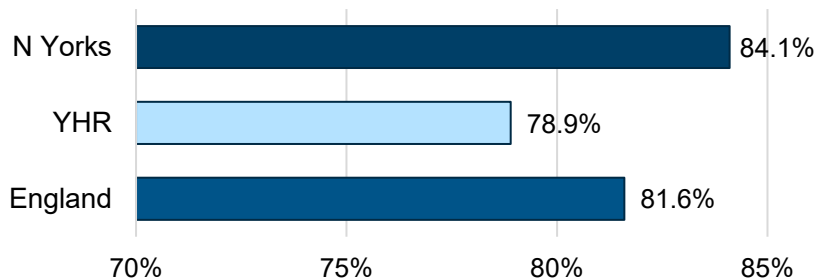
A diagnostic of 80 cases has now been completed by Advanced Practitioners on cases where DPs have not been offered, to gather data on where we should be offering more. Analysis and write up will be completed soon.

### Care Market

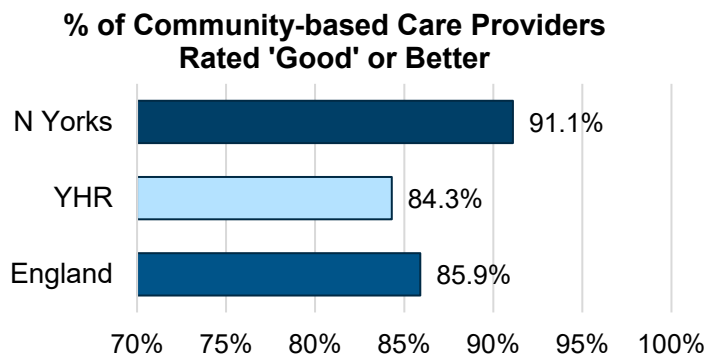
Based on published **Care Quality Commission (CQC) inspection ratings**, 84.1% of care home provision across the county was rated as “good” or better at the end of Q3. That was down by 0.6% between quarters, and up by 3.3% (from 80.8%) year on year.

Local performance remains higher than both the regional average (which declined by 0.4%) and the England average (down by 0.3%).

### % of Care Homes Rated 'Good' or Better



Ratings for domiciliary care provision continue to be better than those for care homes. Provision in North Yorkshire, including outcomes for in-house services, remain better than the comparator averages, as shown in the chart below.



Local performance was down by 0.1% between quarters and down by 0.2% year on year.

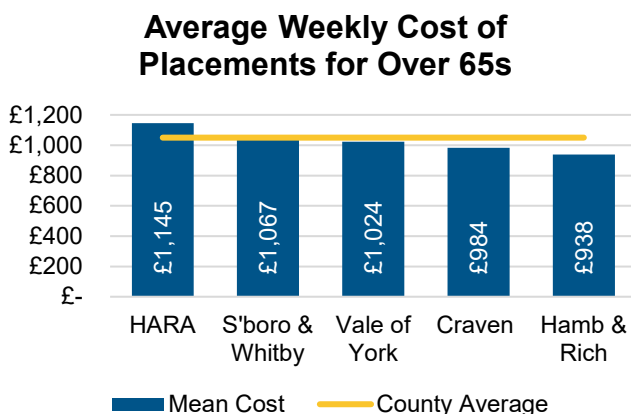
Despite the small reduction, local performance remains well above both the England and regional averages, which were both down by 0.2% between quarters.

During Q3, the council provided improvement support to 32 care providers across the county, dealing with a number of issues:

- Quality Assurance Officers made 16 visits to providers to complete a Baseline Quality Assessment or a Provider Assessment and Market Management Solution (PAMMS) Assessment of their care provision – 12 Care Homes, 3 Home Based Care Providers, 1 Supported Living Service.
- The Quality Improvement Team supported 21 care providers - 15 Care Homes, 5 Home Based Care Providers, 1 Supported Living Provider, providing a total of 133 days of support.
- 5 of these settings received visits and/or support from both teams.

There was 1 domiciliary care provider closure in Quarter 3, which was a provider based in Selby. This was due to the provider being advised by their insolvency company that they had to stop trading with a day's notice. The closure involved 221.75 hours of care for 12 people funded by NYC. This provider also had service users from City of York and Kirklees Councils, and health and privately funded packages of care, all of which needed to be resourced.

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.



The average cost of a care home placement for someone aged 65+ increased to £1050 per week at the end of Q3, up by £18 per week compared with Q2. That represents a 38% (£291 per week) increase compared with the end of Q3 in 2020/21.

The developments described under Extra Care above aim to increase the range and spread of alternative options to care home placements across the county. Where appropriate, Extra Care can support people at a lower cost in a setting that provides them with greater independence with access to care and support in response to their changing needs.

Key points of progress in the directorate's market development work include:

- The **Contract Management Team** is now operating and has developed a number of processes to meet their objectives as a team. Due to staffing limitations and new starters the team is not yet at full capacity but should later this quarter.



- The **review of the Approved Provider Lists (APL)** is now complete, and the results are being collated into a shareable format. As part of this feedback has been collated from internal teams involved with the process through feedback sessions and from care providers through an online survey. This will contribute to improvements to this and future APLs.
- **Specialist cost of care exercise.** The directorate is moving forward with the purchase of Care Cubed. This tool will support the council in challenging providers' care cost calculations and has delivered savings for local authorities already using it.

**Integration**

The national discharge pathway includes an underlying premise that 95% of people 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).

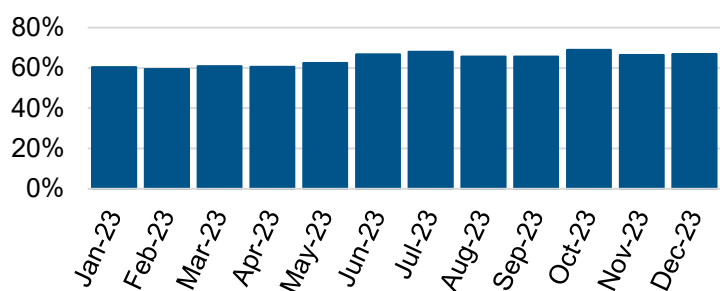
North Yorkshire County Council works with around 20% of all people who are discharged from hospital and who live in the county. Over the last 12 months that has averaged 457 people per month, which compares with a pre-pandemic average of 300 people per month and was up from a 12-month average in Q2 of 431 per month.

Social care activity data shows consistent proportions of people being transferred from hospital to social care support on pathways 0 and 1, which relate to them returning to a pre-existing care arrangement after discharge (pathway 0) or to their own home with a support package (pathway 1).

Performance against this measure for the full quarter improved in Q3 reaching 68%, compared with 66% in Q2. Performance in December remained above 67% despite the increased pressures from discharges ahead of the Christmas and New Year bank holiday periods.

Hospital discharges in Q3 averaged 486 per month compared with 434 per month in Q2, increasing the pressure on assessment and care planning teams and on care providers' capacity in local care markets.

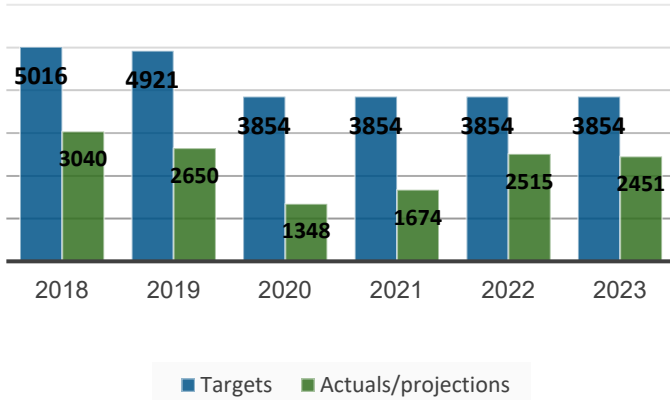
**% of Discharges on Pathways 0 and 1**



Detailed planning is underway with health colleagues to develop a new intermediate care model that delivers a more integrated and coordinated approach to health and social care, which supports people to be as independent as possible and enhances collaboration among health and care providers across different care settings. Prevention would be embedded throughout the model, improving both short and long-term outcomes for people, preventing hospital admissions, re-admissions and reducing the need for long-term social care support.

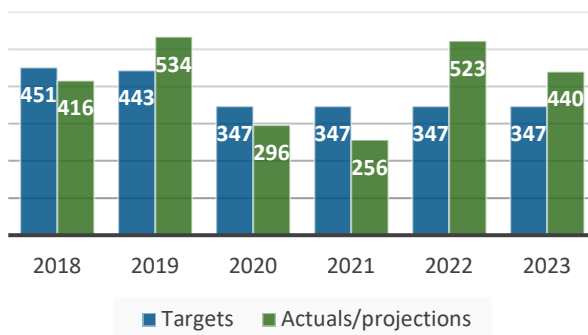
## North Yorkshire Adult Weight Management Service

### Referrals



Year 6 contract year to date (3 quarters for 6 out of 7 lots, 4 quarters for Selby lot) has seen over 1,900 referrals with a projection of over 2,400 in the full contract year (see figure below). Whilst this is below the target of 3,854, if this referral rate continues, it is predicted that there will be approximately the same number of referrals as the previous year and around 800 more than in 2021. Work continues to ensure referrals into the service are appropriate and effectively managed by providers. 74% of those that complete a 12 week programme achieve a 5% weight loss target (over double the achievement of NICE guidance), of which 61% manage to sustain at 24 weeks. Projections indicate that weight loss targets will be exceeded again at the end of the year 6 contract period (end of December 2023).

### 24 week sustainers



### Stop Smoking Services

At the end of Q3 referrals into the service are 13% than Q3 2022/23. This could be due to the offer of E-Cigarettes being available since July 2023 but also some recent announcements by the Chancellor to increase tax on tobacco, which has historically been a driver of smokers into the service.

However, people setting a quit date this quarter (229) is still down on previous year (247), this could be due to the fact we are dealing with the harder to quit cohort of people as we reduce our prevalence down year on year. The reduction of people setting a quit date is also having a detrimental effect on our 4 week quit outcomes but are hopeful that Q4, when quit numbers are usually higher, will go some way to rectify this. Another contributing factor is that Primary Care would see around 50% of our combined clients pre Covid, but Post Covid this has been in steady decline with GP's seeing less than 20% and Pharmacy's seeing less than 10% of the total amount of clients accessing the service.

Looking into 2024 we will have some more options available to smokers such as craving reduction medications Zyban, Cytosine, Allen Carr Easy Way programme as well as taking advantage of the governments Swap to Stop scheme which we expect to increase the number of people accessing the service and quitting.

### North Yorkshire awarded £5million to establish a Health Determinants Research Collaboration

The National Institute for Health and Care Research (NIHR) has awarded North Yorkshire Council £5million of funding to establish a Health Determinants Research Collaboration (HDRC). The funding will be delivered over five years from January 2024 and is a collaboration between North Yorkshire Council, The University of Hull and The University of York. The collaboration will bring together the local knowledge of the council with the research skills and expertise of the academic partners. The

collaboration and funding will support the council to become more research-active, by developing our capacity and capability to both undertake our own research and utilise existing evidence to inform service delivery. The collaborations focus will be on issues relating to the wider determinants of health and how we can better design our services to tackle health inequalities and address the needs of disadvantaged groups. More information on HDRC's can be found here:

[Health Determinants Research Collaborations | NIHR](#)

### **Behavioural Science Unit**

North Yorkshire Council's Behavioural Science Unit (BSU) is based within the Public Health Team and comprises two members of staff. Work undertaken this quarter is largely based within Public Health, with anticipated expansion across Adult Social Care priorities over the next year. The following projects are examples of the 10 projects we have in progress:

- Weight Management Service Transformation: Supporting the optimisation of the behaviour change element of the new Tier 2 Weight Management Service.
- BSU Training Package Development: Developing a training offer to increase the NYC workforce's understanding and capability in using behavioural science as part of their routine work.
- Let's Talk Food Survey: Supporting Corporate Communications team to optimise the Let's Talk Food Survey to understand the barriers and facilitators of eating more healthily and reducing food waste.
- Dying Matters: Aiming to increase uptake of Death Cafes and facilitate a greater number of the workforce discussing matters related to death and bereavement, to support Dying Matters week 2024.

### **North Yorkshire Horizons – specialist adult drug and alcohol service**

#### **Partnership Treatment Plan 2023 – 2024:**

As of Q2 2023/24, 2,502 adults had engaged with the service. This represents an increase compared to the corresponding periods in 22-23 and 21-22 (119 and 61 more adults engaged respectively). The service is working hard with partners to deliver the 2023/24 Partnership Treatment Plan stretch target (2692: 230 more adults engaged since the baseline in 21/22) but this will be challenging – a further c.200 adults will need to engage with the service by Q4, and some of the critical roles that will support delivery of the target are currently vacant.

The service is on track to achieve the continuity of care target (60% of people released from prison with a treatment need are engaged with the service within 3 weeks). The latest rolling 12-month data (up to Q2) shows an improvement 47% compared to 36% for the baseline in 21/22. The most recent 3-month data shows a further improvement – 52%. Significant partnership service development activities are in progress across the service, releasing prisons, courts and probation – which includes one additional role funded through Partnership Treatment Plan section 31 grant monies.

We understand that 4/6 residential rehabilitation placements have been funded via North Yorkshire Horizons, others may have been privately funded. Funding to increase residential and inpatient placements continues to be prioritised through underspend associated with Partnership Treatment Plan section 31 grant monies.

#### **Key performance/ monitoring indicators (Q2):**

Performance against the national wait time standard (people starting their first treatment intervention within 3 weeks) is on target, and better than the national average – at 99% (314/315 people).

The numbers of calls to the Single Point of Contact remains consistent – at over 4,500 per quarter. Of these, 591 (13%) related to requests for information, advice or guidance from a professional or family member/ friend supporting a person experiencing substance use.

There were 140 recovery groups delivered in community venues by staff and volunteers of the service, attended by 579 people. This represented 54 more groups, and 267 more people attended compared to the corresponding period in 22/23. The proportion of people engaging with bespoke support from the

aftercare team (concurrently and independently of treatment) has consistently improved over the last 5 quarters – from 50% to 56%.

### North Yorkshire Rise – Specialist Drug and Alcohol Service for Young People

#### Partnership Treatment Plan 2023/24:

117 young people had engaged with the service during the latest 12 month rolling period as at Q2 (source: NDTMS Drug Strategy Local Outcomes Framework). The service is on track to achieve the 2023/24 Partnership Treatment Plan stretch target (124) for the second year. This will represent engagement by 25 more young people since the baseline in 21-22, and a significant increase in engagement (76 more young people) since the contact commenced in April 2021.

#### Key performance/ monitoring indicators (Q2):

91% of referrals were contacted by the service within the expected timeframe (5 working days), which represents an improvement compared with Q1 (65%) and is consistent with average performance last year (22/23). Of the young people referred, 100% started a structured treatment intervention within 15 working days of referral. A lower number of young people have been discharged from the service in 23/24 to date (17) compared to the previous two years (21 in 21-22; 24 in 22/23), however a higher proportion have exited in a planned way (average 77% over Q1 and Q2 23/24, compared to 65% and 28% respectively over the corresponding timeframe in 22/23 and 21/22). The service has operated on a reduced staffing capacity basis over the last 18 months due to sickness and recruitment but is due to be at full staff compliment by Q4 23/24, which includes one additional worker funded through Partnership Treatment Plan section 31 grant.

#### NHS Health Check Programme North Yorkshire

The NHS Health Check (NHS HC) programme in North Yorkshire continues to perform well in 2023/24. In Q3, 63 out of 69 practices delivered the service to some extent.

From the 63 practices:

- 51 have identified one or more individuals with a CVD risk  $\geq 10\%$  (moderate-high risk)
- A total of 674 individuals were identified with a CVD risk  $\geq 10\%$
- 5,835 people were invited for an NHS Health Check
- 3,876 people received an NHS HC

In comparison to Q3 in previous years (see table below), the percentage of people that received an NHS HC of those invited was 66.4%, far higher than previous Q3's and the first 2 quarters of this year. This can be partly explained by certain providers who have exceeded their invitation payment cap and were tasked with improving uptake of those they have already invited, as no new invitations have been sent but NHS HCs have been completed. To date, this is a total of 17 providers, up from 9 at the end of Q2. Invitations sent in Q2 being taken up by residents in Q3 may also be a contributing factor.

NHS Health Checks – Comparing the latest data with previous Q3 data.					
	Q3 19/20	Q3 20/21	Q3 21/22	Q3 22/23	Q3 23/24
<b>Invites</b>	8,634	870	4,316	6,458	5,835
<b>Uptake</b>	4,146	460	2,233	2,584	3,876
<b>% those invited</b>	48%	52.9%	51.7%	40%	66.4%
<b>CVD risk <math>\geq 10\%</math></b>	996	88	381	546	674

## Healthy Child Service

0-5 KPI'S	Q1 23/24	Face to face / virtual visits	Q2 23/24	Face-to-face / virtual visits
<b>Antenatal</b>	90%	All F2f	96.4%	97.7% F2f 2.3% Vir
<b>New Birth</b>	94%	All F2f	96.5%	All F2f
<b>6-8 week</b>	90%	F2f 46% Vir 54%	95%	F2f 41.6% Vir 58.2%
<b>9-12 month</b>	97.7%	F2f 60% Vir 40%	99.4%	F2f 54.8% Vir 45%
<b>2-2.5 year review</b>	95.7%	All F2f	97.8%	All F2f

**0-6 Pillar Update:** The overall performance in Q2 remains good with all mandated reviews achieving more than 90% completion rates. An improvement on Q1. Caseload numbers are large in comparison with contract footprint and regionally. Sustainable working remains a priority and extended HV student placements and associate roles are under consideration.

**The Infant Feeding, Family Diet and Nutrition Pillar** has a focus on early intervention and prevention of childhood obesity and aims to increase breastfeeding initiation and continuation rates and reduce obesity rates.

All Infant Feeding Peer Supporters are now in place and are delivering proactive calls; the aim is to prevent the 10% drop off from breastfeeding rates at new birth visit and 6–8-week review. This offer is becoming more embedded, 412 proactive calls were made in Q2.

**The Emotional Health and Resilience Pillar** provides targeted support for children referred to the service for a range of conditions such as, anxiety, anger, and low mood. In Q2 178 referrals received into the pillar, 146 accepted (82% acceptance rate). GPs have the highest decline rate at 34%. Work will take place to promote the service offer. Screening is completed within 5 working days yet waiting time from screening to assessment ranges from 13-17 weeks. Demand continues to outstrip capacity.

### Stronger Communities

Across the county, 23 place-based organisations continue to work with Stronger Communities to progress a Community Anchor model for North Yorkshire; in Q3, this included the joint development of organisational action plans. For the ten localities where a suitable CAO has not been initially identified, development work continues to explore the potential for a local voluntary sector organisation to become a

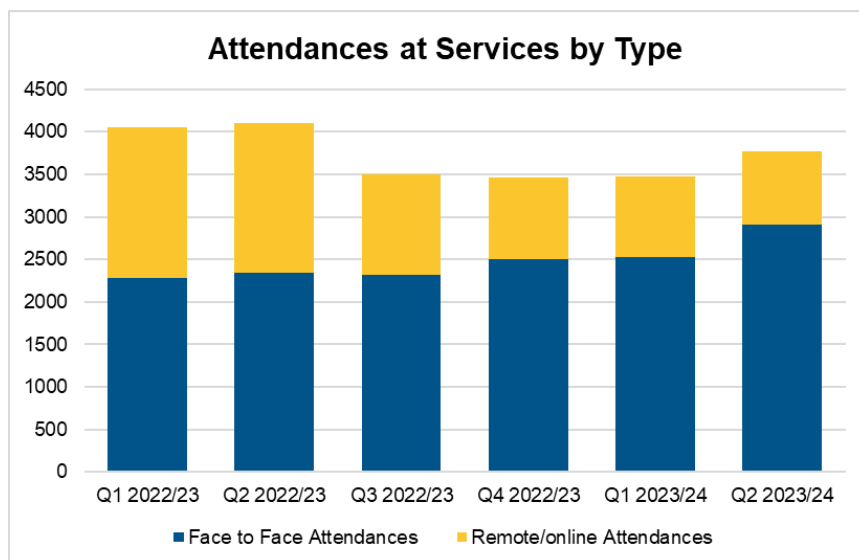
CAO, or to look at alternative models. Collaborative work with our key voluntary sector partners in our larger urban areas of Harrogate and Scarborough to explore options for Community Anchors also continues and is due to report in Q4.

The Stronger Communities Inspire Grants Fund has continued to run with 46 awards made this quarter and the team continue to work alongside various voluntary and community groups to support organisational development and capacity building activity. In Q3, the team have continued to develop the ambition of supporting local partnership and multi-agency working through the establishment of local Community Partnerships. The team continue to work in the five pilot areas of Easingwold, Leyburn and Middleham, Ripon, Sherburn and Thornton-le-Dale and rural hinterland, with an interim progress report due in Q4.

The team continues to deliver on broader work (including on large national programmes) such as North Yorkshire Local Assistance Fund, Homes for Ukraine, Household Support Fund, UK Shared Prosperity Fund, Cost of Living, Food Insecurity, Holiday Activities and Food Programme, and Digital Inclusion.

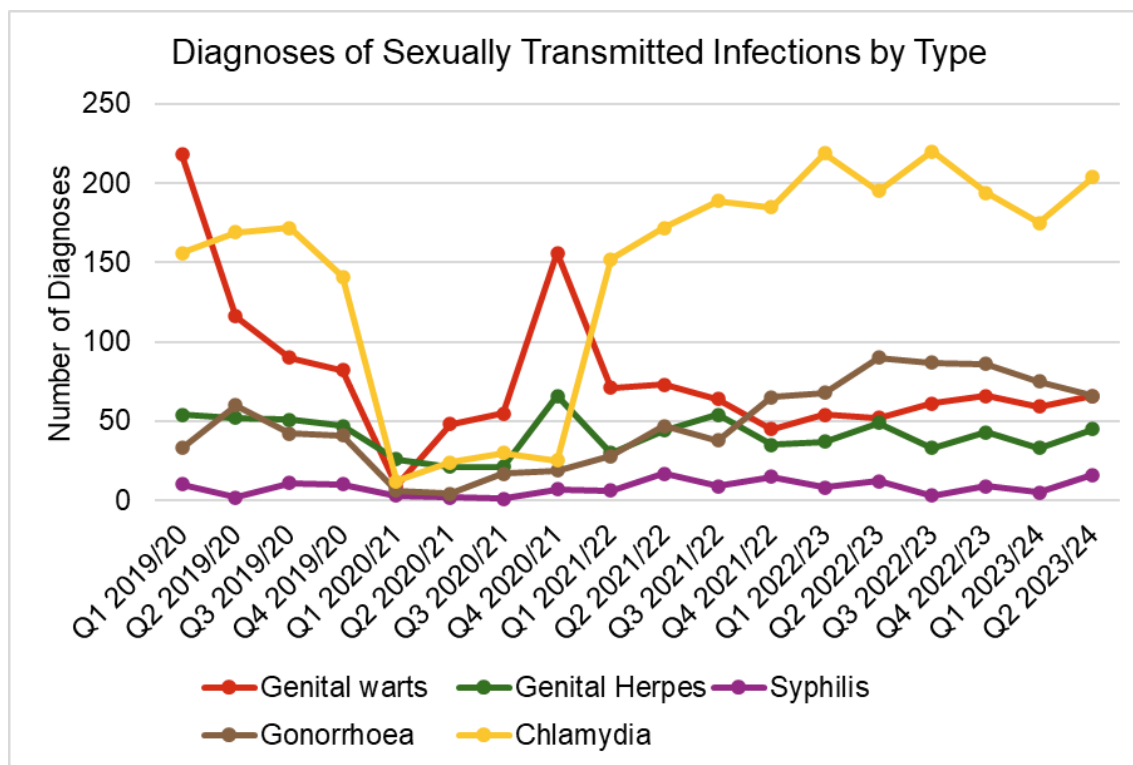
**Sexual Health**

The latest attendance figures at YorSexualHealth (YSH) services in Q2 2023/24 were 3,770; this includes new, re-registered and follow up appointments within YSH. This is an 8% fall on the same time-period last year (4,101). However, there has been a 24% increase in face-to-face appointments compared to Q2 last year.



Testing resulted in 399 STI diagnoses in Q2 2023/24, this is the same number as Q2 last year. The Chlamydia reduction in Q1 was a data error as suspected and has been amended. Chlamydia remains the highest diagnosed STI in Q2 followed by gonorrhoea and genital warts, genital herpes, and syphilis. There were 2 HIV diagnoses in Q2.

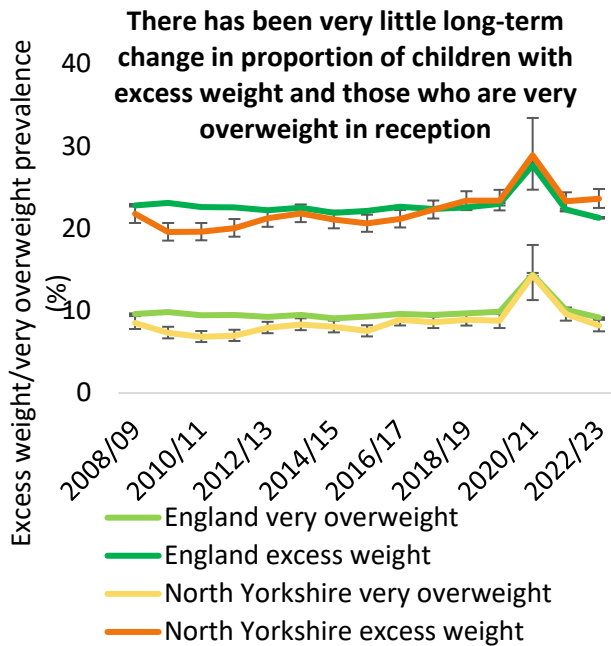




GPs across North Yorkshire completed 942 long-Acting Reversible Contraception (LARC) fittings in total in Q2 2023/24; this is an increase on quarter 1, however Q1 and Q2 fittings for 23/24 sit below the last five quarters which have ranged between 1025 and 1219. In Q2 23/24 YSH completed 402 LARC fittings, an increase from Q2 last year (246). In Q2 2023/24 the service provided 128 contraceptive injections, 76 initiation issues of oral contraceptive pills, 243 repeat contraceptives and 59 issues of emergency contraceptive. Community Pharmacies across North Yorkshire completed 158 Emergency Hormonal Contraception (EHC) consultations in 2023/24 this is 51 more than Q2 last year and 57 more than the previous quarter

### National Child Measurement Programme (NCMP)

Data for the North Yorkshire NCMP programme was submitted to the national NCMP team in August 2023. 5,206 children in reception class (4-5 year-olds) and 5,685 children in year 6 (10-11 year-olds) were measured from 289 schools across North Yorkshire, which is over a 90% participation rate. Data quality was very good with all data quality criteria being met.



National NCMP reports and data were published in November 2023. Our local data set for North Yorkshire was released in November 2023 and has been analysed.

NY rates for excess weight (overweight or very overweight) are: 23.6% for reception (was 23.3% the previous year) and 34.6% for year 6 children (was 34.4% the previous year). Gender differences are very clear between 10-11 year-old boys and girls: 16.6% of girls and 22.5% of boys are classed as very overweight.

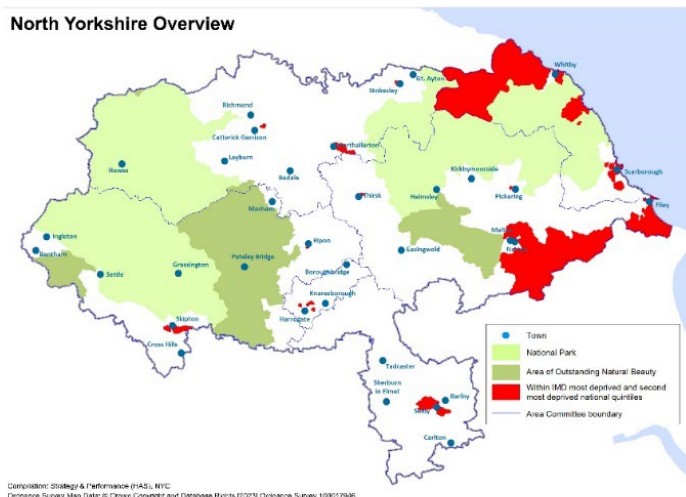
The chart below shows that the proportion of 4-5 year-olds in NY carrying excess weight is currently higher than the national average, but the number classed as very overweight is below the national average. The rates of excess weight and very overweight in 10-11 year-olds in NY are both below the national average, but again show no long term improvement.

The chart below shows that the proportion of 4-5 year-olds in NY carrying excess weight is currently higher than the national average, but the number classed as very overweight is below the national average.

### Creating Healthy Places Public Health Team

Where we are born, live, work and socialise has a significant influence on our health and wellbeing. To ensure that everyone in North Yorkshire County has an equitable chance to enjoy a long, happy and healthy life, we aim to maximise opportunities to create healthier places by addressing the 'building blocks for health' i.e. the social, economic and environmental determinants of health (the Wider Determinants of Health). Health can be both positively and negatively affected by policies and strategies where health and wellbeing is *not* the primary focus. The team works to ensure that all policies consider and prioritise health and wellbeing and opportunities are taken to shape healthier places.

## North Yorkshire has “Red Zones” where the Inequalities are the greatest



The team have developed a map to show the areas in the most deprived and second most deprived quintile nationally. This has enabled further conversations about how we might focus our actions within the council priorities to improve health outcomes. Coastal and rural poverty is an often hidden issue that this map attempts to show.

### Healthy Places Public Health Team actions

The team have created a Healthy Places Framework and begun developing joint objectives and actions that will tackle the root causes of health inequalities with colleagues across the council.

To maximise the opportunity that the new unitary authority created, the team have developed and delivered jointly three workshops for NY partners and NYC colleagues with further workshops being planned in 2024:-

1. With the Town and Country Planning Association (TCPA) for Policy Planners and Heads of Service on how we develop a healthy new North Yorkshire Local Plan (2<sup>nd</sup> October 2023)
2. With the Office of Health Improvement and Disparities for Development Management Planners on Health Impact Assessment and tools (10 October 2023)
3. With the Office of Health Improvement and Disparities on National Strategic Infrastructure Planning applications for NYC colleagues to increase understanding of the system and how we can be responding to NSIPs from a health perspective to tackle inequalities and not increase them (9 November 2023)
4. Planning for a joint workshop with the Local Government Association for Elected members in on Upstream Prevention Matters (to be held in 2024)

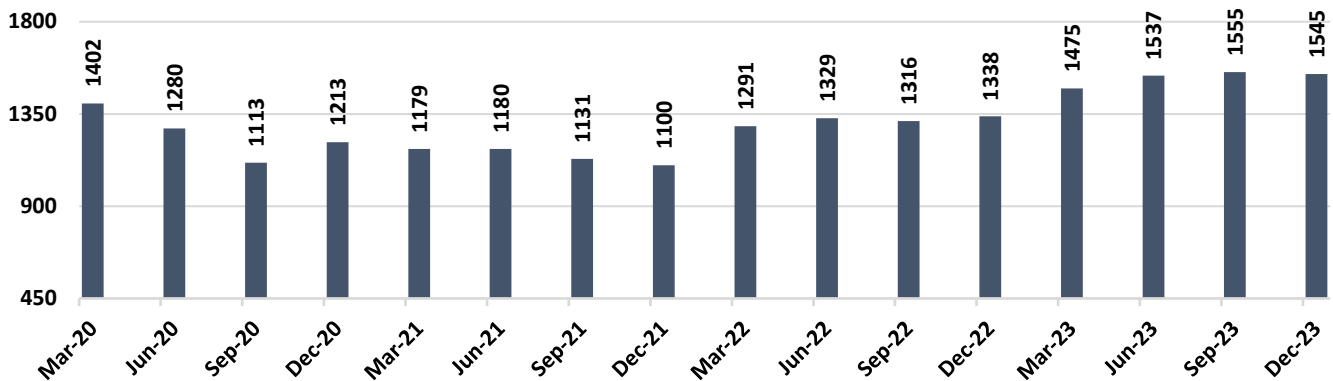


## Children and Young People Service (CYPS)

### Number of Households Supported by the Early Help Service

The number of households receiving support from the Early Help Service remains high at 1,545 (relates to 3,043 children and young people) at the end of Quarter 3.

#### Ongoing Early Help Households



We continue to see an upward trend in the number of households receiving support, which has increased by 40% (n=445) since the end of Q3 2021/22. This increase is a function of the demand presenting at the front door. It's worth noting that the number of households receiving support reached 1,500 for the very first time in Q1 this year and has remained at this very high level throughout 2023/24.

Early Help workers also support Children's Social Care colleagues dealing with more complex cases by delivering interventions to support families. At the end of December 2023, the Early Help Service was delivering interventions in 311 cases.

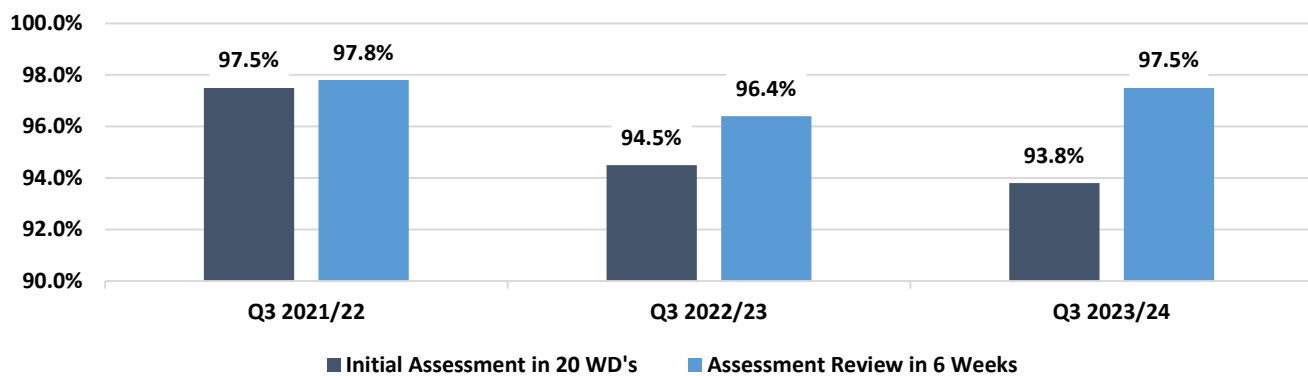
In addition, with effect from May 2021, Early Help Children & Families Workers have been allocated Education, Health and Care Plans where the child is unknown to Children & Families Services to complete the care element of the assessment.

**Timeliness – Early Help Assessments**

Despite high demand, timeliness of initial early help assessments this quarter remains very good at 93.8% completed within the 20 working days target. This compares with 94.5% in Q3 2022/23 and 97.5% in Q3 2021/22. It should be noted that number of initial assessments completed this quarter has increased by 19% (n=131) compared with Q3 last year.

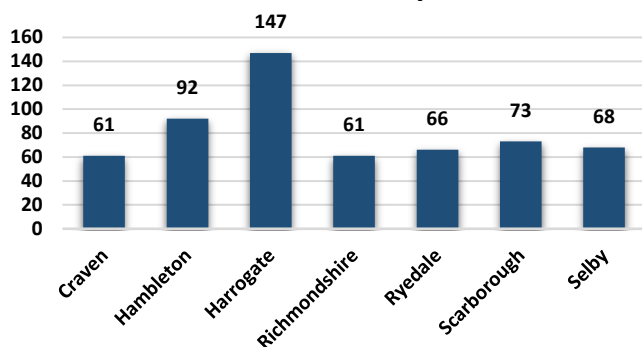
The service continues to deliver exceptional performance in respect of assessment reviews, with 98% completed within the 6-week target this quarter. This is similar to performance in Q3 last year (98%). Mirroring the upward trend in the number of initial assessments with initial assessments, we have also seen an increase in the number of assessment reviews, which at 2,492 this quarter was 16% higher (n=343) than in Q3 last year.

**Timeliness of Early Help Assessments**

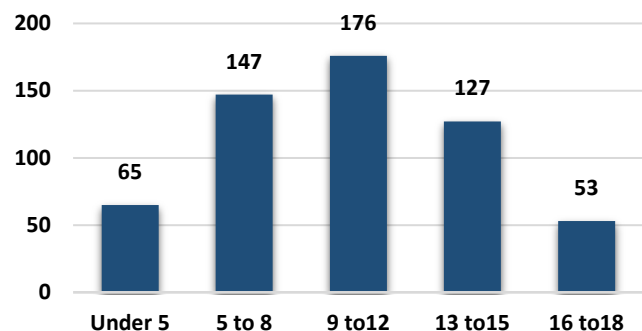


As of 30th November 2023, we have 574 identified sponsors offering accommodation to families. Of these, Early Help have conducted welfare visits to 526 sponsors, and welcome visits to 450 families. The following charts indicate the location of the 568 Ukrainian children welcomed to North Yorkshire, together with a breakdown of their age.

**HFU: No. of Children by Location**



**HFU: Age of Children**



Many of the sponsors have started the school admissions processes prior to the family arriving, and Early Help has supported this where necessary.



Most Ukrainian guest families have been welcomed into comfortable, supportive homes & communities. However, we have a small number of instances where following the welfare visit an Early Help episode In addition to the initial welfare & welcome visits, 5-month visits are offered to the family and host. The purpose of this visit is to ensure that the children are registered & attending an education setting, to discuss any further support required and determine if the sponsor can continue to accommodate the family after 6 months. This additional visit should identify any immediate needs and help prevent accommodation breakdowns, enabling the family to remain in their current accommodation.

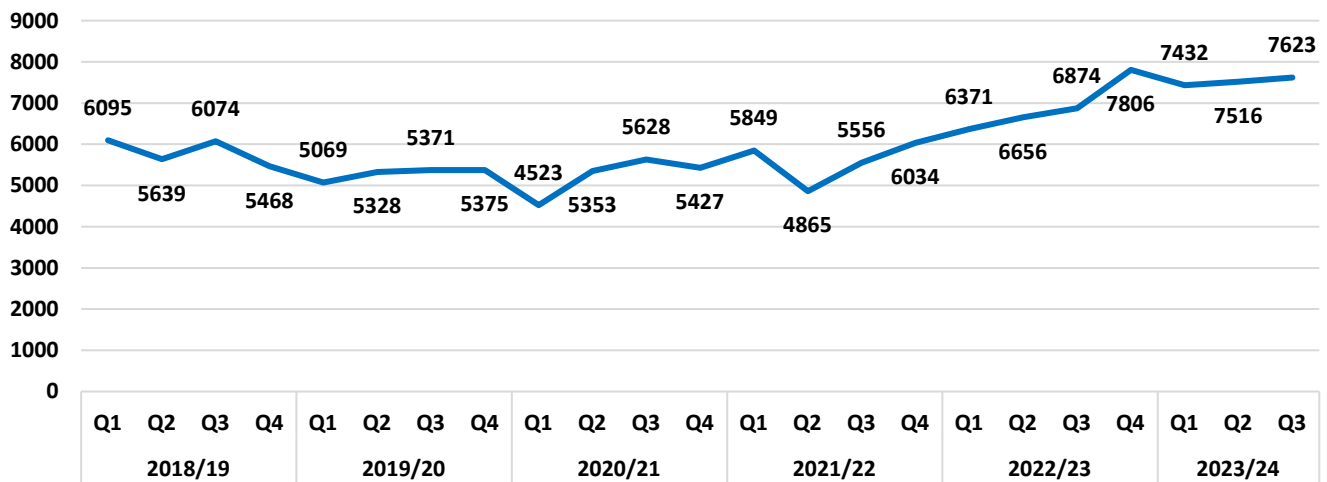
**Case Example**

At a 5 month review a host identified they were no longer able to continue to host the family and asked that the family find a private let within a very short timescale. Within a 9-day period from the review meeting and with support from the HfU Team, the family found a rental property, signed a tenancy agreement, had affordability checks completed by Citizens Advice and had funds added to their pre-loaded card to cover the bond and one month’s rent. This is an excellent example of how quickly and effectively the partnership can work to achieve a positive outcome for a family in need of support. has been opened, mainly due to a breakdown in relationship between the sponsor & guest family.

**Contacts Received at the Front Door**

Demand for services remains exceptionally high and in Q3 we received 7,623 contacts about concerns for a child’s safety and wellbeing. This is the highest number of contacts ever received in Q3 and follows 3 previous quarters of exceptionally high demand. Compared with the same period last year, we received an additional 749 contacts (+11%). For the 12 months to December 2023, we have received 30,377 contacts. Not only is this the first time we have received in excess of 30,000 contacts in a 12-month period, it is also 17% more contacts (n=4,442) than in the 12 months to December 2022.

**MAST Quartely Contacts**



**Referrals to Children’s Social Care (CSC)**

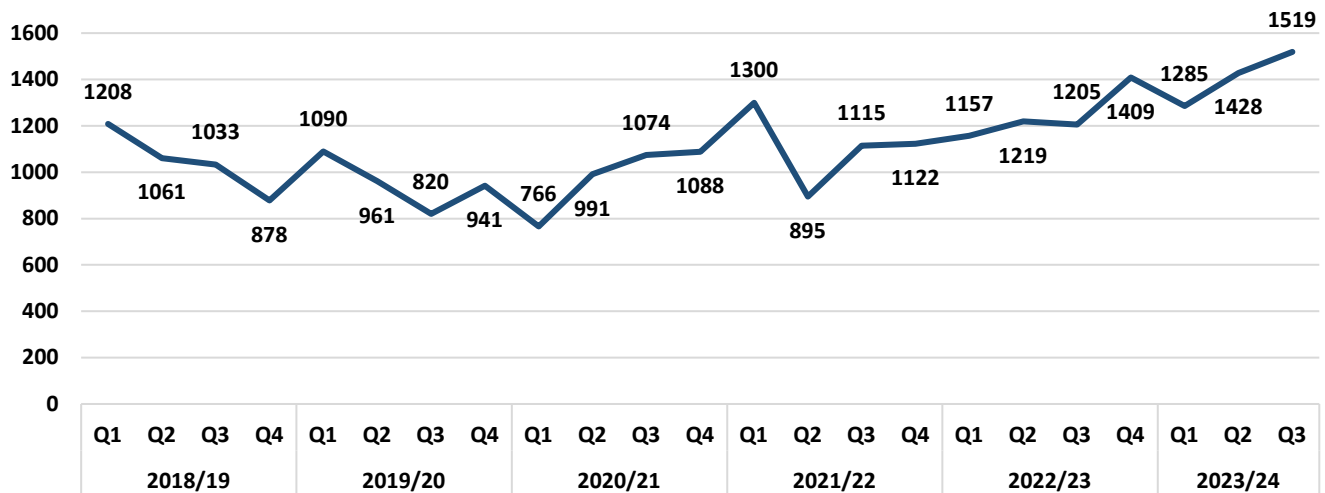
Linked to the very high number of contacts, we continue to see an unprecedented number of referrals to CSC, with 1,519 received. This is the highest quarterly number of referrals received in at least 8 years and the second consecutive quarter to see in excess of 1,400 referrals It is 26% higher (n=314) than Q3 last year and represents an increase of 28% (n=328) compared with the quarterly average over the last 3 years.

It’s worth noting that in the first 9 months of 2023/24 we have received only 200 fewer referrals than in the whole of 2021/22.



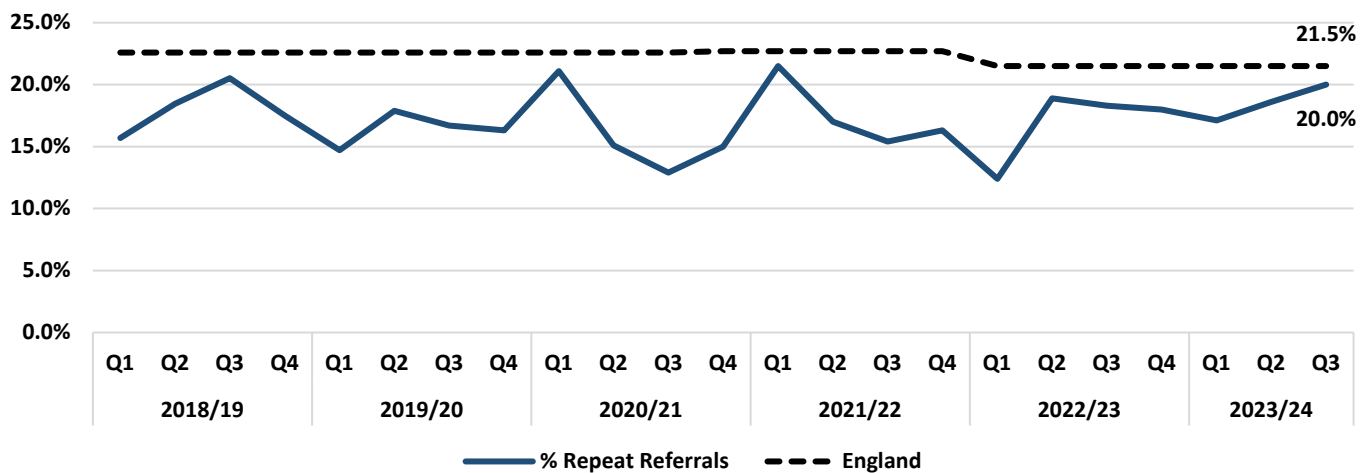
Across the first 9 months of 2023/24 we have seen marked increases in the rate of referral in Harrogate Town, across Selby and across the south Scarborough/Filey locality compared with the same period last year. Of note, Scarborough Town itself has seen very little change in demand. Triangulating this against wider factors points to families who last year were “just about managing” are now struggling and presenting to services in need of help and support.

### Quarterly Referrals to CSC



Indicative of families struggling to sustain progress in the face of macro-economic challenges, the rate of re-referral was climbed to 20.0% this quarter. Although this is the second successive quarter to see performance deteriorate, the change is not statistically significant and our performance remains significantly better (lower rate) than the most recent national average (21.5%).

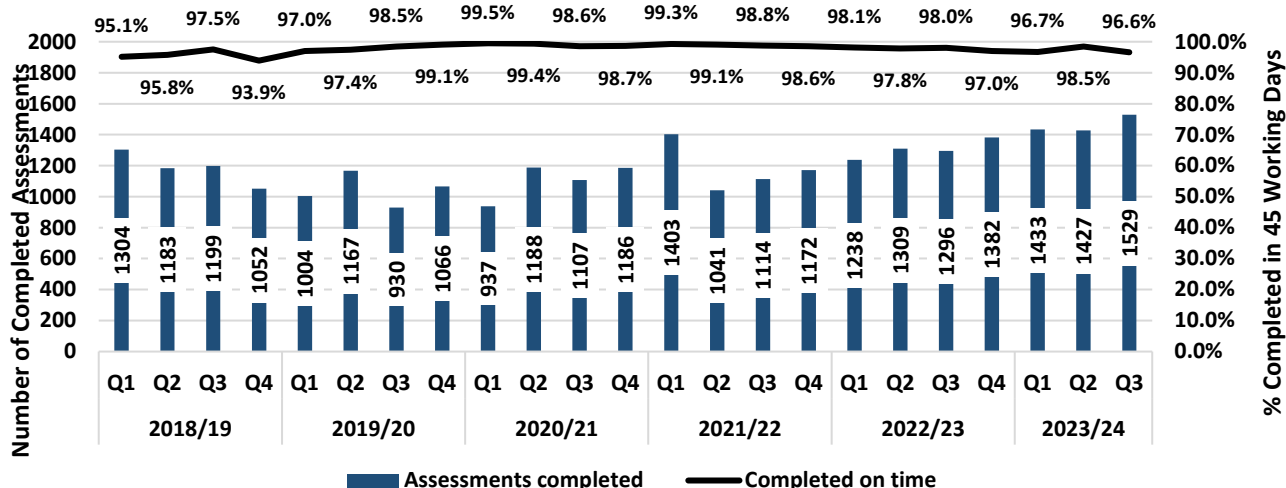
### Repeat Referrals to CSC



### Timeliness of Children & Families Assessments

Performance remains excellent with 97% of assessments completed within the 45 working day threshold. Whilst this is slightly lower than quarterly average of 98% it remains sector leading and significantly better than the most recent national data (85% within 45 working days) or the statistical neighbour average (86% within 45 working days).

### Number & Timeliness of Children & Family Assessments

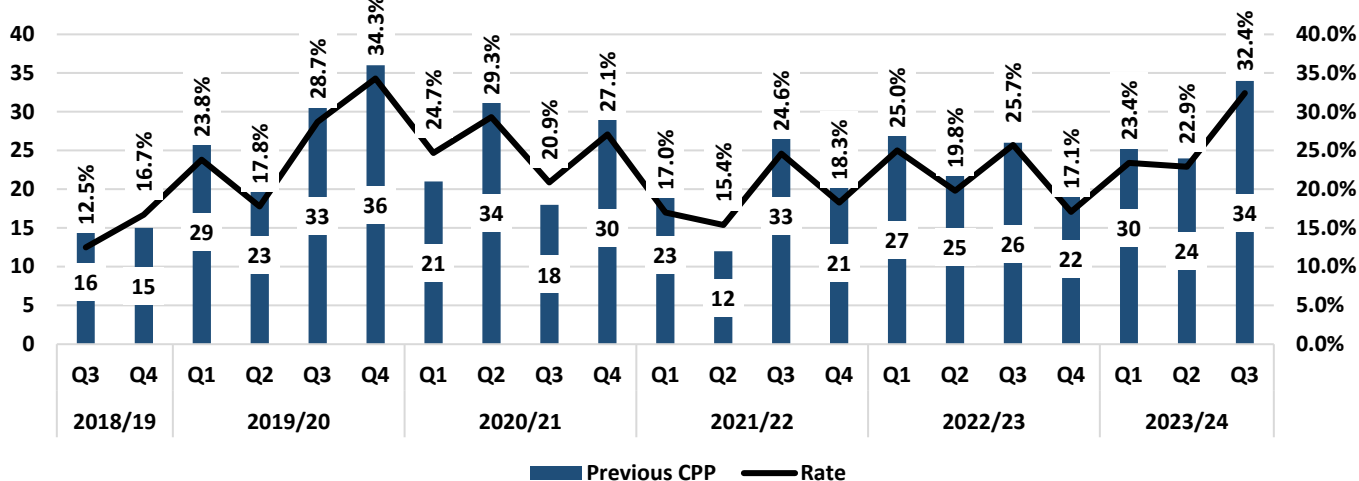


### Child Protection Plans (CPP)

There were 105 new CPP this quarter, 20 more (-23%) than in the previous quarter and 2 more (+2%) than in Q3 last year.

Of the 105 new CPP, 34 (32%) were second or subsequent plans. This is higher than the quarterly average over the last 3 years (21%). Our year-to-date performance (26%) is broadly similar to the most recent national data (23%) but slightly higher than the statistical neighbour average (21%). The service is in the process of auditing and review repeat CPP to understand if there are any thematic issues influencing the higher rate.

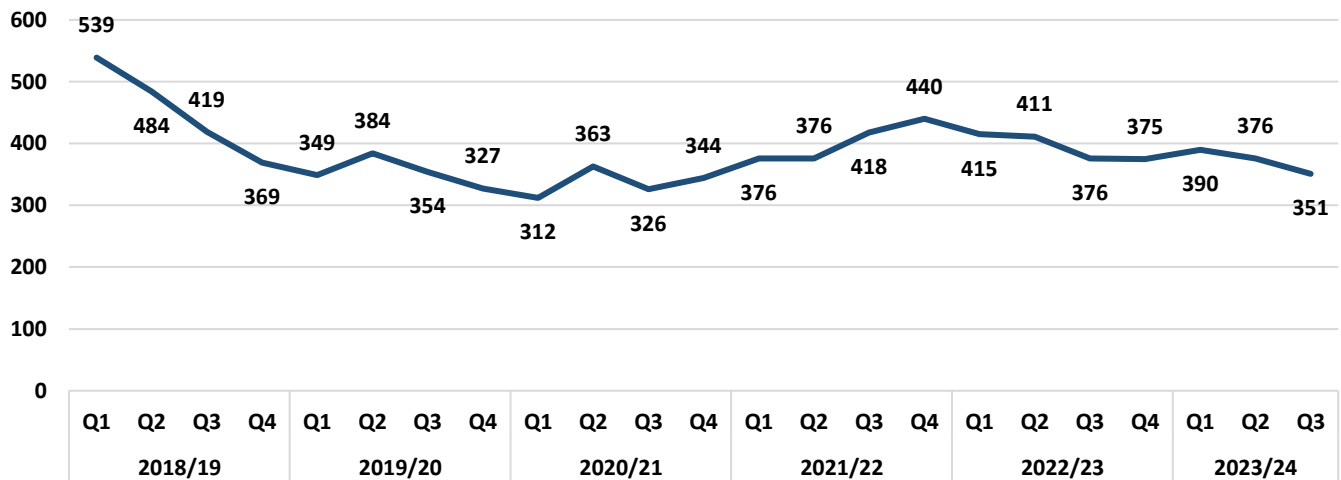
### Rate & Number of Second or Subsequent CPP



The overall number of open CPP at the end of quarter was 351, 25 fewer (-7%) than in the previous quarter and 25 fewer (-7%) than in Q3 last year. This is the lowest number of children with an open CPP at the end of the quarter since March 2021. However, it's worth noting that the number of open CPP has been following a downward trend since the March 2022. This downward trend (despite much higher demand in terms of referrals) suggests that our commitment to early help and intervention combined with

the strengths of our practice model is supporting families to make meaningful change and preventing risk escalating to statutory child protection.

### Number of Open CPP



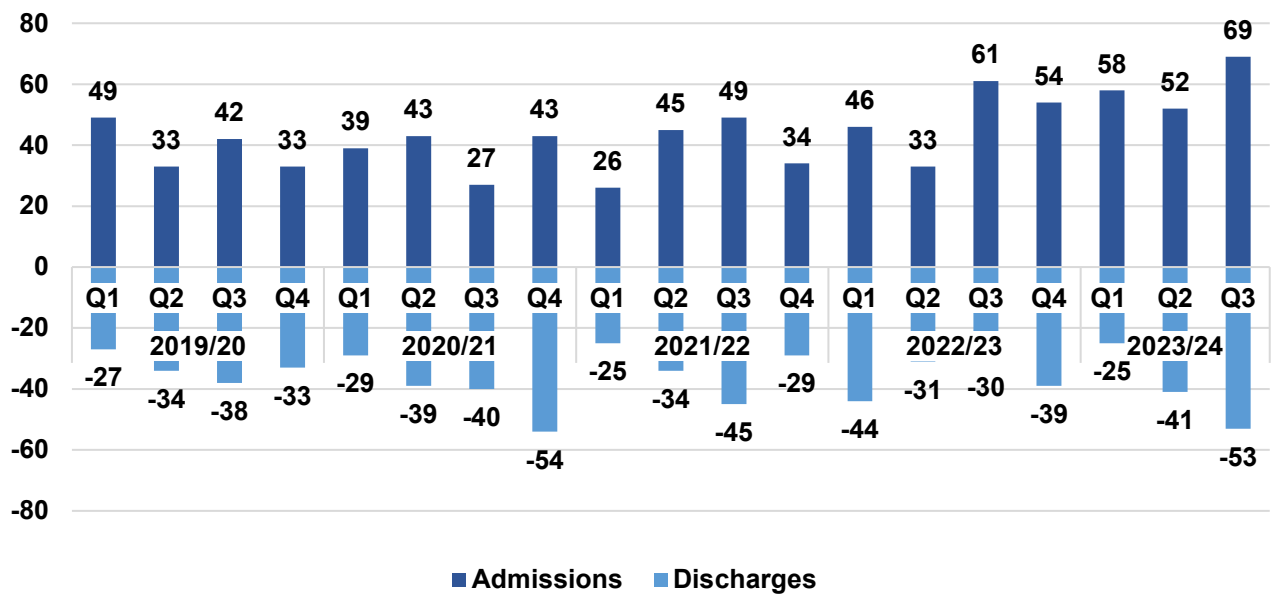
### Admissions to Care and Discharges from Care

This quarter saw a very high number of admissions to care with 69 reported. This is 17 more than in Q2 2023/24 (+33%) and is the highest quarterly number of admissions reported in at least 6 years. It's worth noting that the last 12 months have seen on average 59 admissions per quarter, much higher than the average of 45 per quarter in the preceding 12 months.

For the year to date we have seen 183 children and young people come into care. This is 38 more (+26%) than in the same period last year and 63 more (+53%) than in the same period in 2021/22. This sharp increase in admissions to care reflects the challenges and struggles vulnerable children and families are facing, and this high level of demand for help and support is expected to persist through at least much of the coming year.

More positively, the quarter also saw a high number of children and young people discharged from care, with 53 recorded. This is 12 more than in Q2 2023/24 and 22 more than in Q3 last year. For the year to date we have seen 119 children and young people discharged from care, 14 more (+3%) than in the same period last year and 15 more (+14%) than in the first 9 months of 2021/22.

### Admissions to Care & Discharges from Care



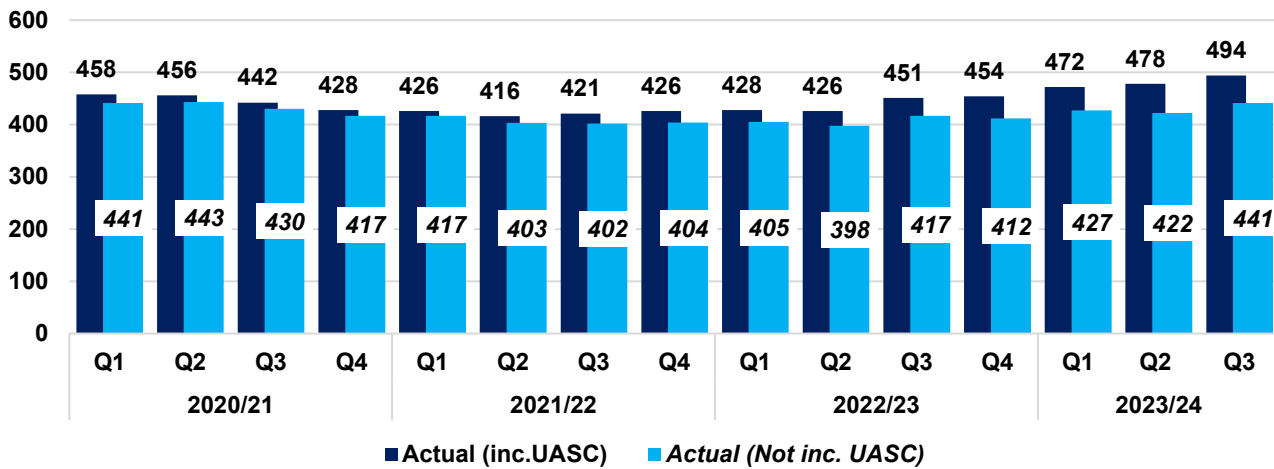
#### Overall Number of Children in Care

There were 494 children in care at the end of the quarter. This is 16 more than at the end the previous quarter and 43 more (an increase of 10%) than at the end of Q3 last year. We have seen the number of children and young people in our care rise for 5 consecutive quarters and is now higher than at the end of any previous quarter in at least 6 years.

Although we have seen a steady increase in the number of Unaccompanied Asylum Seeking Children (UASC) over the last 12 months (53 at the end of Q3 2023/24, 19 more than at the end of Q3 2022/23), we are now seeing an increase in the number of children from North Yorkshire in our care. This has risen to 441 at the end of the quarter, an increase of 19 children (+5%) compared to the position at the end of Q2 2023/24 and an increase of 24 (+6%) compared to Q3 2022/23.

Looking ahead, the number of UASC in our care will continue to increase as a result of our obligations under the joint Department for Education and Home Office National Transfer Scheme. This will see the number of UASC in our care rise to between 110 and 120, equivalent to 0.1% of our overall 0-17 population. This will place additional pressures on already stretched services, and investment has been agreed to create a new team charged exclusively with ensuring the wellbeing and welfare of UASC in our care.

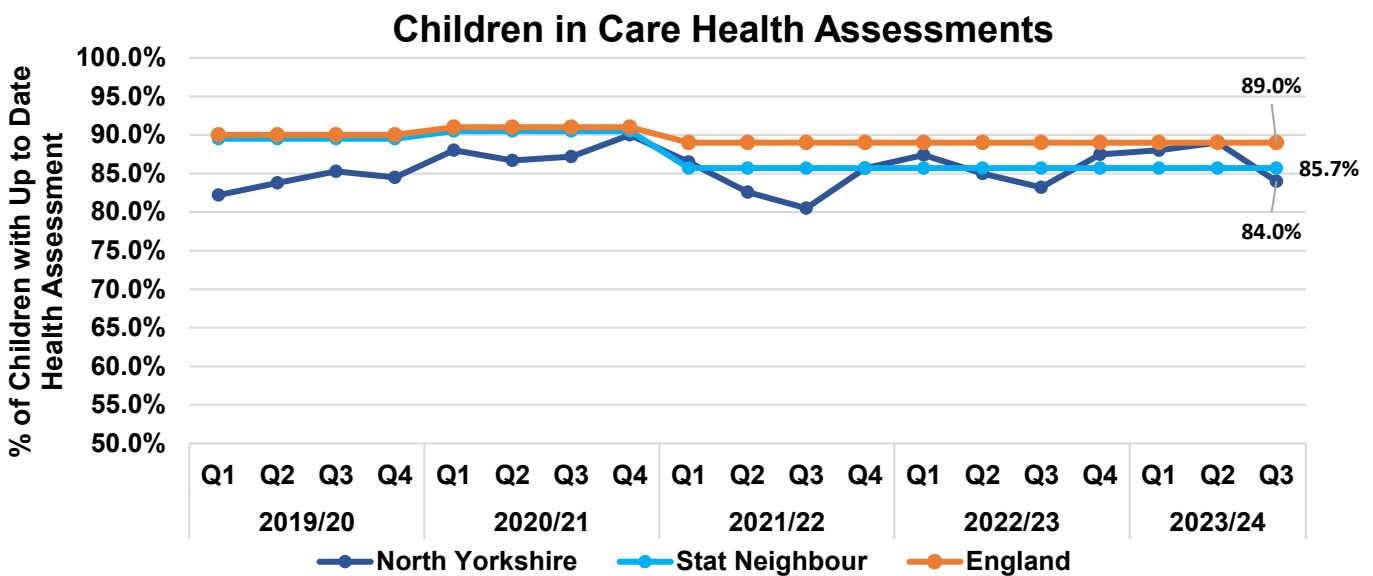
### Number of Looked After Children



### Health & Wellbeing of Children in Care

#### Health Assessments

This quarter saw the percentage of children in care with an up-to-date health assessment decrease by 5% to 84% at the end of Q3 2023/24. It should be noted that we have seen a seasonal dip in performance in



Q3 in each of the last 3 years, linked to the Christmas holiday period.

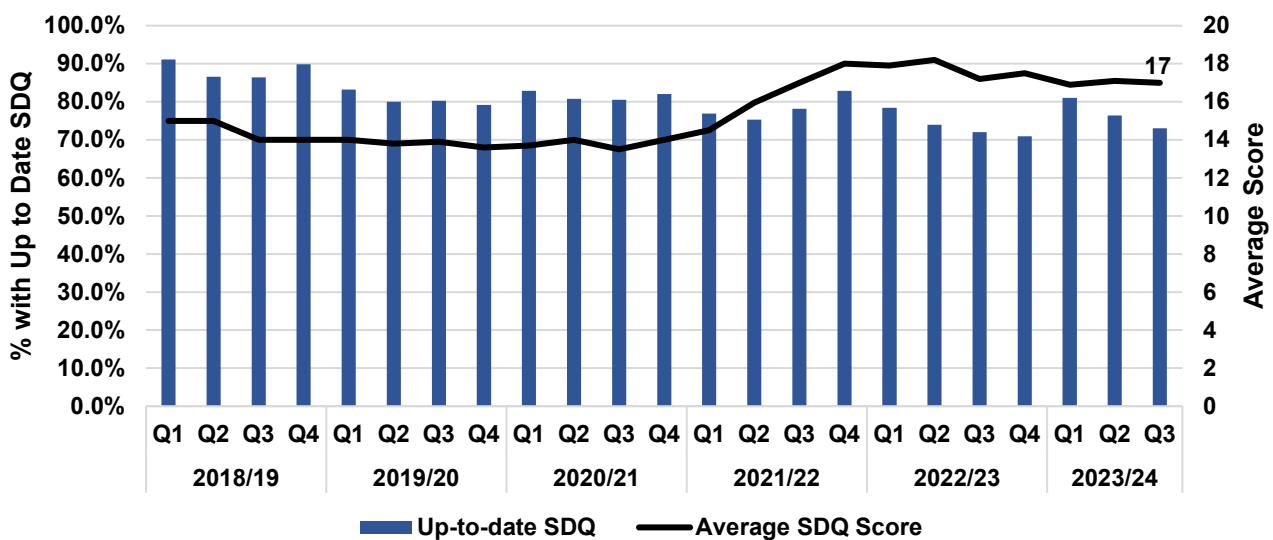
#### Strengths & Difficulties Questionnaire (SDQ)

At the end of the quarter 73% of eligible children in our care (n=297) had completed an up-to-date SDQ. This is slightly lower than the 76% reported at the end of Q2 2023/24 but consistent with the position 12 months ago (72%).

The average SDQ score at the end of the quarter was 17.0, down slightly (better) from 17.1 at the end of Q2 2023/24 and 1.0 below the peak of 18.1 in Q4 2021/22. Whilst this improvement is welcomed and encouraging, the average SDQ score of children in our care remains higher (worse) than the national average of 14.4.

Just over half of children and young people with an up-to-date SDQ (51.6%, n=153) report a score of 17 or more (which is a score indicating a cause for concern). This compares with a national average of 40% of children in care with an SDQ score of 17 or more. It’s important to note that an SDQ score in of itself does not constitute a diagnosis of poor mental health or emotional wellbeing and is one of a number of tools that can be used professionally to ascertain the emotional wellbeing of a child or young person. The service continues to pioneer innovative practice to support children facing emotional trauma through the development of services such as the Psychologically Informed Partnership Approach (PIPA).

**Up-to-Date SDQs and Average Scores**



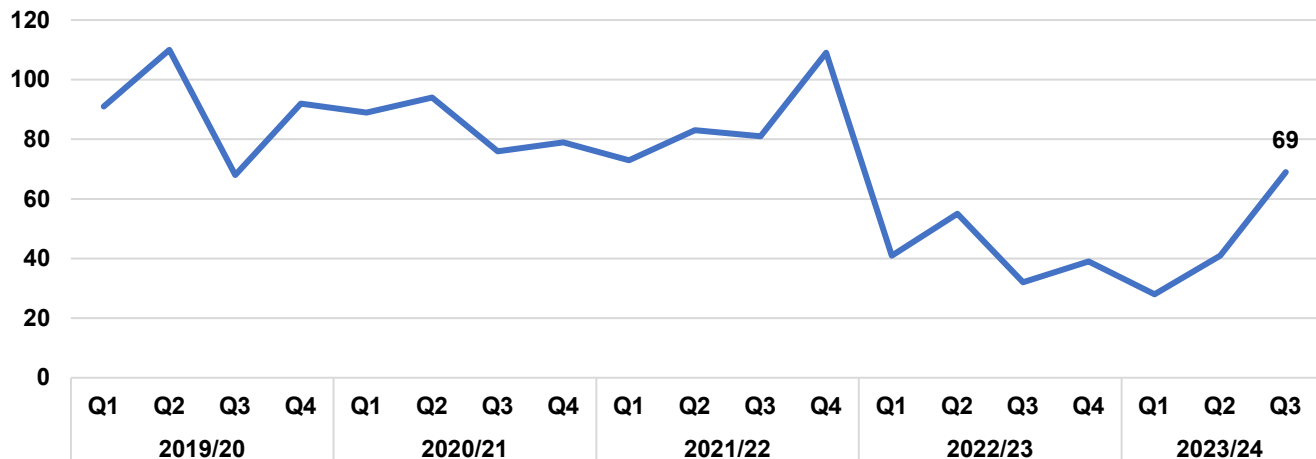
**Fostering Service**

The Fostering Service remains under pressure to ensure we are able to provide high quality in-house placements for young people in our care, and the in-house occupancy rate remained at 100% at the end of the quarter. The end of Q3 often brings unique challenges for the service, with some carers choosing to take a break from fostering over the festive period. It’s worth noting that despite continuously very high occupancy rates, we have around 20 more children in placements provided through the in-house fostering service compared with 12 months ago, equivalent to a 6% increase.

Despite rolling recruitment campaigns it has been difficult for the service to recruit new foster carers and we have seen a steady decline in the number of enquiries from potential new carers in the 15 months to June 2023. Seeking innovative ways to attract new foster carers, the service has targeted carers who took part in the Homes for Ukraine initiative and has also recently introduced a “golden hello” as a further incentive. It would appear that these initiatives, alongside a revamped advertising campaign are having a positive impact and have seen an increase in enquiries for the second successive quarter, with 69 enquiries reported this quarter.



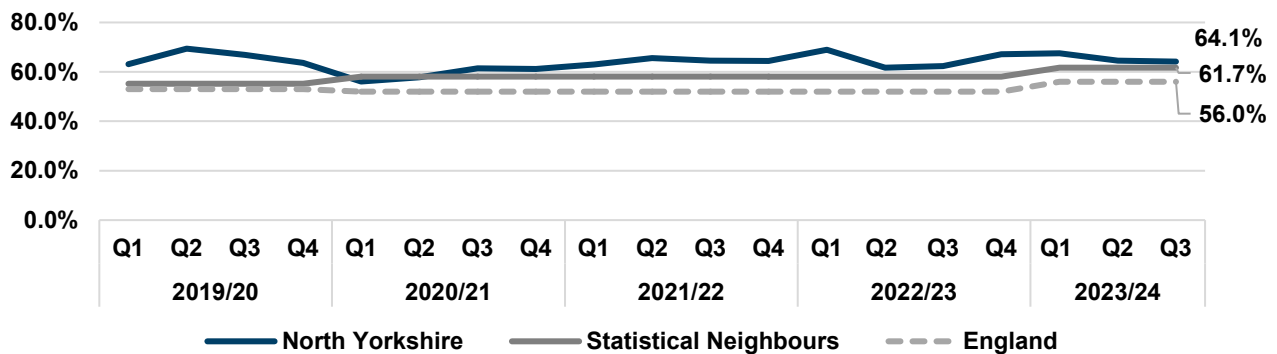
### Enquires - Foster Carers Q3 2023/24



### Care Leavers

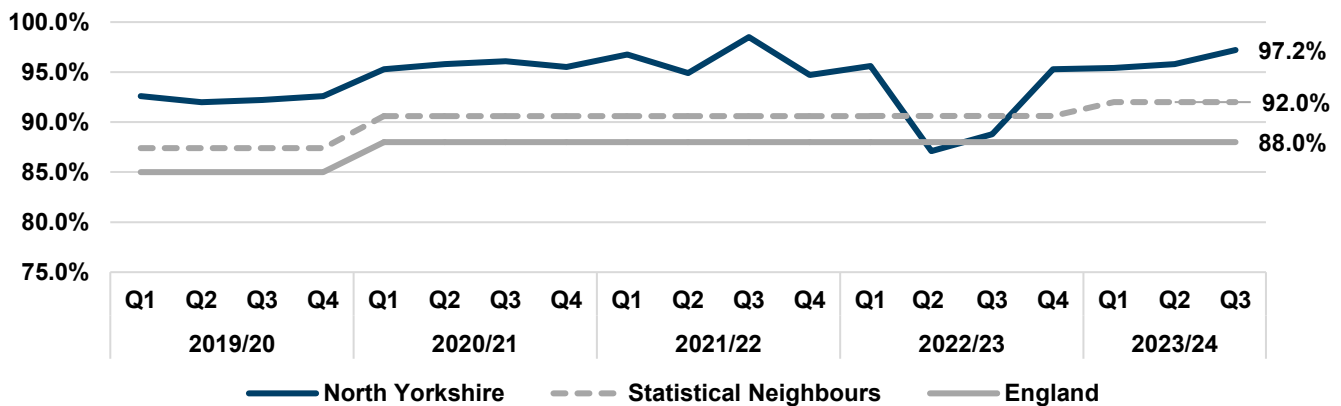
The Leaving Care service continues to provide sector-leading support to North Yorkshire Care Leavers. At the end of the quarter 64% of our care leavers were in education, training, or employment (ETE), much better than the national (56%) or statistical neighbour (61%) averages. We have had a consistently higher proportion of care leavers in ETE post-pandemic than either the statistical neighbour or national average, indicating the value of the work of the Leaving Care service.

### Percentage of Care Leavers in Education, Training or Employment



The percentage of young people in suitable accommodation at the end of Q3 2023/24 has improved for the third consecutive quarter to 97% compared to 96% at the end of Q2 2023/24. The service continues to work to improve living arrangements of care leavers. Our performance continues to be sector leading and at the end of quarter was 9% better than the national average and 5% better than the statistical neighbours average.

### Percentage of Care Leavers in Suitable Accommodation



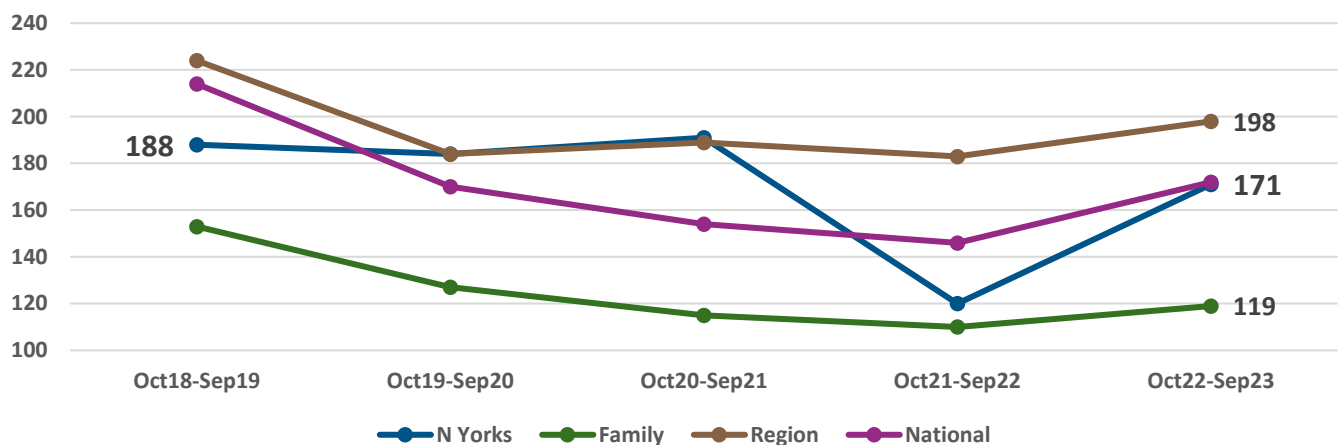
### Youth Justice Service

#### First Time Entrants (FTE's) into the Criminal Justice System

The latest official data for the 12 months ending September 2023 showed a significant increase in the rate of FTE's (r=171) into the criminal justice system in North Yorkshire compared with the rate 12 months previously (r=120). The rate of 171 relates to 94 young people and places North Yorkshire in the 2nd Quartile nationally. The current rate in North Yorkshire remains lower than the regional (r=198) and national (r=172) rates but higher than the family group average (r=119).

However, the data relating to the latest cohort should be treated with a degree of caution as it has been taken from quarterly case level submissions by Youth Offending Teams (YOT's) rather than the official method of a data extract from the Police National Computer (PNC). The change has taken place as the Ministry of Justice (MoJ) is no longer publishing quarterly FTE data. The main difference between the two sets of data is that generally only 'recordable' offences, are input onto PNC whereas YOT case management systems make no differential between recordable and non-recordable offences and so should always provide higher FTE rates than the official data from the PNC extract.

### Youth Justice Service - First Time Entrant Rate

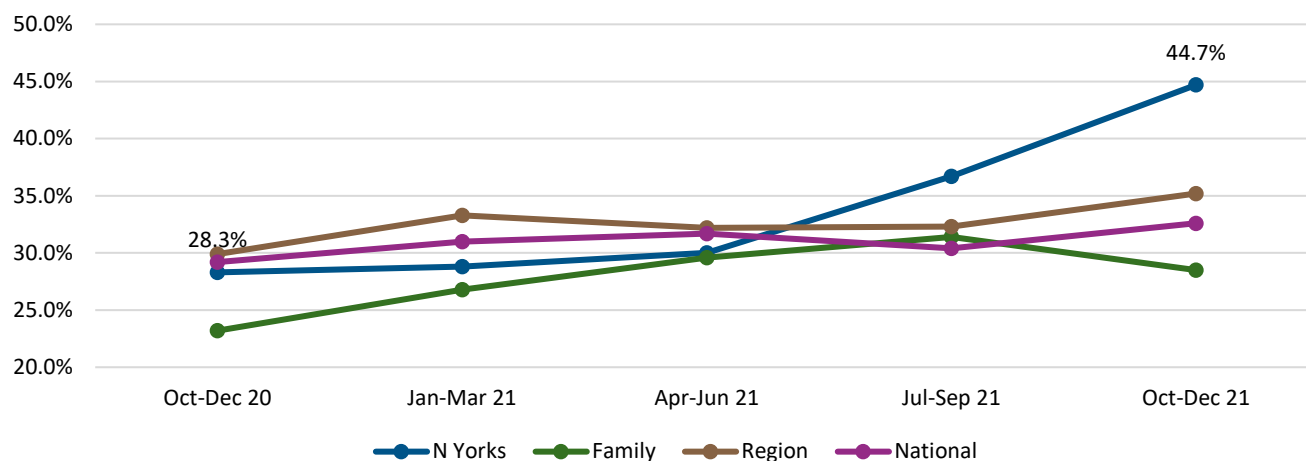


## Reoffending Rates

The Binary reoffending rate increased to 44.7% in the October-December 2021 cohort and, as shown in the chart below, is higher than each of the 3 comparators. The cohorts showing lower reoffending rates on the chart prior to October-December 2021 are believed to have been impacted by covid related lockdowns and the recovery of the court system. In particular, it is believed that continued delays in the processing of cases mean that increased numbers of reoffence convictions may fall outside of six-month waiting period and therefore not be counted in these statistics.

There were 38 young people in the latest cohort in North Yorkshire (n=30), of whom 17 committed a proven reoffence.

### Binary Reoffending Rate



The Frequency reoffending rate (average number of reoffences per reoffender) increased marginally to 5.47. The Frequency rate was heavily influenced by a very small number of individuals, with 4 of the 17 reoffenders responsible for 65% (n=60) of all reoffences. 2 of the 4 prolific reoffenders are currently serving custodial sentences.

## Working with females

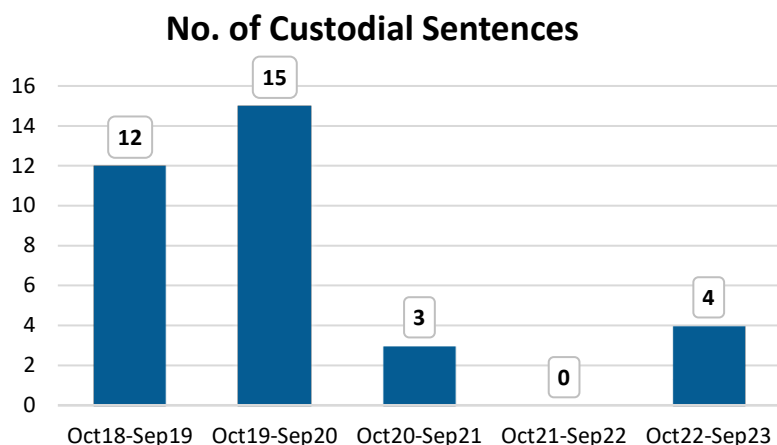
We are concerned by the high representation of females in our First Time Entrant and offending cohorts.

Working in partnership with Leicester, North Yorkshire YJS brought together a virtual forum with a specific focus on working with females. The initial forum, held on 7th November 2023, brought together 38 Youth Justice Services, and provided an opportunity to strengthen relationships with other Youth Justice Services and share good practice. The forum focussed on sharing learning on specialised support in the form of projects. Blackburn YJS presented at the forum offering support on programmes or services designed to meet the specific needs of females.

We have started to scope out resources to inform future girls' group. As part of this scoping, we intend to use the 'forming, storming, norming, performing and adjourning' principles which underpin the Tuckman's group work model. It is believed that this, combined with the Oregon guidelines and Stephanie Covington's work on trauma, will provide the most effective framework for ensuring that gender responsive interventions will work.

The Ministry of Justice and Youth Justice Board have now become part of the forum which will support teams to review practice and share resources.

## Custodial Sentences



The number of custodial sentences received by young people in the 12 months ending September 2023 remained relatively low, at 4.

The chart below shows the significant decrease in the actual number of custodial sentences in North Yorkshire in recent years. The 15 custodial sentences received in the 12 months ending September 2020 equated to a rate per 1,000 of the 10-17 population in North Yorkshire of 0.27, much higher than the national and regional rates of 0.15.

Whilst the rate of custodial sentences has also decreased nationally in recent years, the current rate in North Yorkshire ( $r=0.07$ ) is now lower than the national ( $r=0.11$ ) and regional ( $r=0.14$ ) rates.

### My Assessment & Plan (MAP)

North Yorkshire Youth Justice Service (YJS) was one of three youth justice services who received dispensation to devise and pilot an alternative assessment to that mandated by the Youth Justice Board (YJB).

MAP is a family-centred and strengths-based assessment, designed for close alignment with the Signs of Safety model. It is a radically condensed approach, compared to the YJB assessment (ASSETPlus), usually comprising less than 20 pages of plain and direct language, set out in a simple, clear framework which is readily understood by children and their families.

MAP is now very well established in everyday practice for YJS, and familiar to partner services. We continue to make small, iterative improvements, working towards greater simplicity and focus on Child First Principles.

An evaluation of the YJS alternative assessment was commissioned by North Yorkshire Council and carried out by Dr Rachel Vipond, Senior Lecturer Criminal Justice and Social Policy, University of York. The purpose was to evaluate the use of MAP as the primary method for assessing children who come into contact with YJS.

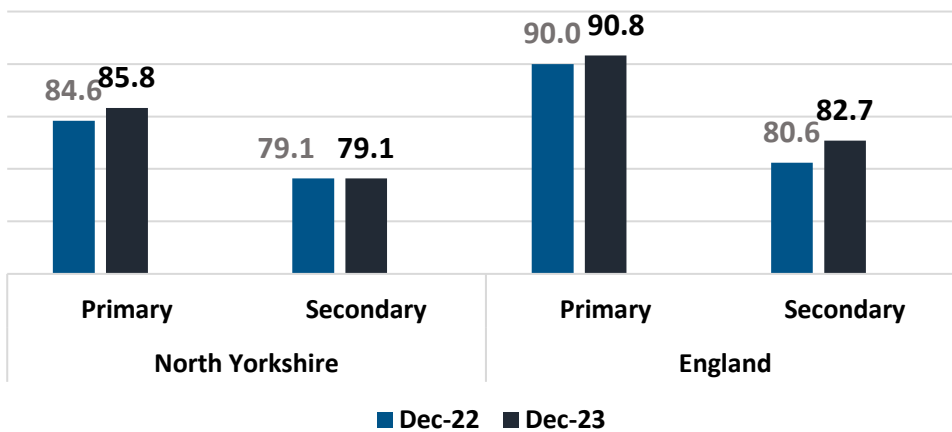
The recommendations made by Dr Vipond, relating to the MAP tool, youth justice practice and wider practice across C&FS are currently being considered. A plan of delivery against the agreed actions is being worked up with Dr Vipond, Early Help Head of Service, Quality & Assurance and our Principal Social Worker which will be rolled out in the spring Term 2024.

## Achieving High Aspirations, Opportunities and Achievements

### Ofsted rating of schools

The most recent data published by Ofsted (December 2023) highlighted that 85.8% of primary schools in North Yorkshire have a 'Good' or 'Outstanding' Ofsted inspection outcome. This represents 253 of the 295 primary schools inspected in the county. 85.8% is marginally above the 84.6% reported at the same point last year. However, it is below the current national rate of 90.8%.

### % of schools - Good or Outstanding



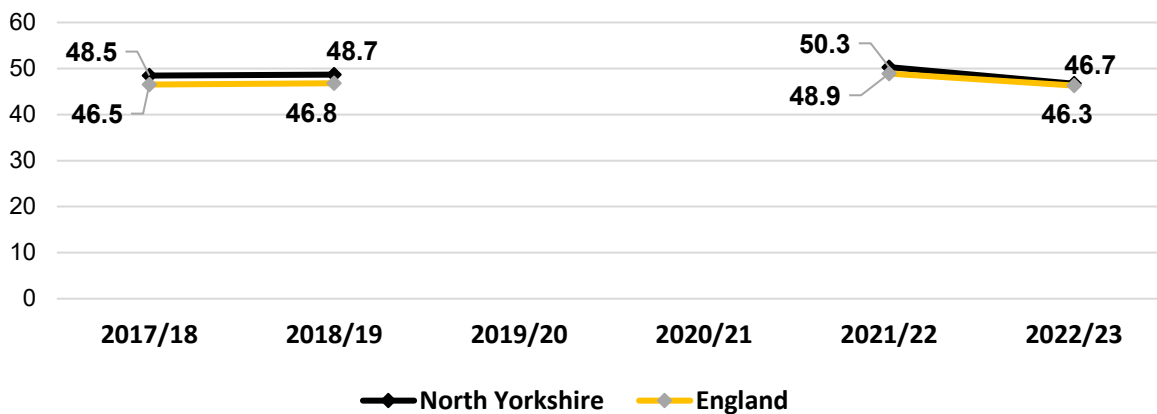
The proportion of secondary schools in North Yorkshire with a 'Good' or 'Outstanding' Ofsted inspection outcome was 79.1%, unchanged compared to this time last year (34 of the 43 secondary schools) and is similar to the national rate of 82.7%.

### Attainment – Key Stage 4 Results (Provisional)

#### Attainment 8

Provisional Key Stage 4 data has been released by the DfE for the 2022/23 academic year and provides both an overview of attainment of pupils leaving Year 11 in 2023, both locally and nationally. The data highlights that Attainment 8 scores at Key Stage 4 has fallen nationally to 46.3 (from 48.9 in the 2021/22 academic year). We have seen a similar picture in North Yorkshire, with Attainment 8 scores falling to 46.7 (from 50.3). Attainment 8 scores locally and nationally are now similar to scores achieved in 2018/19 (last available data before the Covid-19 pandemic).

### Key Stage 4 - Average Attainment 8 - Score

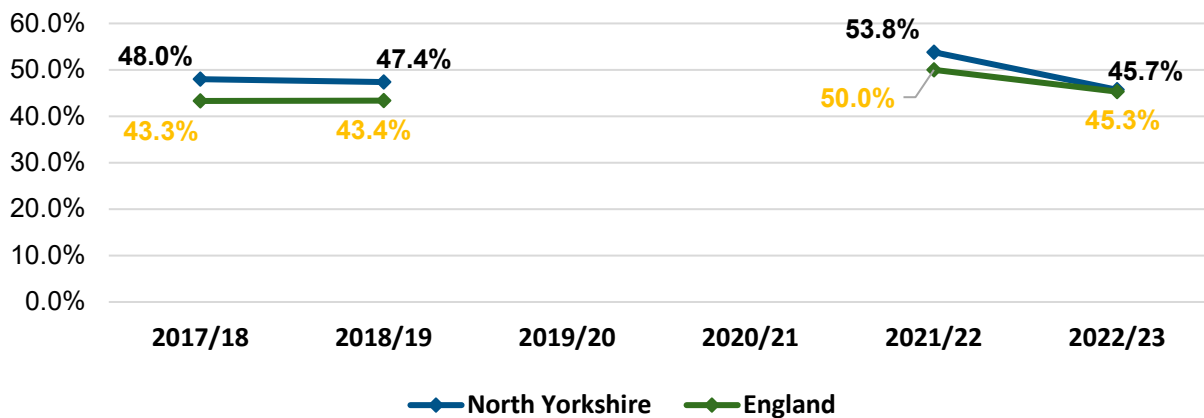


## English & Maths

Mirroring attainment 8 scores, the proportion of pupils achieving a 'stronger pass' of grades 5 to 9 in English and Maths has decreased locally and nationally. More positively, at 45.7%, the proportion of children in North Yorkshire achieving a strong pass in English and Maths is now higher than that reported nationally (45.3%).

## Attendance in Schools

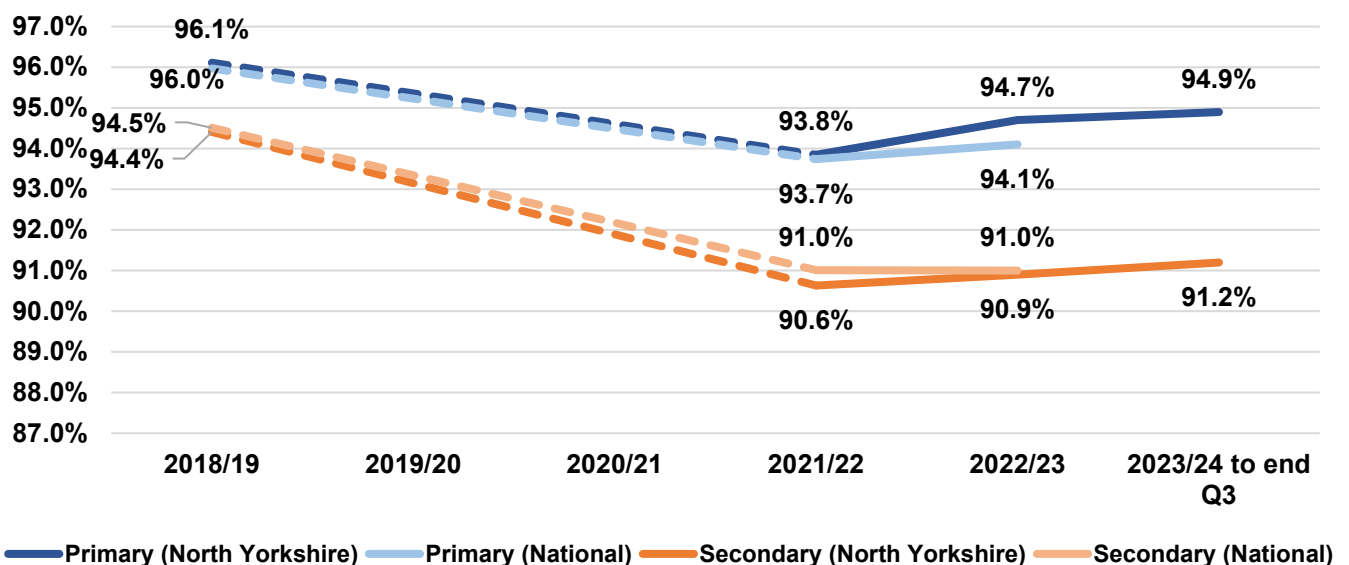
**Key Stage 4 - Percentage of Pupils Achieving Grade 5 to 9 in English & Maths**



## Overall Attendance

Provisional data for the 2022/23 academic year indicates that attendance in North Yorkshire primary and secondary schools remains lower than that reported pre-pandemic. Primary school attendance was reported at 94.7% (compared with 94.1% nationally), with 91.2% reported across secondary schools

**Overall Attendance Rates at Schools**





(compared with 90.7% nationally). Attendance at special schools in North Yorkshire (85.8%) was slightly below that reported nationally (87.0%).

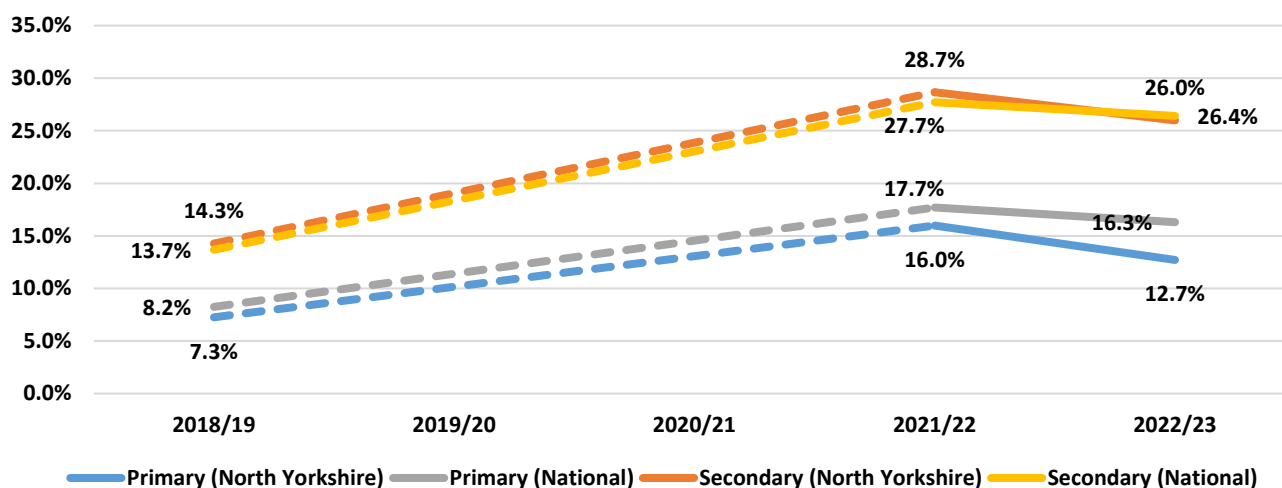
Compared to previous years, primary, secondary and special schools have seen improvements in attendance in North Yorkshire and provisional data for the most recent term (autumn 2023) suggests that this improvement is being sustained with primary school attendance reported at 94.9% in primary schools and 91.2% in secondary schools.

### Persistent Absence

Mirroring overall attendance, provisional persistent absence data for the 2022/23 academic year in North Yorkshire indicates that the rate of persistent absence in North Yorkshire secondary schools (26.0%) is lower (better) than in 2021/22 (28.7%). However, rates of persistent absence remain much higher than those reported pre-pandemic (14.3% in 2018/19). This picture is replicated in persistent absence in North Yorkshire primary schools and is reflective of the wider picture nationally.

Provisional data for the autumn 2023 term indicates little change in comparison with the previous academic year.

Persistent Absence Rates in Schools



### Suspensions & Exclusions from Schools

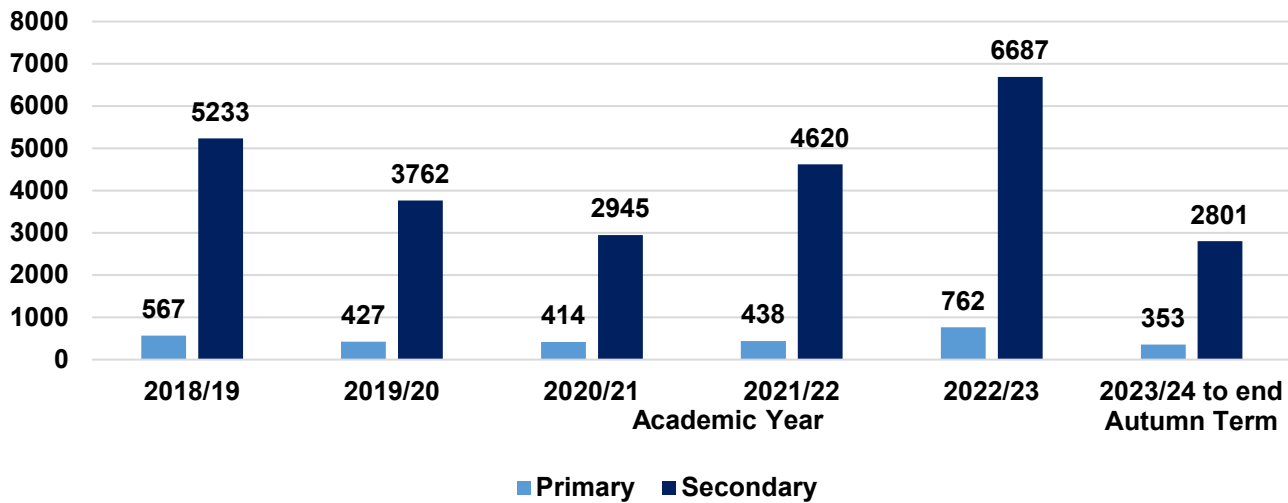
#### Suspensions (exclusions from school for a fixed period of time)

There were of 7449 suspensions (i.e. exclusions from school for a fixed period of time) from mainstream schools in North Yorkshire in the 2022/23 academic year. The overwhelming majority of these related to secondary school pupils (6,687 suspensions, 90% of all suspensions) with 762 suspensions relating to from primary school pupils.

We have continued to see high numbers of suspensions from schools in the first term of the 2023/24 academic year, with 3,154 suspensions reported (2,801 relating to secondary schools and 353 relating to primary schools). This is a 48% increase (n=1,020) compared to the same period in the 2022/23 academic year.

The most recent national data (academic year 2021/22) indicates that the rate of children suspended at least once during the academic year was 3.0%, slightly higher (worse) than the rate of 2.5% reported in North Yorkshire.

### Suspensions from North Yorkshire Schools

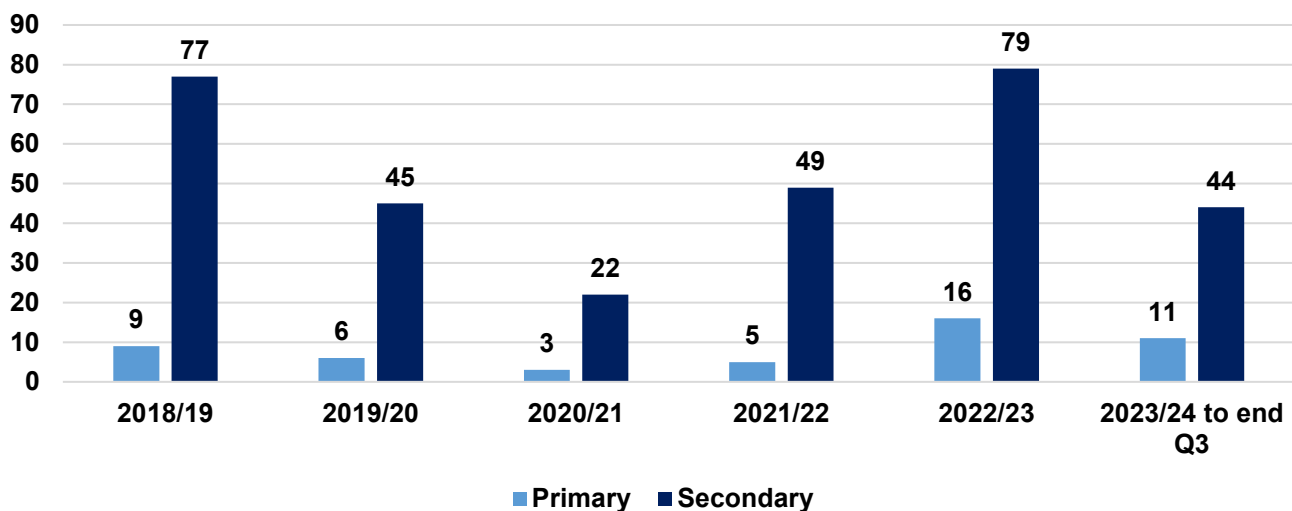


### Permanent Exclusions

95 children were permanently excluded from North Yorkshire mainstream schools over the 2022/23 academic year. The majority occurred in secondary schools (79, 83%), with 16 (17%) in primary schools. This represents an increase of 41 (+76%) compared with the 2021/22 academic year. The first term of the 2023/24 academic year has seen 55 permanent exclusions (44 in secondary schools and 11 in primary schools). This represents an 83% increase (n=25) compared to the same period in the 2022/23 academic year.

Despite the marked increase in permanent exclusions, expressed as a percentage of the population our rate of permanent exclusion in mainstream schools (0.06%) remains statistically significantly lower than that reported nationally (0.08%).

### Permanent Exclusions from North Yorkshire Schools



Where children are excluded from mainstream education, the Inclusion Service is improving the curriculum offer for pupils receiving education in alternative provision through the implementation of a mainstream school base model for IST and reviewing the offer from the pupil referral service.

There is also a focus on ensuring permanently excluded pupils receive the support they need to return to mainstream (or special) provision as soon as possible.

Locality Boards are now well established and are provided with data for their locality across a range of inclusion indicators. Within Locality Boards school leaders are increasingly developing plans that enable more creative alternative solutions to supporting secondary pupils at risk of exclusion. We continue to work with Locality Boards to monitor the impact of this.

Furthermore, the Inclusion Service has introduced a new locality-based approach to supporting secondary school aged pupils to access alternative provision and managed moves via Inclusion Locality Panels. This has been welcomed by Headteachers as a more responsive approach to supporting very vulnerable young people.

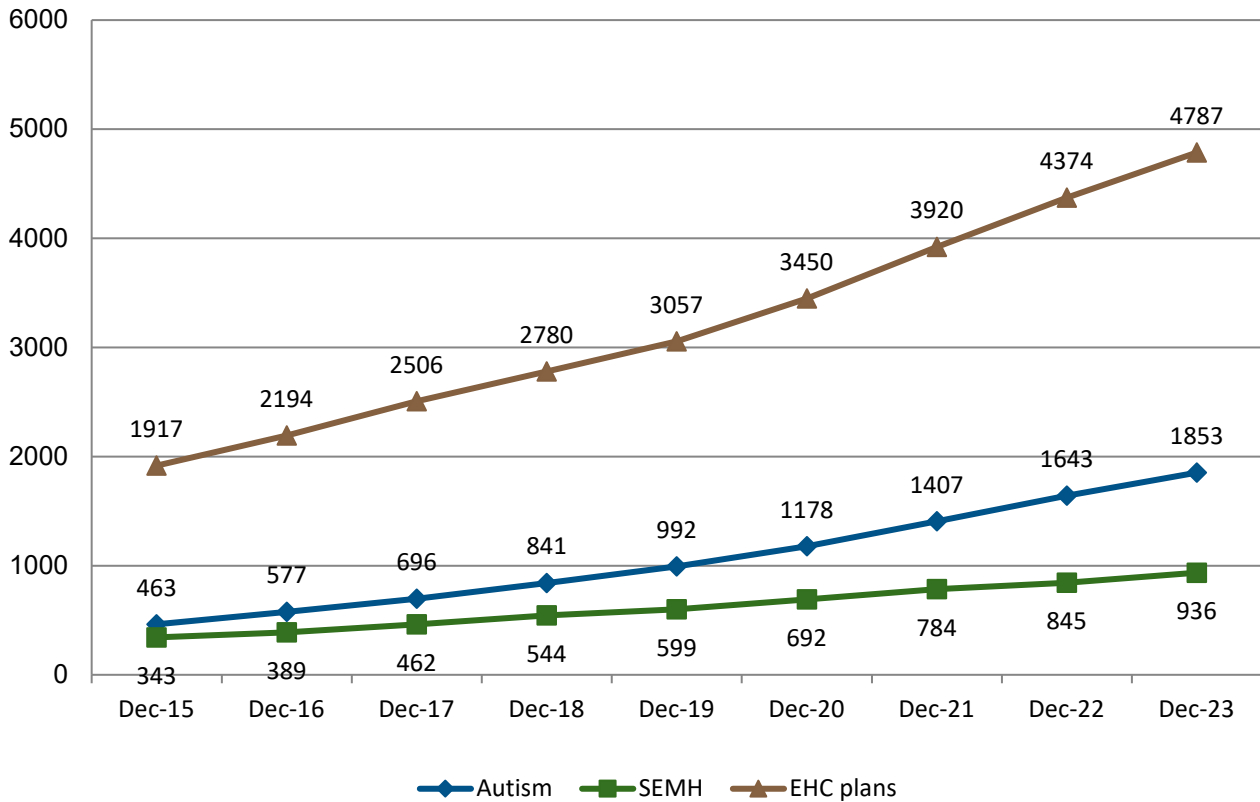
### **Education Health Care Plans Funded by North Yorkshire Council**

As of the end of the quarter there were 4,787 EHC plans funded by North Yorkshire. This is a 9% increase (n= 413) compared to the end of Q3 last year (4,374) and a continuation of the steady increase in EHC plans since the introduction of the new SEND code of practice in 2014.

We have seen a much higher rate of increase in the number of EHC plans funded by the Council between 2014 and 2023 than those observed nationally and regionally. However, prior to 2014 the rate of identification of special educational needs in North Yorkshire was much lower than the national average, and much of the higher rate of increase in funded plans locally is as a consequence of improved identification of need. Nevertheless, over the 8 years between 2015 and 2023 there has been a 156% increase in funded EHC plans in North Yorkshire, compared with an increase of 115% nationally.

The most common primary need continues to be Autism, accounting for 39% (1853) of current EHC plans. Children identified as having a primary need of Social, Emotional, Mental Health (SEMH) are the second most prevalent at 20% (936). These patterns of need have persisted since EHC plans were introduced. The increase in the number of funded EHC plans with a primary need of Autism between 2015 and 2023 was 300% (n=1390), considerably more than any other primary need.

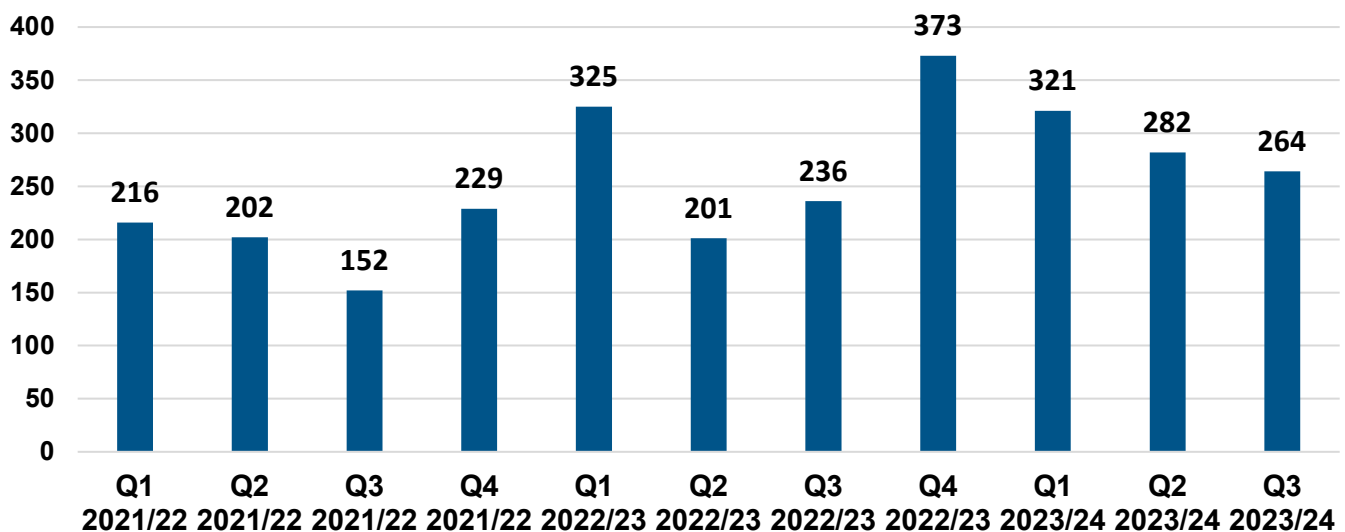
### North Yorkshire Council Funded EHC plans



### Requests for Statutory Assessment

Fuelling the increase in the number EHC plans funded by the Council is an increase in requests for statutory assessment of children. We received 264 requests for assessments this quarter, a 12% increase (n=36) compared with Q3 last year. There is some evidence of a seasonal surge in requests in Q4 and we can expect around 1,240 assessments for 2023/24 in total. This would be an increase of 28% (n=269) compared with 2022/23.

### Requests for Assessment (EHC plan)



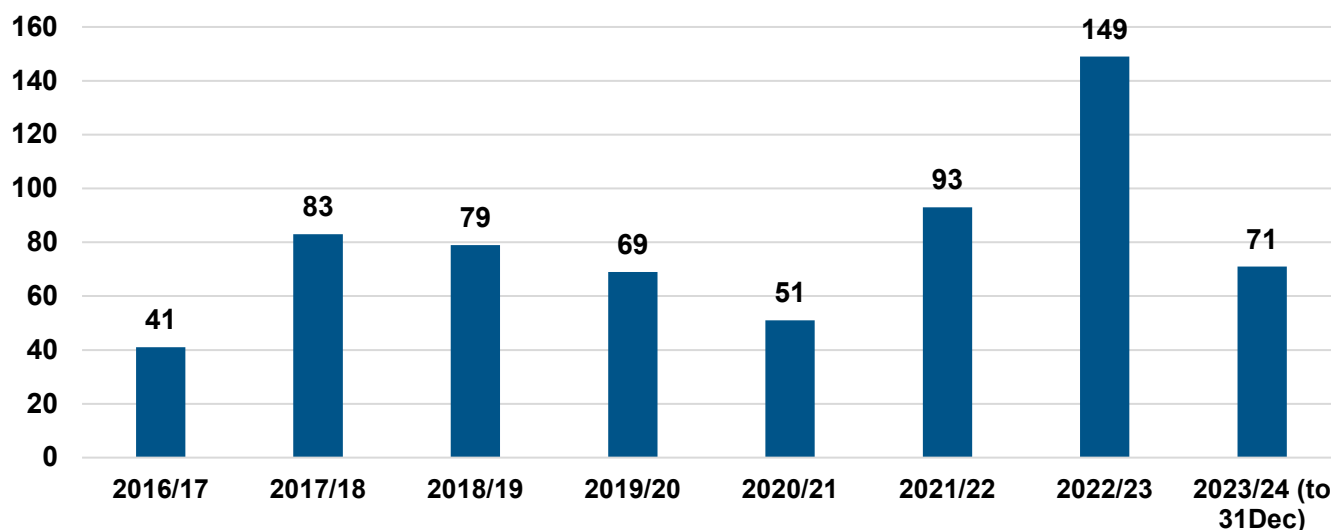
At least 90% of requests for assessment are made by the child's school or place of education directly. Reflecting the national picture around 70% of requests for assessment are received for children aged 5 to 15.

### **Appeals to First Tier SEND Tribunals**

Decisions made as part of the EHC plan statutory process can be appealed, via the first tier SEND Tribunal. This is part of the systems of courts and tribunals which makes decisions in appeals and claims. There has been an rising trend in the number of appeals to Tribunal received by North Yorkshire council since the end of the Covid pandemic.

Data for the 2022/23 academic year shows 149 appeals to the SEND tribunal were received, which is a 60% increase (n=56) compared with the 2021/22 academic year. The previous highest annual number of appeals received prior to the pandemic was 83 in 2017/18. For the 2023/24 academic year to date (to the end of December 2023), data highlights that this increasing trend is continuing, with 71 appeals having been recorded.

### Total Appeals to First Tier SEN Tribunal by Academic Year

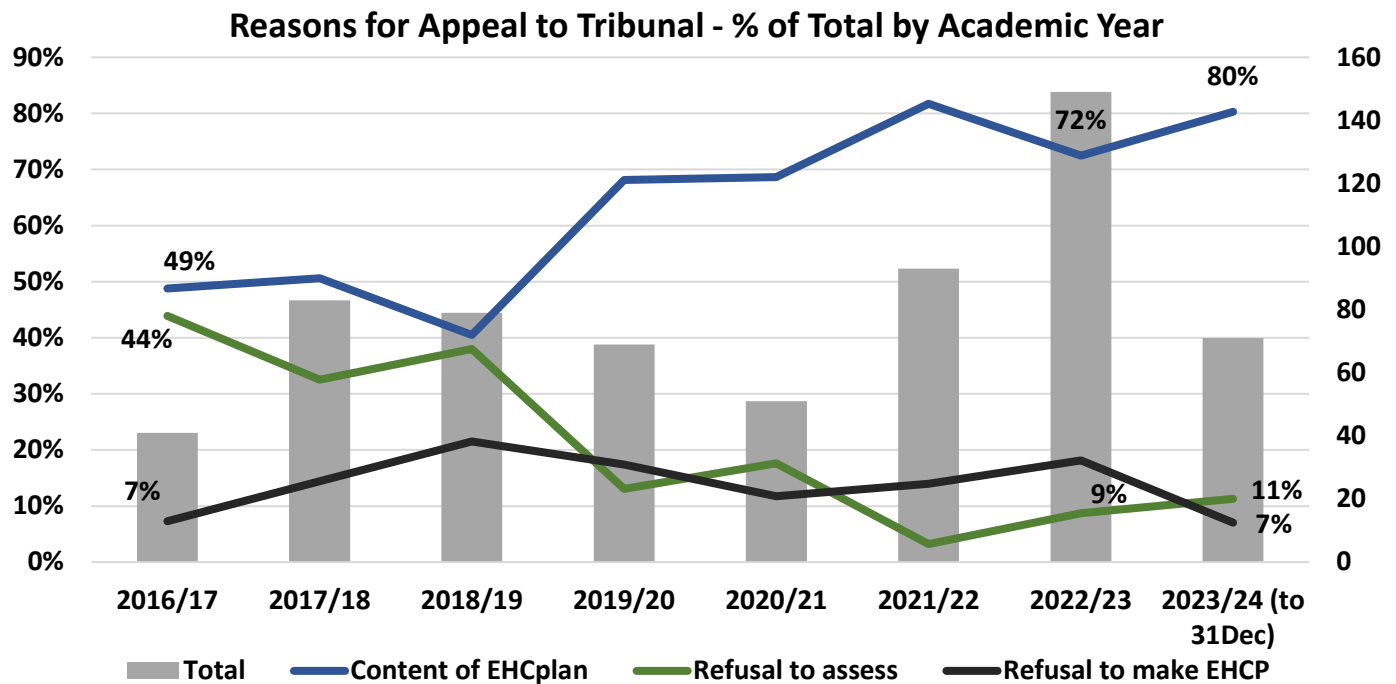


Appeals can be made about disability claims by a school against a child or the following stages of the EHC plan statutory process:

- Refusal to assess/reassess for an EHC plan
- Refusal to issue an EHC plan
- Content or change to the content in the plan regarding
- Special need identified
- Support provided
- School placement
- Decision to cease the plan

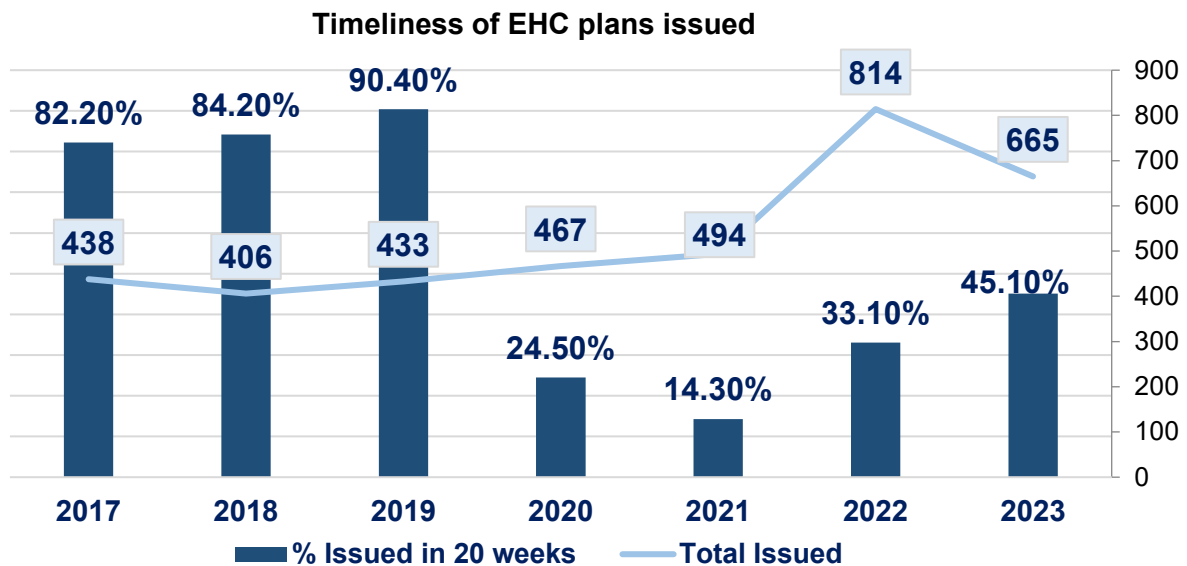
There has been a notable reduction in the proportion of appeals received for the reason of a refusal to assess for an EHC plan. This has fallen from 44% (n=18) of all appeals in 2016/17 to 9% (n=13) in 2022/23. The most common reason for an appeal received relates to the content of an EHC plan, and this accounted for 72% (108) of appeals. This often relates to the disagreement around the school placement recorded in the document. 2023/24 figures indicate that these trends are continuing.





Nationally reported outcomes (Ministry of Justice, December 2022) for appeals to SEND tribunal, where a decision has been made highlights that in 2021/22 approximately 96% of these appeals result in a 'decision in favour of appellant'. An appeal however may contain a number of possible issues and if one issue is found in favour of the appellant the entire appeal might be recorded as such.

#### EHC plan timeliness



Over 2023 we have seen timeliness of EHC plans improve with 45% issued within 20 weeks. This is significantly better than timeliness in 2022 (33%) but still much worse than pre-pandemic (90% in 20 weeks). There has been a decrease in overall new EHC plans being issued within 20 weeks in the last quarter, reducing to 10.4% (12 of 115 plans) compared to 34.8% (53 of 157 plans) in the previous quarter. Much of the delay in issuing plans can be ascribed to difficulties in gathering required information and evidence from specialists. In particular, the national problem of an acute shortage of Educational Psychologists is impacting our ability to issue EHC in a timelier manner.

We are addressing this challenge by contracting agencies to address a backlog in receiving advice from Educational Psychologist services. An additional agency contract has been awarded recently to address the ongoing backlog in advice received. In addition, the Inclusion Service have had a successful recruitment drive at the beginning of this year with the recruitment of a new principal EP, a new part-time EPs and 2 trainees to start later in the year. These measures are expected to have a consequent effect of an upturn in overall timeliness in final plans being issued towards the end of this year.

### SEND Capital Programme

Children with an EHC plan will often be placed in specialist provision, either state funded special schools or independent specialist provision. 1,247 (28.2%) of children with a North Yorkshire maintained EHC plan were in a state funded special school as of the beginning of 2023. This is almost identical to that reported nationally (27.8%). Over the last 6 years we have seen a 52% increase (n=429) in the number of children with a EHC plan placed in a state funded special school compared with 2017.

North Yorkshire has developed a SEND Capital programme, which is focused on expanding the specialist provision locally. The Capital programme includes expansion of the established targeted mainstream provision (TMP) network. TMPs are in primary and secondary schools providing specialist support, enabling children and young people with SEND can make progress within a mainstream school environment. There are currently 80 TMP places in the county, 40 in primary schools and 40 in secondary.

### SEND Hubs

The implementation of more localised specialist SEND services for children living in or being educated in North Yorkshire through the introduction of SEND locality Hubs is continuing to see positive outcomes.

SEND Hubs have now been established for four years (since September 2020). The total caseload of SEND hubs as of Q3 of 2023/24 was 1580 an increase of 6.5% from the same point last year (1484).

Increases in caseloads have been recorded across all 3 localities

		Q3 23/24	% change since Q2 2022/23
Locality	Hambleton & Richmondshire	413	+9.3%
	Harrogate/Knaresborough/Ripon and Craven	465	+2.2%
	Scarborough/Whitby and Ryedale	378	+5.3%
	Selby	306	+12.5%
<b>Total</b>		<b>1580</b>	<b>+6.5%</b>
	Other Area/not yet known	18	

The current caseload is made up of 1516 individual children supported across a range of specialist services. Sensory services (Hearing and Visual Impairment) have the highest numbers of cases, followed by the Autism Service. This is illustrated in the following chart.

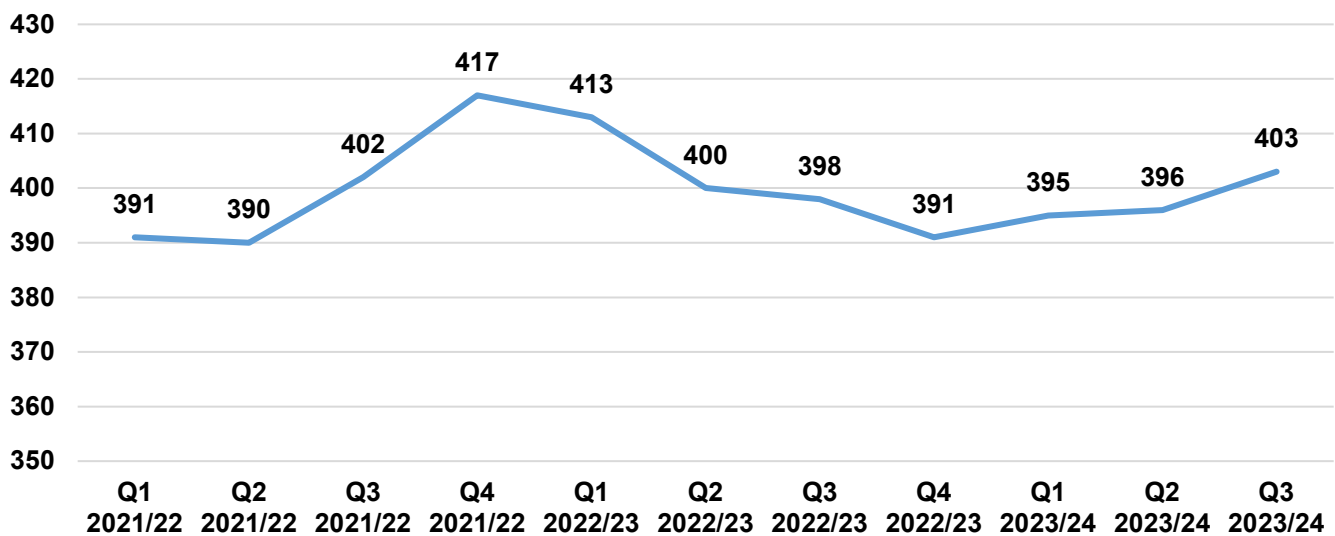
<b>Service</b>		<b>Caseload</b>
<b>Communication and Interaction</b>	<b>Autism</b>	208
	<b>Speech, Language, Communication</b>	139
<b>Cognition and Learning</b>	<b>Early Development</b>	72
	<b>Learning Difficulty</b>	112
	<b>Portage</b>	127
<b>Sensory</b>	<b>Hearing Impairment</b>	419
	<b>Visual Impairment</b>	187
<b>Medical Education</b>		122
<b>Occupational Therapy</b>		27
<b>Social Emotional Mental Health</b>		167

Each child being referred to a SEND hub will have individual clearly defined outcomes to be achieved as part of the specialist service involvement. These expected outcomes are shared with the child’s school and family. The list of expected outcomes will vary considerably depending on the specialist service, but they can include improved educational attainment or outcomes relating to physical therapy. 97% of outcomes were either fully or partially achieved in Q3, similar to the same period last year (99%).

**Disabled Children’s Service**

There has been a slowly increasing trend in the number of children being supported by the Disabled Children’s Service over the last 3 quarters. This follows a sustained quarter on quarter decrease across 2022/23. At the end December 2023 there were 403 children and young people being supported, an increase of 7 on Q2 and an increase of 12 on the low of 391 open cases at the end of Q4 of 2022/23.

**Disabled Children's Service Caseload**

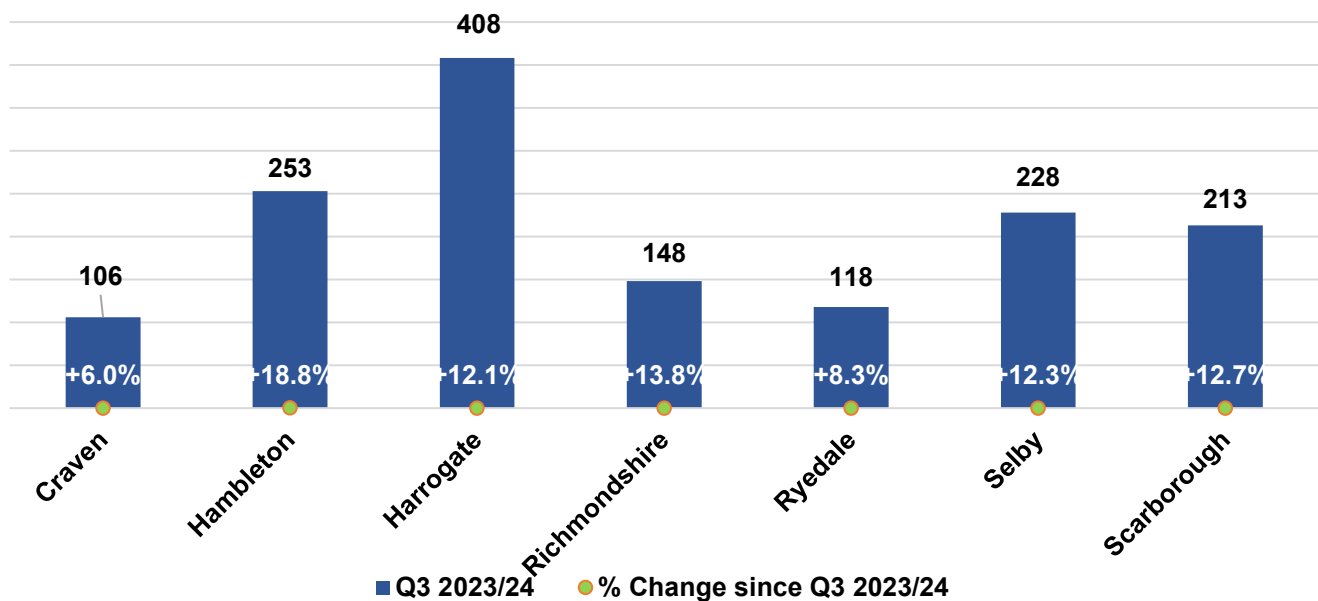


**SEND Transport**

The most recent data for October 2023 highlights that there was a total of 1,481 children on SEND home to school transport (including solo travellers). This is the highest number of children on accessing SEND transport recorded and 9% higher (n=168) than the same period in 2022/23, when there were 1313. The increase in the number of children accessing SEND transport is a direct function of the increase in the number of children in receipt of an EHC plan.

We have also seen an increase in the number of children being transported alone (Solo Travellers) during this period, increasing to 238 this quarter compared to 230 12 months ago. However, this lower figure than the post-pandemic peak of 258 solo travellers in February of 2023.

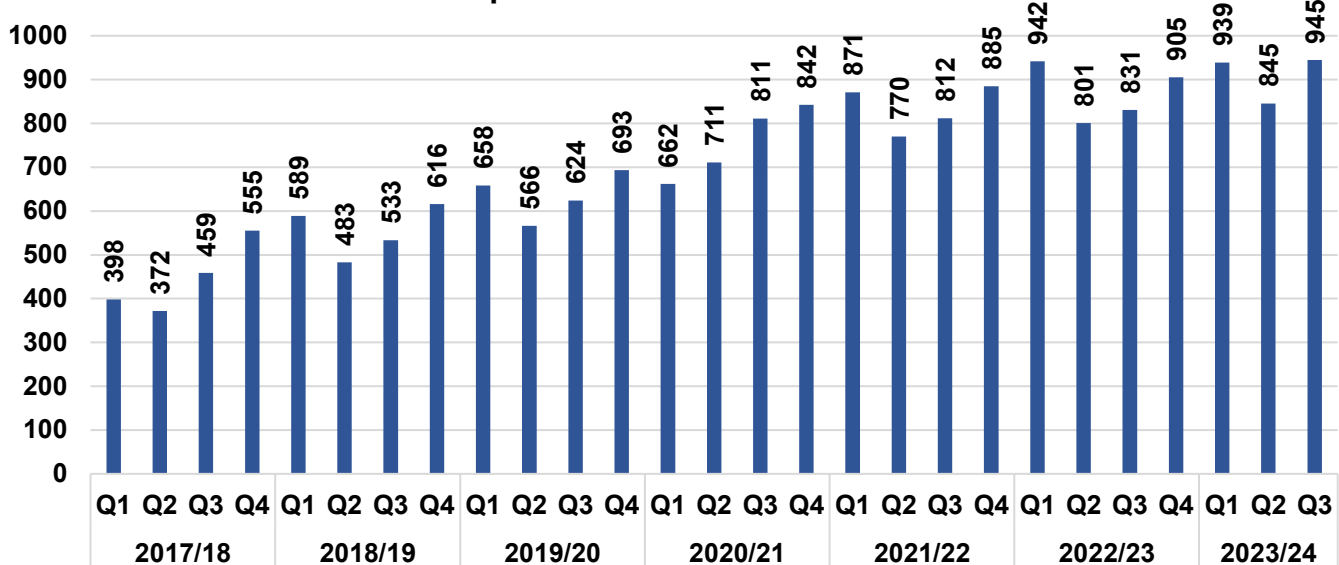
### Children on SEND Home to School Transport - by Home District



### Elective Home Education

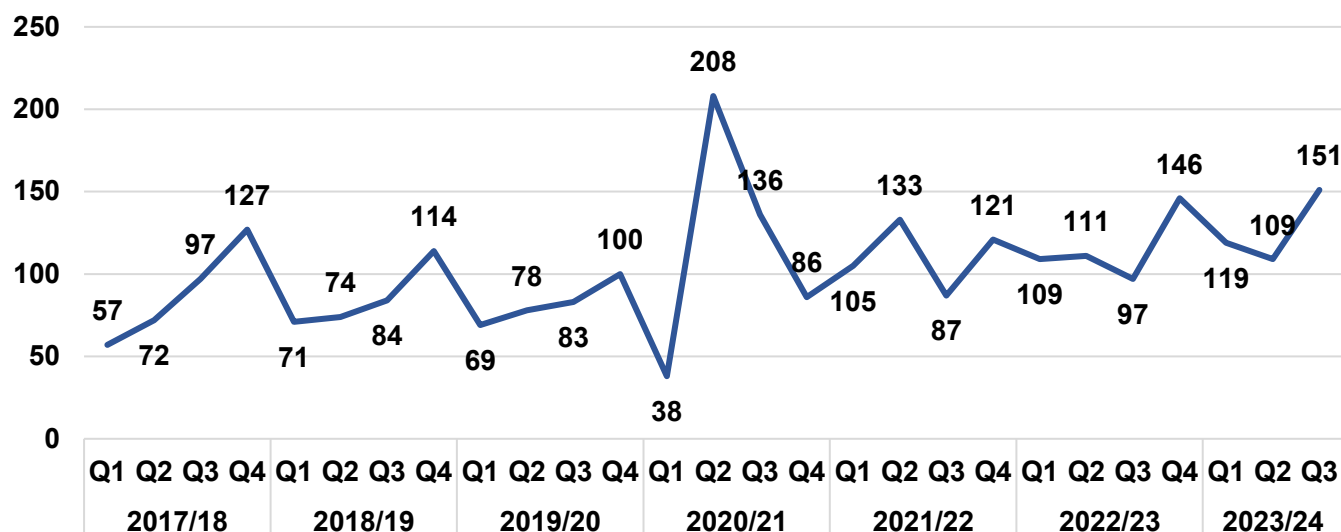
We continue to see a rising trend in the number of children recorded as being Electively Home Educated in North Yorkshire (EHE) and this follows the sharp increase in EHE following the Covid-19 pandemic. North Yorkshire is not alone in seeing an increase in EHE and this trend is being replicated nationally. The number of children in EHE is now being recorded nationally as part of a voluntary submission to local authorities on a termly basis. Current rates show that North Yorkshire has been in line with the national picture, with approximately of 1% of the mainstream school population in EHE. At the end of the quarter there were a total of 945 children recorded as being EHE in North Yorkshire. This is an increase of 13.7% (n=114) compared with the same period in 2022/23.

### Number of Pupils in Elective Home Education



Following the pandemic there was some initial evidence of a slowing trend in the number of children in EHE. However, it is not now expected that numbers of EHE will reduce to pre-pandemic levels in the short-term and higher number of children in EHE are expected to be sustained into the medium term. In the current quarter 151 children became EHE. This is 54 more (+56%) compared with Q3 last year.

**Number of Pupils Becoming EHE**



Elective Home Education advisors contact parents/carers of children who become EHE within 5 working days of the LA being notified by the school. If the education of the child is unsuitable or there are welfare or safeguarding concerns this is acted on swiftly to ensure that the child is safe and in receipt of a full-time education.

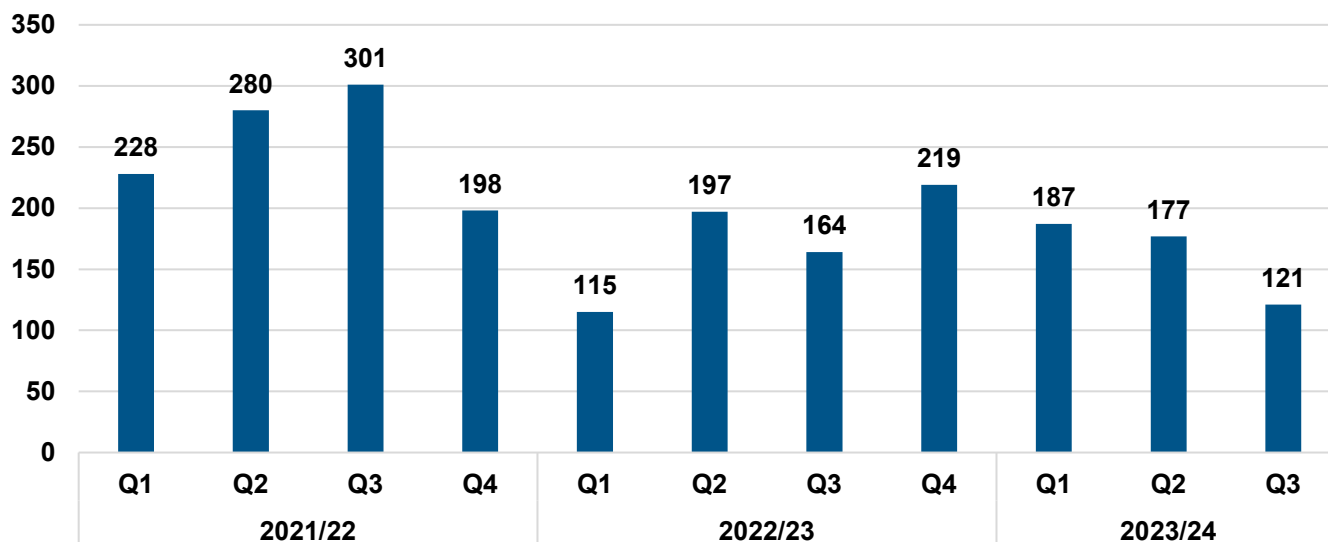
There has also been an increase in the number of pre-decision meetings for parents/carers made with EHE advisors prior to EHE being finalised. This benefits children and their families as families go away with an informed understanding of EHE and what it entails. It has proven to reduce the number of children becoming EHE and has increased the number of children having their needs met in school. This summer alone around 50% of families who took up the offer of a conversation went on not to follow an EHE route and their child returned to school.

**Children Missing Education (CME)**

A child is defined in law as ‘missing education’ (CME) if they are of school age and are not registered at a school or are not receiving suitable education otherwise than at school. CME could be at significant risk of underachieving or harm, which necessitates the proper sharing of information between the LA, schools and parents to ensure children are safe and are receiving suitable education.

The number of referrals for Children Missing Education has tended to vary from one year to the next. However, there was clear evidence of an upward trend during the Covid pandemic, although there are signs of a steady year on year reduction post-pandemic. This quarter were a total of 121 referrals compared to 164 in the same period in 2022/23 and 301 in 2021/22.

### CME Referrals



North Yorkshire’s CME Co-ordinator has a proven track record in ‘finding’ Children Missing from Education. Of the 695 CME referrals in 2022/23, 95% of CME referrals have been closed with the child ‘Found’ or closed due to being outside compulsory school age.

Some referrals remain open due to a sign-off requirement of the HMRC. In such HMRC follow its own process in contacting and locating a family, with ongoing contact with the LA’s CME coordinator.

### Adult Learning & Skills Service

By the end of Q3 we approach approximately the halfway stage of the academic year and the current qualification achievement rate for education and training learners (aged 19 and over) is reported at 64% at the end of the quarter. This is 7% lower than the 71% reported at this point last year. More positively, the proportion of “continuers” (proportion of learners retained in the year) is significantly higher at 96.4% at the end of Q3 2023/24 compared to the same point last year 91.1%.

At the end of Q3 2023/24, the service are currently implemented a new bespoke software system to monitor qualification achievement rates and apprenticeship accountability framework performance. The software is a much-improved version of the existing system and does not require as many manual interventions from multiple disciplines in North Yorkshire.





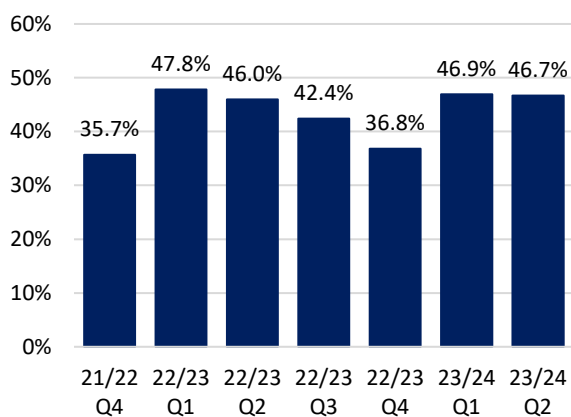
## Environment

### Environmental Services and Climate Change

#### Waste Collection and Disposal

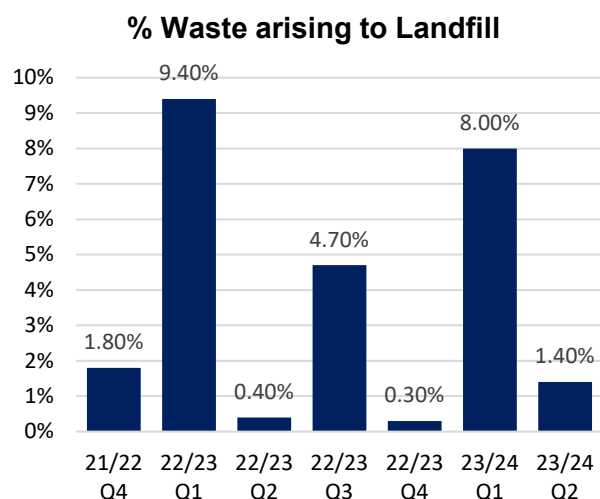
Waste collection and disposal information is reported a quarter in arrears due to national reporting arrangements. The data reported here relates to Q2 2023/24.

**% Household Waste sent for Reuse, Recycling or Composting**

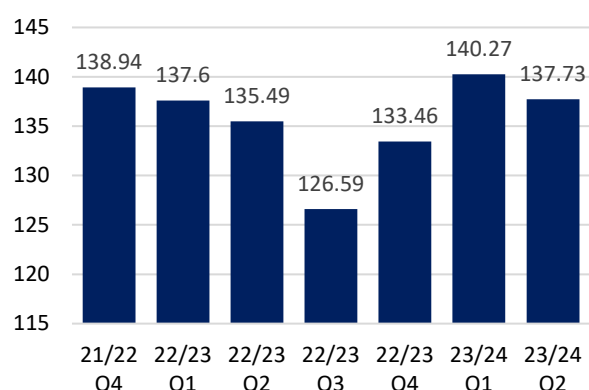


This is the second quarter of data reported to Waste Data Flow (Defra) as North Yorkshire Council. Regarding the *percentage of household waste sent for reuse, recycling or composting* (NI192), the outturn for Q2 2023/24 was 46.7%. Performance has improved compared to Q2 22/23 which is due to improved composting performance. Q2 22/23 composting tonnages were impacted by the very hot weather in July 22. Recycling performance is consistent with Q1, which is a decline compared to 22/23. This is due to improved consistency in reporting, overall tonnage declines, and increase in contamination of material in Craven. This is being addressed, and contamination rates for Craven are now decreasing.

With regard to the *percentage of municipal waste sent to landfill* (NI193), outturn for North Yorkshire in Q2 2023/24 was 1.4%, significantly less than the previous quarter (8.0). This was higher than in the same quarter the previous year (0.4%). Waste was diverted from Allerton Waste Recovery Park in July, with some tonnage being delivered to landfill. This was due to the planned shutdown in June being extended to 7 July 2023 due to issues on both lines of the Energy from Waste. Outside of the extended shut down period availability and performance has been good.



**Residual Household Waste per Household (kg)**

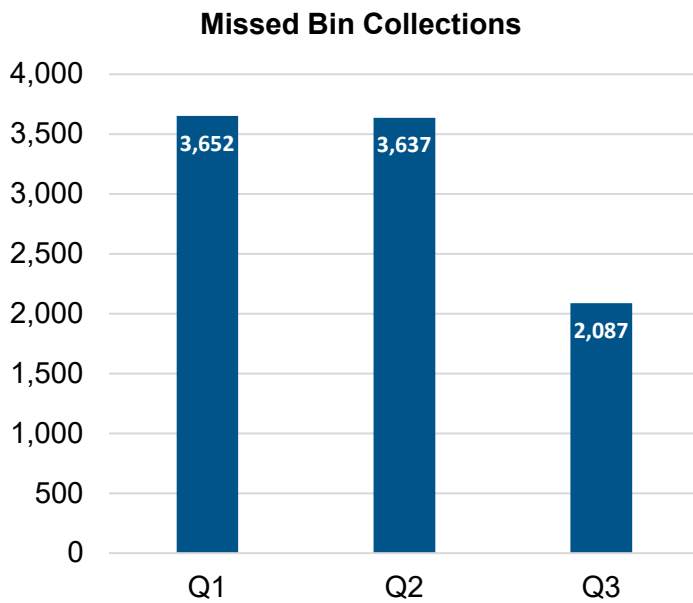


In terms of the amount of *residual household waste collected per household* (NI191), the outturn in Q2 2023/24 was 137.73kg. Residual waste tonnages have reduced compared to the previous quarter (140.27kg) and reduced slightly compared to Q2 22/23 (135.49kg). As noted previously, there have been some changes to reporting, as some household waste was previously being reported as non-household – schedule 2 waste; sweepings – and this has now been corrected.

Comparative data is published in March each year with the latest data release covering 2021/22, so although now relatively old, it does give an idea of how North Yorkshire is doing compared to other authorities. The data below compares North Yorkshire with the regional and national averages as well as a ranking against other County Councils at the time. As can be seen from the table below, at the time North Yorkshire produced more residual waste than the regional and national average, however the percentage recycled, reused or composted is higher, and as a result the percentage of waste that goes to landfill is significantly lower than the national average.

Indicator	North Yorkshire	Y&H	England	County Council Ranking
Percentage of waste sent for reuse, recycling or composting (2020/21)	44.4%	42.3%	42.5%	13/23
Percentage of waste sent to landfill (2020/21)	4.1%	2.9%	8.1%	8/23
Residual waste per household (2020/21)	573.4 kg	539.3 kg	546.8 kg	15/23

## Missed Bin Collections

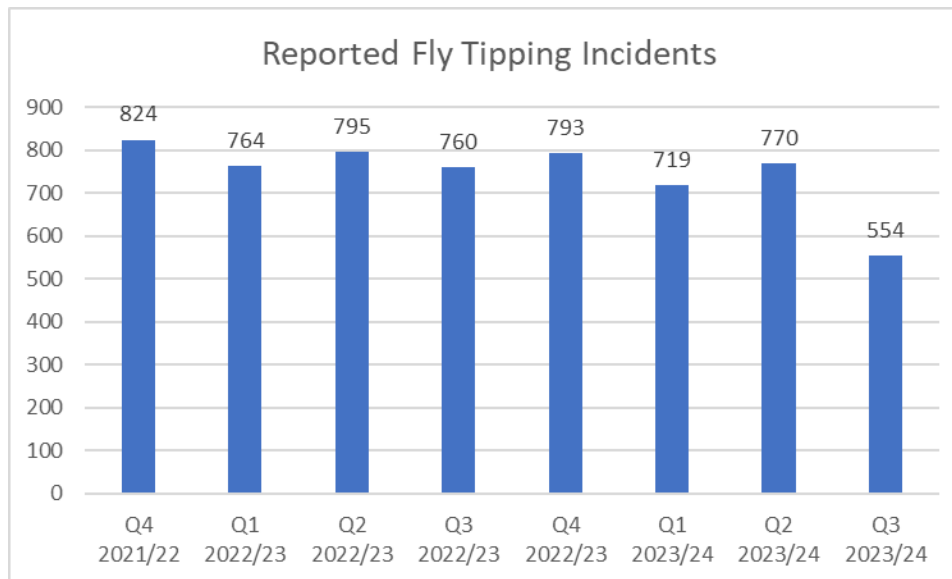


This is a new countywide KPI (from Q1 23/24). There were less missed bins in Q3 compared to the previous two quarters. In Q3 2023/24 there were 2,087 missed bins (0.10%), compared to Q2 when there were 3,637 (0.17%) and Q1 when there were 3,652 (0.17%). Collections were impacted in Q3 for Richmondshire due to Storm Babet in October, vehicle breakdowns in November and December and snow week commencing 4 December. Missed bins have also declined due to garden waste collections ceasing in December for the winter period across the localities.

There is no data for 22/23 for this KPI for comparison. No benchmarking data is currently available. There is no national definition of a 'missed bin' so each council would record them differently and have different criteria as to what

constitutes a missed bin which means we would not be comparing like for like.

## Fly Tipping



During quarter three 554 fly-tipping incidents were reported across North Yorkshire; 216 less than the previous quarter figure (770); the lowest number reported compared to previous quarters as can be seen from the chart below. It should however be noted that this may be a coincidental drop and therefore the service are monitoring the longer term trend.

Scarborough had the highest number of reported fly tipping incidents in Q3 (206), with

both Harrogate and Hambleton having the second highest number (91); Craven had the lowest number (21). Several factors could influence this, such as size of geographic area and population.

Fly tipping data is also collated through the UK wide system managed by Defra, the latest comparative data available is for 2022/23. The table below shows the data for the District and Borough Councils at that time.

	Total Incidents	Total Actions	Total Fixed Penalty Notice Actions	Fixed Penalty Notices per incident	Rank* of FPN** per incident
Craven	96	22	0	0	267
Hambleton	423	188	3	0.0071	207
Harrogate	556	56	5	0.0090	193
Richmondshire	226	222	38	0.1681	28
Ryedale	86	5	5	0.0581	63
Scarborough	1,065	1,359	30	0.0281	86
Selby	602	555	13	0.0216	134

\*Rank of 308 Local Authorities

\*\*Fixed Penalty Notices

The combined data for North Yorkshire would give a Fixed Penalty Notice rate of 0.031 per incident which would rank the County approximately 108<sup>th</sup> of 308 Local Authorities and would place the County towards the top of the second quartile in terms of performance.

## Climate Change

The newly restructured Climate Change Team are successfully securing funding for the county to enable several projects to go ahead, and they are now working with the Directorates to develop climate change action plans for their services.

There has been continued demand for the Shared Prosperity Fund (SPF) Community Climate Action and Business Sustainability Programme, with £1.6 million worth of applications received. Monthly approval panels are reviewing the applications with 10 projects approved to date.

There are seven Devolution Deal Net Zero Fund projects recommended by the York and North Yorkshire Joint Committee for approval by central government. The bid documents are being resubmitting for funding agreements, hopefully to be agreed by the end of January.

The Wider Partnership conference on 27<sup>th</sup> October hosted a workshop to discuss community energy development in North Yorkshire and the community awards celebrated 'care for the environment' as one of its categories. The award was won by Sustainable Swaledale, a small four-year old volunteer-only organisation, caring for the environment by coordinating projects that connect people with nature via practical enhancement and sustainability projects.

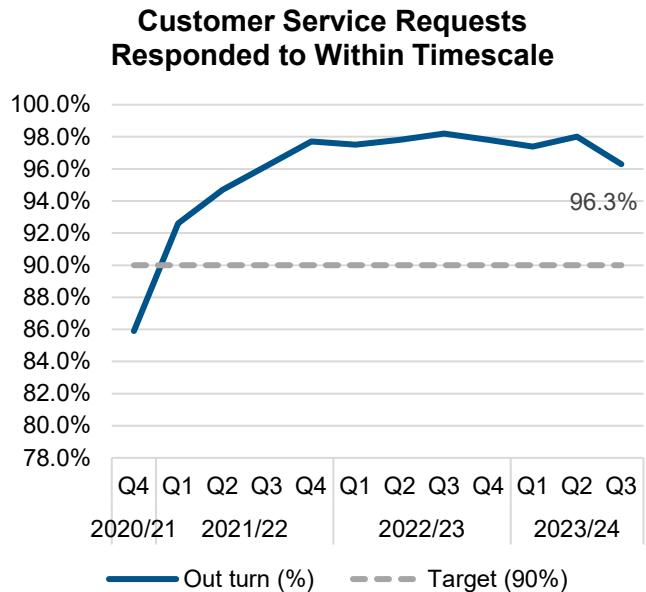
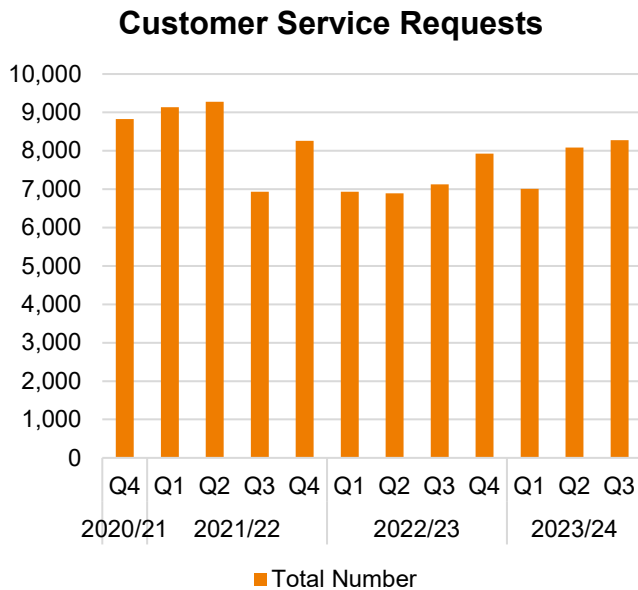
The Home Upgrade Grant is now available for private sector households to apply to for financial support towards home energy efficiency and low carbon heating.

Going forward, a further funding bid is being prepared for Social Housing Decarbonisation with the intent to submit in late January, and to co-ordinate all this work, a Climate Change Action Plan (now called the Climate Change Delivery Pathway) is currently being developed by a project team. The first draft of this plan will to the Transport, Economy, Environment and Enterprise Overview and Scrutiny Committee in February. Furthermore, the councils "Let's Talk Climate" report has been circulated to all six Area Constituency Committees and published online.

## Highways and Transportation, Parking Services, Street Scene and Parks and grounds

### Highways

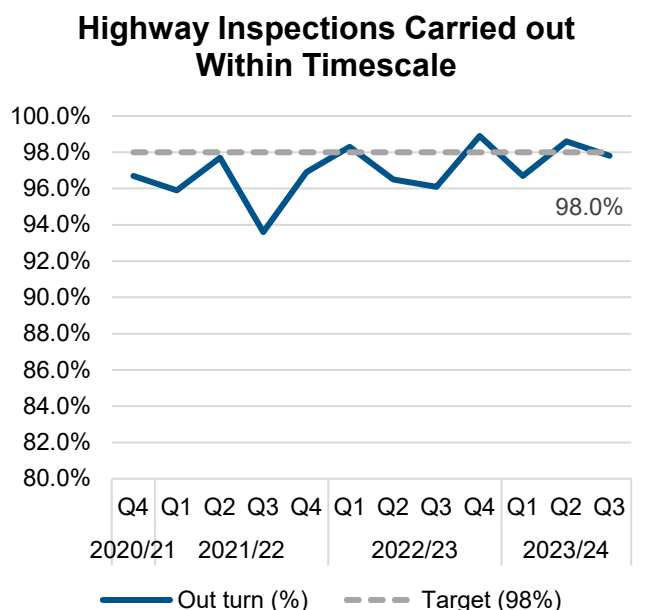
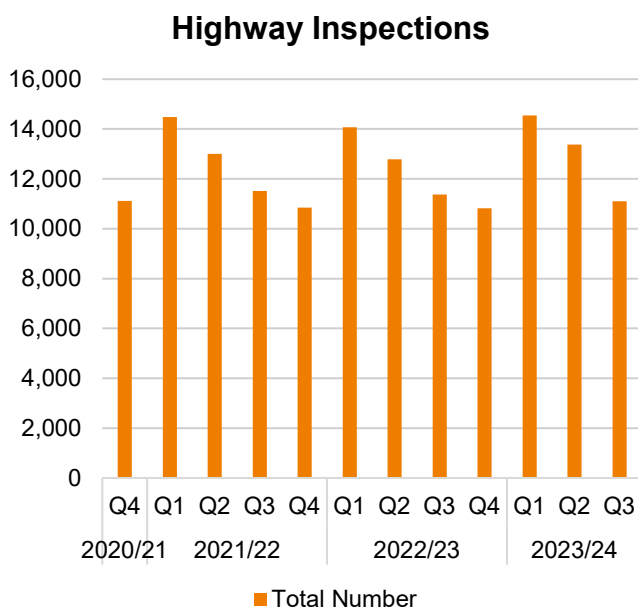
#### Highways Customer Service Requests



During quarter three there were 8,275 highways customer service requests, the highest number for almost two years. 7,965 (96.3%) of these requests were responded to within the expected timescale of 10 days. Although this is slightly down on the previous quarter's performance (98.0%) when there were a similar number of requests (8,086), it is still well above the target of 90%. Performance has now remained above target for two and a half years.

Although the target for responding to requests is 10 days, it should be noted that the vast majority (86.6%) were responded to within 5 days.

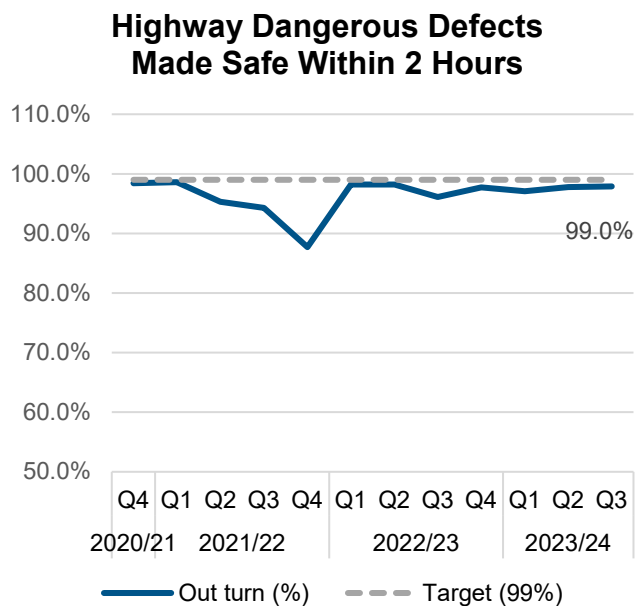
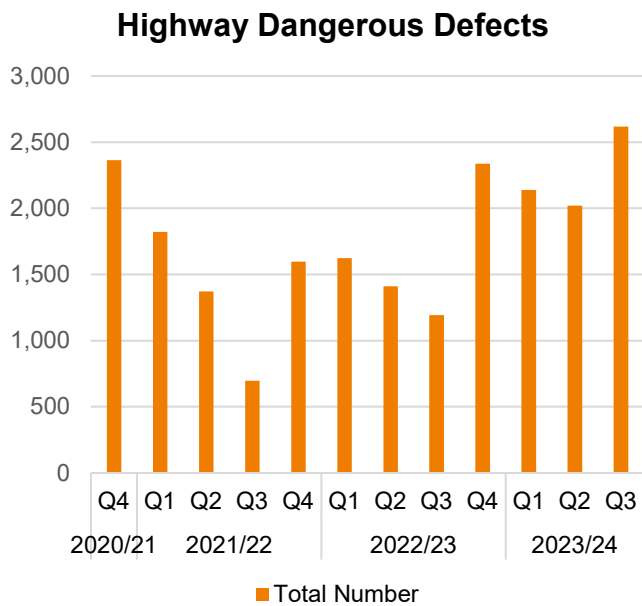
#### Highways Inspections



The number of highway inspections carried out tends to reduce each quarter during the year, with most inspections taking place in the first quarter, as can be seen from the chart above (left). In quarter three 11,108 inspections were carried out, which although less than the previous quarter, was a similar number to the same period last year (11,379).

Of the 11,379 inspections undertaken, 10,861 (97.8%) were completed on time, marginally below the demanding target of 98%. Although this figure fluctuates very slightly from one quarter to the next, performance remains close to the target.

**Highways Dangerous Defects**



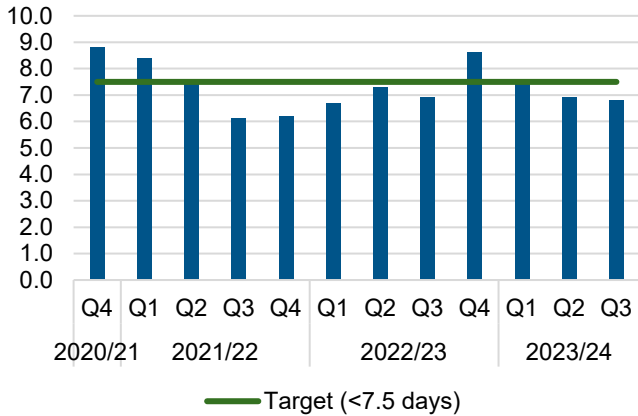
Highways dangerous defects need to be made safe in 2 hours, a challenging standard considering this includes traveling time to the site, combine this with a performance target of 99% of defects to be made safe within this time limit means there is a high standard as well as a demanding target.

During the quarter 2,618 defects were reported, compared to an average of 1,922 per quarter for the preceding year. Despite this increase in demand 97.9% (2,562) of the defects were made safe within the 2-hour timescale, slightly below the demanding target of 99% but better than the previous two quarters (Q1 95.9%, Q2 94.8%).



### Road Works On-Site Occupancy

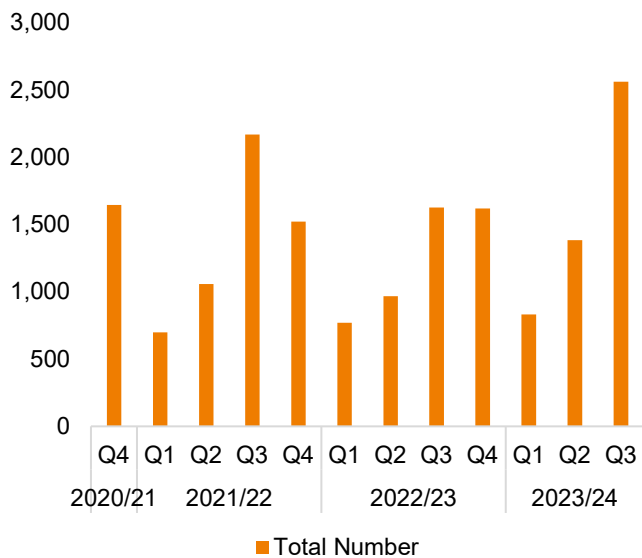
**Average Length of Road Works On-site Occupancy**



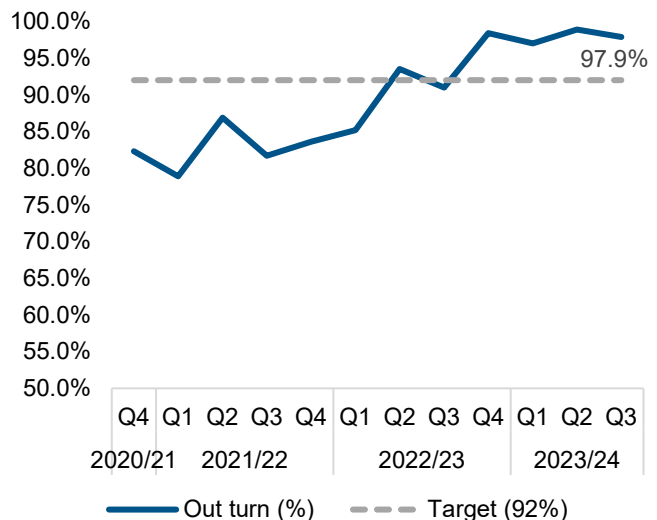
The authority monitors the duration of road works undertaken mainly by utility companies, to ensure disruptions are kept to a minimum. The target is for the average duration of on-site occupancy to be below 7.5 days. For quarter three the average duration was 6.8 days, very similar to the previous quarter (7.9 days).

### Street Lighting

**Street Lighting Repairs**



**Street Lighting Defects Repaired Within 7 Days**



During quarter three 2,562 street lighting repairs were undertaken; although the figure is always higher in quarter three with the end of British Summer Time and the darker nights, this figure is higher than for the same period in preceding years. The high number of repairs is due to the number of storms and associated water over the last couple of years. The columns aren't designed to be submerged for as long as they have been and can result in the failure of the joints for the columns and sometimes blown fuses. Also, the high winds can result in damage to the lanterns.

Despite the high numbers, performance was still good with 97.9% of the repairs being undertaken within 7 days, well beyond the target of 92% and continuing the long term upwards (improving) trend.



## National Highways and Transportation Public Satisfaction Survey

North Yorkshire Council have been part of the National Highways and Transportation (NHT) survey for over 10 years. Over 100 highways authorities subscribe to the service where over 3,000 questionnaires are sent to random residents to rate their satisfaction with the highways and transportation service. The results are processed and become available in October and November. North Yorkshire usually has a good response rate with almost 1,000 questionnaires (from 3,300 sent out) completed.

The headline for the 2023 survey is that all authorities saw drops in the majority of the key highway measures however North Yorkshire often had a lower fall than the average.

The overall satisfaction score, which includes public transport fell from 47 (maximum score is 100) in 2022/23 to 43 which is the lowest it has ever been. A lot of headline highways measures also fell from 2022/23 as can be seen from the table below, with only street lighting seeing an improvement.

The overall scores are calculated by allocating points (0 to 100) to the multiple-choice answers, for example 0 for very dissatisfied to 100 for very satisfied, and the average of the scores for all responses to a question then give the local score. Therefore, all results are a number from 0 to 100 with 100 being the highest possible score.

Measure	2022/23	2023/24
Condition of highways	34	29
Highway maintenance	46	45
Street lighting	62	63
Speed of repair to damaged roads	27	22
Quality of repair to damaged roads	31	27

These are largely disappointing figures, however when taken in the context of comparative data, the falls are not as great as other authorities.

A large number of the 110 other authorities that took part in the survey are not comparable with North Yorkshire. Metropolitan boroughs and small unitary authorities do not face the same difficulties that a large rural authority does, therefore the comparative data below is based on North Yorkshire and 40 other large unitary authorities and county councils and compares the five measures with these authorities.

Measure	2022/23			2023/24		
	NYC	Mean	Quartile	NYC	Mean	Quartile
Condition of highways	34	30.5	2	29	22.7	1
Highway maintenance	46	44.9	2	45	42.1	1
Street lighting	62	60.4	2	63	59.5	1
Speed of repair to damaged roads	27	24.7	2	22	18.6	2
Quality of repair to damaged roads	31	30.2	2	27	24.2	2

In three measures, we have improved our quartile position, in two it has remained the same.

We continue to have very poor scores for cycle related satisfaction with all but one of the 12 cycling measures in quartile 4 (the other in quartile 3). It is not possible to determine, from the figures, whether this is cyclists unhappy with the highways service or other road users unhappy with cyclists and is probably a combination of the two. Looking back, the 2017 survey saw a large fall in all cycle related satisfaction scores from which they have never recovered.

Overall, the public perception of the country's road network is largely negative, driven by mainstream and social media, motoring and insurance organisations and political pressures. Yet this often contradicts the engineering-based evidence. North Yorkshire's road condition data that show a gradual improvement in the roads over recent years and the fall in insurance claims against defects, this seems at odds with the drop in public satisfaction.

### Fleet Operations

The Operator Risk Compliance Score (O CRS) is used by the Driver and Vehicle Standards Agency (DVSA) to assess the risk of a Goods Vehicle Operator being non-compliant in relation to its undertakings to the Traffic Commissioner. The scores assesses roadworthiness, compliance with drivers' hours regulations and other road traffic criteria. The current score for NYC is 6.49 as of 29/01/2024. This counts as Green – low risk. The boundary for Amber – medium risk is a score of 10. Points are scored for negative events and encounters with DVSA and the police such as roadworthiness issues, MOT fails, drivers' hours infringements, overloading, incorrect record keeping and other traffic offences.

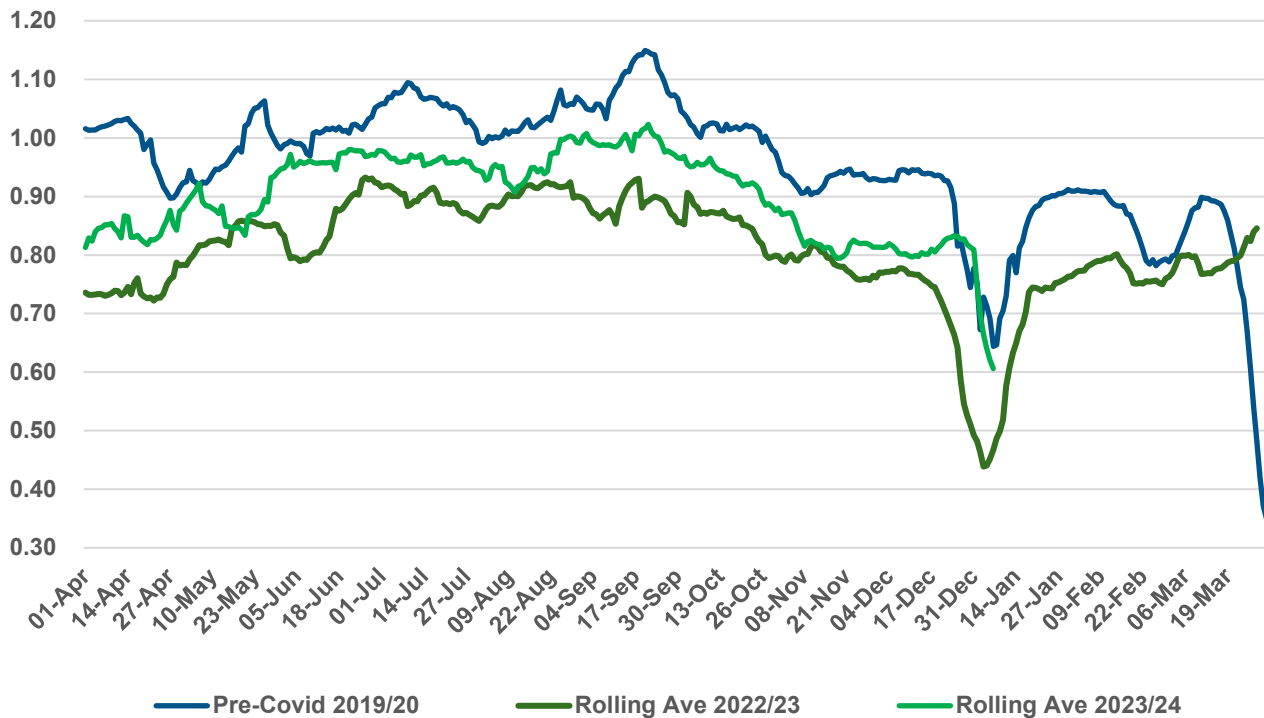
### Local Bus Patronage

Bus services continue to be under significant pressure both locally and nationally following the covid-19 pandemic, largely due to lower passenger numbers and recent increases in operating costs. In North Yorkshire, passenger numbers (see Chart 1 below) are recovering and are now c90% of pre covid levels, within this however, recovery of concessionary passenger numbers remains less strong at c70%.

Chart 1: Commercial bus passengers showing pre covid and the last two years' patronage

**Commercial Bus Patronage 2019/20; 2022/23 and 2023/24**

14 day Rolling Average: Index 2019/20



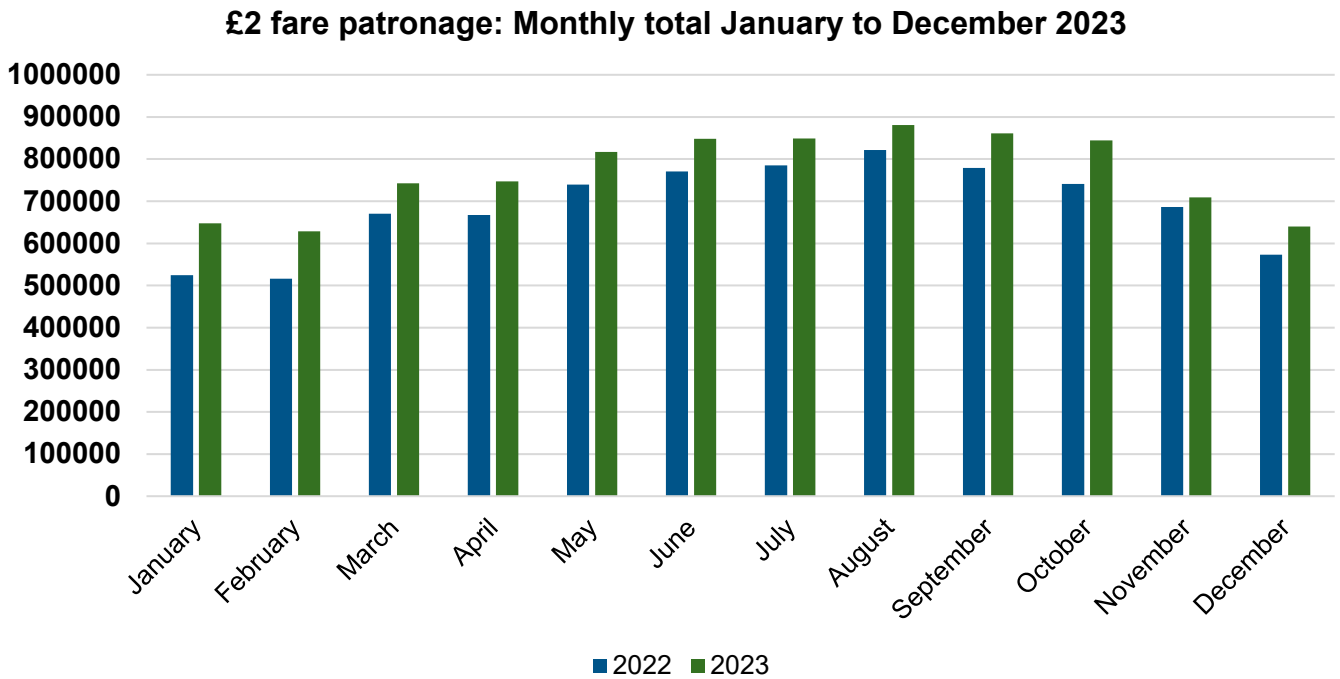
**National £2 fare cap scheme**

In January 2023, a national scheme was introduced to lower bus fares and encourage more people to travel by bus. Funded by the Government, the scheme caps the fare for single bus journey on all eligible bus routes to no more than £2 (or £4 return). The majority of the local bus operators in North Yorkshire are taking part in the scheme.

The fare scheme was originally due to run for 3 months but was extended until 30<sup>th</sup> June 2023 and more recently further extended to December 2024. Feedback from bus companies is mainly positive, with the scheme generating more passenger journeys (see Chart 2 below) although they suggest the level of funding provided is not always enough to provide extra capacity.

The £2 fare cap offers a significant benefit for people using bus services, particularly in the rural and inter-urban routes, where journeys are longer and generally more expensive. Overall, there has been an 11% increase in patronage in 2023 compared to 2022, which is encouraging and is due in part to the more attractive £2 fare offer.

Chart 2: Bus Patronage monthly comparison Jan – Dec 2022 with Jan – Dec 2023 following the £2 fare





## Community development

### Planning

Throughout quarter 3 the service has continued to maintain its performance.

Table 1: Planning Performance

	Statutory Target	Q1	Q2	Q3
CD1: % Major planning applications within statutory or extension of time	60%	78.85%	80.0%	91.04%
CD 2: % Minor planning applications within statutory or extension of time	70%	81.97%	84.3%	79.31%
CD3: % Other planning applications within statutory or extension of time	70%	87.87%	86.32%	85.99%
CD4: County matter planning applications determined within 13 / 16 week timescales or within agreed extension of time (2 year rolling measure)	60%	78%	83.70%	79.3%



Performance in relation to major planning applications continues to improve and remains well ahead of the statutory target. There has also been variance in the processing of minor applications by 4.99%; however, performance remains well ahead of the statutory target and just 2.66% below the Q1 figure. Consequently, there is little concern attached to the performance and as processes are standardised and the restructure completed it is reasonable to assume there will be further improvements to the way the service is performing. Furthermore, it should be flagged that the performance has been achieved against the ongoing backdrop of staff shortages in some areas and this has led to a single team approach to processing applications from across the county. This bodes well for future integration and reflects the positive attitude of the service when faced with such problems. It is also suggested that changes to fees may have driven to an influx of work ahead of the new charges taking effect, which could be impacting on the processing of minor applications in particular. Again, it can be inferred that this will balance out over coming months into a more stable rhythm of applications.

The service has also been undertaking significant preparatory work for the council's future planning priorities. This includes the ongoing engagement strategy which will inform a new local plan. This will include key milestones for the delivery of the plan and is expected to be presented to Executive Members in February; after which development of the local plan can begin in earnest.

Work is also underway to review planning software; it is expected that this will be completed in Q4 with a thorough plan for the alignment of software in Q1 2024/25. A further update on progress and the expected impact of this work will be provided in future reports.

There has also been significant progress made on high profile schemes, notably the Maltkiln settlement (centred around the Cattal railway station), which will see 3,000 new homes, plus local shops, a primary school and health facilities; thereby also having a significant impact on job creation in the area. As of December 2023, members agreed the compulsory purchase orders needed to facilitate the development in principle and further plans and proposals will be considered in January, with a more thorough update on the progress of the scheme to be provided in the Q4 report.

Finally, the service continues to work on various plans, in particular legacy work attached to the Selby Local Plan, which will continue through to March, and the development of neighbourhood plans in partnership with various communities.

Over the course of Q4 the service will be finalising plans for the use of Community Infrastructure Levy (CIL) funds, with proposals due to be considered by the Executive in February; there will be work undertaken in terms of a review of pipeline of strategic sites and prioritisation of work and a review of S106 processes.

## **Building Control Partnership**

The Building Control service has retained its Investors in People Gold award, having previously achieved the standard in 2021. The recent review again highlighted areas of good practice concerning the way staff were communicated with, kept informed and felt able to put forward suggestions and ideas, underscoring the effective consultation forum as a notable strength. During this review the impact of the Council's restructure was addressed and -despite uncertainty amongst staff being identified -regular meetings and management of integration were recognised as ways of mitigating the impact, alongside the open and positive way that managers engaged with staff.

As service integration is ongoing, work has been underway to identify a more comprehensive and meaningful suite of key performance indicators that will help establish an effective baseline from Q1 2024/25. These indicators will be consistent across the region and include quarterly indicators such as:

- No. of building control full plans assessed within 5 weeks (or longer with applicants' agreement).
- No. of rejections due to non-compliance with the Building Regulations (2010) (identified at the full plan assessment stage).

- No. of builds for which a completion certificate is not issued following a final inspection.

And annual indicators including:

- No. of contraventions found during inspections and details of action taken.
- Total number of training days attended by building control professionals.
- No. of planned internal audits completed.

As part of the review of corporate KPIs this list will be used to help establish suitable strategic indicators for future reporting.

## Culture, Leisure, Libraries and Archives

### Libraries

Table 2: Library performance Qs 1-3

	Q1	Q2	Q3
Total Issues per 1,000 population (including books, e-books, e-audio)	746.4	917.4	752.9
Active users per 1,000 population (cumulative)	59.6	91	104.27
Physical visits to libraries per 1,000 population	707.7	789.6	672.7
Virtual visits to libraries per 1,000 population	752.4	961.5	968.83
Assisted IT sessions	3,211	4,376	4,894

As expected, physical attendance figures have decreased over the period of October – December; this is expected due to the adverse weather conditions and Christmas period impacting on people’s typical behaviours. What is worth noting is the continued popularity of virtual visits to the libraries, which continue to increase alongside the growing number of participants in assisted IT sessions. This is clearly a growth area for the service and one that continues to develop.

### Community Engagement and Volunteer Support

Libraries in North Yorkshire continue to thrive with the unwavering support of their communities in providing essential library services. In the past quarter, more than 1,500 dedicated volunteers generously contributed a total of 33,460 hours, surpassing the significant milestone of 100,000 hours for the current year to reach a commendable 101,929 hours in the 2023/24 period.

### Events and Activities

The autumn season proved to be very busy for libraries, marked by various national initiatives. Notably, ‘Get Online Week’ in October which highlighted the invaluable assistance provided by the IT Buddy volunteers. Members of ‘Team North Yorkshire’ shared their experiences on NYC’s social media platforms, shedding light on their efforts to help others connect online. 85 digital events took place during the week, ranging from ‘tea and tech’ sessions to coding workshops and introductions to Family History.

National Libraries Week in October focused on ‘Green Libraries’, emphasising in particular the pivotal role libraries play in supporting sustainability and combating climate change. Libraries across the county seized the opportunity to showcase their environmentally themed collections, strengthen ties with local partners, and host green-themed events. These events included informative talks on conservation and natural history, as well as hands-on sessions covering upcycling and waste reduction.



'Mind and Body' was the theme for Self-Care Week in November, a nationwide awareness initiative promoting physical health and mental well-being. Libraries in North Yorkshire creatively explored this theme through various activities, from informative sessions to therapeutic hand treatments, reaching over 490 individuals through 33 Self-Care Week events.

In November, two successful 'Slipper Socials' were organized at Ingleton Community Library and the Darley library outlet. These events, in collaboration with North Yorkshire Sport and other partners, aimed to address the issue of slips, trips, and falls among older individuals. Recognising that loose or inappropriate footwear is a common cause of such incidents, the library service has now hosted 12 slipper socials, distributing over 500 pairs of anti-slip slippers to older attendees.

### National Recognition and Achievements

November saw the official opening celebration of the newly refurbished Scarborough Library, attended by over 100 staff, volunteers, partners, and customers. Lord Parkinson of Whitley Bay, Minister for the Arts and Heritage, attended the occasion for the ceremonial cake cutting. Since its reopening in May, Scarborough Library has welcomed 2,500 new members.

Additionally, the 'Libraries of Sanctuary' status was celebrated with an award presentation at Ripon Library. Cllr Myers, the executive member for libraries, received the certificate from Sara Trewitt, the director of operations at Cities of Sanctuary. As part of the celebration, children from Moorside Primary School enjoyed an engaging talk by Usborne Books author Katie Daynes, focusing on her book about refugees and ways to contribute to the cause.

### Sport and Active Wellbeing

Typically, Q3 would see a downturn in the number of people accessing sports facilities, especially across December as other seasonal priorities take hold. Despite this, performance has been positive.

Table 3: Sport and active wellbeing performance Qs 1-3

	Q1	Q2	Q3
No. of memberships (health and fitness)	18,014	19,545	21,382
No. of memberships (swimming)	2,870	2,973	3,522
Public/casual swim usage	139,097	158,832	134,042
No. of people attending swimming lessons	8,980	8,695	9,729

The only indicator not to increase is the 'Public/casual swim usage' measure, which has dipped to a similar level to that recorded in Q1. All other areas have shown positive increases. One factor behind this is the reopening of facilities in Knaresborough and Harrogate.

### Knaresborough Leisure & Wellness Centre

The new £17.5 million health and wellness centre in Knaresborough opened in early December replacing the (now closed) Knaresborough Pool.

The site now hosts an extensive range of state-of-the-art facilities, including a brand new six-lane 25-metre pool, leisure pool with flume, fitness suite, group fitness and cycling studios, sauna, steam rooms, a café, and an outdoor children's play area.

The centre has managed to achieve a 60% reduction in carbon output compared to the old facility as part of the Council's commitment to environmental sustainability. This accomplishment is attributed to the

implementation of sustainably efficient source heat pumps to replace old gas boilers and solar panels to provide a source of renewable energy. LED lighting, upgraded building management systems, and enhanced electrical supplies have been installed to increase energy efficiency.

The facility is already being put to great use and making a difference. Following both the Knaresborough Leisure and Wellness Centre and Harrogate Leisure and Wellness Centre reopening, the overall membership count across the service has increased. The total number of memberships is now nearing pre-pandemic levels. Additionally, there has been a significant surge in pool usage and participation in swimming lessons as a direct outcome of the new developments.

### **Current and Potential KPIs and Monitoring**

The service is currently performing a comprehensive evaluation of its KPIs, frameworks and monitoring procedures. The aim is to formulate and implement a set of versatile measures that will be instrumental in assessing performance in the future. Such evaluations include:

- With regards to HAF (FEAST) funding and delivery in leisure and community settings, the possibility of creating KPIs to track the quantity of facilities and the attendance figures will be explored. Current delivery takes place in Northallerton, Scarborough, and Harrogate.
- Initiating and completing the development of a comprehensive Built Sports Facilities Strategy and Playing Pitch Strategy for North Yorkshire Council. The project is set to commence in April/May, with a targeted completion by September/October 2025. This staged framework will include quarterly updates to ensure ongoing relevance.
- Pursuing Active Communities accreditation for the service by April 2025. This will involve benchmarking against current standards.
- Addressing the issue of Racism in Sport by advancing the Leader of NYC's pledge. This will involve formulating an actionable plan and proactively engaging with community clubs to encourage the widespread adoption of the pledge. Consideration may be given to setting measurable targets and KPIs.
- Utilising the Social Value Calculator more actively to showcase the social impact of new and existing initiatives. Continuous improvement and potential development of the [Social Value Calculator](#) will align with the evolving nature of the service.
- Monitoring the number of interactions with the social prescribing team, as well as referrals to sport and active wellbeing programs as part of the commitment to Social Prescribing.
- Expanding the scope of Inclusive Sport initiatives by increasing the number of inclusive clubs assisted. As part of this, the service will aim to quantify the outreach by monitoring the number of individuals benefiting from inclusive sport programs.

### **Culture and Archives**

Whilst visitor numbers have fallen slightly (down 1,824) compared to Q2, work has been undertaken to develop better understanding of the customer experience. Resulting insights into the service will be included in Q4 reporting. Full details of the Culture and Archives performance can be found within the appendix.

There have been some notable successes across the service over the quarter: the following projects and initiatives highlight the Council's ongoing work and achievements.

In October, Craven Museum received the prestigious 'Best Told Story Award' in Visit England's Visitor Attraction Accolades. Furthermore, charitable organisation Kids in Museums awarded the museum the accolade of 'Top Family-friendly Museum' for 2023 from a shortlist of 18 sites. The museum also secured their award for 'Best Accessible Museum'. The accomplishments were widely reported by well-known

media outlets, including The Yorkshire Post, Telegraph & Argus, Rombalds Radio, and Yorkshire Press. During the festive period, The Craven Herald highlighted various events hosted by the town hall and museum, including the Robin Hood pantomime at Skipton Town Hall.

During Q3, Craven Museum garnered extensive coverage on BBC Look North, spotlighting its Shakespeare First Folio in the 400th-anniversary year of its printing. This rare copy, one of only four globally on permanent public display, resides in Craven Museum, Skipton.

The Culture & Archives team celebrated a major success, securing a £350k grant from Arts Council England Place Partnership Fund for the 'Now Then!' project. Combined with £650k funding from Selby DC and the UKSPF, this £1m 2-year initiative is poised to launch in Selby, Sherburn-in-Elmet, and Tadcaster in Q4.

Having received specialised training from Dementia Forward, the service is planning to introduce reminiscence sessions linked to museum collections. Pilot sessions are on the horizon for Q4, focusing on a commitment to inclusivity.

### **Accessibility and Inclusivity**

Ensuring residents have equality of access and that the service caters for a wide range of needs is essential to the service offer across Culture and Archives. The following highlight some of the accessible successes over the quarter:

- **Advertisement and Information Channels:** Opportunities are communicated through a diverse range of channels: website, social media, mailing lists, targeted print media, and community partners. Information is available in large print, and the website features smart reader capability for visually impaired visitors.
- **Support Mechanisms:** Sensory backpacks at STH have been reviewed and enhanced, offering more equipment to support neurodivergent visitors.
- **Youth Engagement:** A 50% increase in Young Archaeologist Club capacity expands opportunities for young people in heritage.
- **Improvements to Access:** Free 'Make & Take' craft workshops during October and December holidays attracted over 150 participants each. Museum Discovery Boxes, available for loan, enhance accessibility for community groups, educational institutions, and care homes, ensuring broader access to collections.

### **Indicators introduced at Q3**

The service has undertaken a significant review of its KPIs over the quarter and has established some robust measures that will be used moving forward to assess performance. For Q3, the following indicators have been introduced and can be located in the appendix. These measures help assess accessibility, the customer experience and value for money. The measures include:

- Outreach, livestream & community/project engagement numbers.
- A target of 80% rating for cultural engagement experiences as 'Very Good' or better on a scale of Poor, Average, Good, Very Good, Excellent.
- A target of 80% rating for the value for money of cultural engagement experiences as 'Very Good' or better on a scale of Poor, Average, Good, Very Good, Excellent.
- A target of 80% rating for cultural engagement opportunities as 'Very Accessible/Responsive to Needs or better on a scale of Not Accessible for Me, Adequately Accessible for Me, Good Access Provision for Me, Very Accessible for Me.

Additional data will be collected to assess team responsiveness if the experience is not as accessible as needed, with a specific question on whether the team was responsive to raised concerns.

## Key Venues

Since the reopening of Open Air Theatre in Scarborough in 2010, the 2023 season has recorded the highest level of ticket sales, up 15.4% on the previous year. The number of shows has already risen 50% since 2021 and the goal for 2024 is to host 20 shows, which would be the most since the venue's reopening.

Table 4: Open Air Theatre Ticket sales and show numbers

Year	Total No. of Shows	Total No. of Tickets Sold
2021	12	71,846
2022	15	90,196
2023	18	104,077

This upcoming year will also witness several enhancements for the site, including:

- Expansion of the lake area through infilling, providing more space for concessions.
- Upgraded concessions featuring new bars.
- Installation of two additional CCTV cameras, bringing the total to 22, to enhance venue security.
- Backstage improvements, focusing on levelling areas around the back of the stage to optimize the usability of backstage space.

Furthermore, considerations are underway for the implementation of Hostile Vehicle Mitigation (HVM) at the north gate. This Counter Terrorism measure aims to safeguard the North Entrance, mirroring the protective measures already in place at the South Entrance.

## Economic Development, Regeneration, Tourism & Skills Service

### North Yorkshire Economic Growth Strategy

The strategy was adopted by full council on the 15<sup>th</sup> November 2023. Pending a few amendments to the design of the strategy's front cover, the document will be made available on the website early in the New Year. A communications campaign is planned throughout 2024 to cover the story of economic investment in North Yorkshire, focusing on the human story and impact of the strategy.

Delivery of strategic objectives is already underway in the form of Town Deal funded projects at Scarborough, Whitby and Selby and the Levelling Up Fund supported remodelling of Catterick Town Centre.

In respect of future investments work has also been ongoing alongside the strategy on the development of a pipeline of projects, assessing their fit with the Economic Growth Strategy and the Council Plan, to have a series of investment-ready projects prepared ready to benefit from potential investment that may become available when the Mayoral Combined Authority comes into being.

### **Mayoral Combined Authority Update – Business Advice Service**

North Yorkshire Council and Local Enterprise Partnership Staff have been working on development of a 'one front door' approach to provision of business advice for North Yorkshire businesses. Staff are working on aligning website and business enquiry services so that businesses and investors of all sizes can get advice and information in a seamless way from both North Yorkshire Council and the new Combined Authority teams.

### **Shared prosperity fund update**

Q3 has seen significant movement on the Shared Prosperity Fund (SPF) and Rural England Prosperity Fund (REPF) Investment Plan with a largescale launch of the prospectus in September 2023.

The opening of programmes across all themes has included:

- Grants for Small Businesses (£1,000-£10,000) with a total 6-month budget commitment of £750,000 to spend. The launch has generated significant interest with current applications standing at 251 by the end of December.
- Grants for Decarbonisation were similarly launch with 100 plus grant applications received from Community and Business applicants.
- Communities saw grant programmes opening for:
  - Village Halls/ Community Building
  - Sports Community Grant
  - Sports Capital Grants
  - Small Community Grant
- Place continued to receive and appraise large scale developments, nurturing applications to fruition over a number of months (rather than fast turnaround grants), due to size and capital complexity. Activity has absorbed all year 2 monies and has allocated a significant proportion of year 3.

Challenges around governance and procurement (including legal and finance) have been navigated to ensure the programme overall remains on track. Spending is under constant review as the service strives to reach 80% spend by the end of year 2 (for the allocated £7.5m to year 1 and 2). At the end of December 67% of this target had been achieved.

## **Housing**

### **Housing Service**

The housing service continues to undergo change with final team restructures planned for Q4. This will provide a clearer management structure and reporting lines as well as creating greater transparency for performance reporting. Additional work is underway to investigate how data can be standardised across the former District and Borough authorities using unified KPI definitions and technological solutions: it is anticipated that by Q1 2024/25 a fully integrated and transparent performance framework will start emerging. Currently the service is exploring ways to make the most of the Housemark benchmarking service to track performance; however, caveats exist around the reporting figures due to the differences in reporting performance and data capture across the relevant areas.

### **Affordable Housing**

Supply of new affordable housing is expected to equal 2022/23 come April. Completions were lower in Q3, conforming to the anticipated seasonal downturn in building over Autumn and Winter. 150 of the 179 reported completions were in the Harrogate area, including 10 from the Local Authority Housing Fund,

which is part of the wider Refugee Resettlement Programme providing affordable homes for both Ukrainian and Afghan refugees. A number of schemes failed to submit completion information by the deadline; these will be included in the Q4 figure, ensuring that the annual figure calculated in April will be accurate.

### Landlord Services

As observed during Q2, the primary focus for the landlord service remains ensuring that all regulatory requirements are being delivered alongside aligning services to forthcoming changes to the regulatory framework due for introduction from April 2024. This will place greater focus on outcomes for customers and is borne from the social housing sector’s failings in relation to building and property safety and its lack of accountability to tenants. The service has also been delivering its Tenant Satisfaction Survey in order to comply with the Tenant Satisfaction Measures regulatory standard. Details of the results from this survey will be included in Q4 reporting.

Data submitted for the purpose of Housemark benchmarking continues to show some areas of good performance and some areas that require development.

### Housing Repairs

Repairs data is not yet available for the Selby area, but the volume of responsive repairs carried out in Harrogate and Richmondshire is well into the top quartile of social landlords. This is not in itself cause for concern, as it reflects a number of factors including the age and construction types among housing stock; but the Council aims to reduce the need for costly and disruptive responsive repairs through a comprehensive programme of planned maintenance. As a result of the relatively high volume of responsive repairs conducted in quarter three, fewer repairs were carried out within their target timescales among North Yorkshire’s owned housing than in other landlords’ stock.

However, in the Harrogate area 46 of the 49 tenants whose homes were repaired in quarter three expressed satisfaction. A satisfaction rate of 89.53% puts the Council in the third quartile of landlords. Work will be required in quarter four to start measuring satisfaction with repairs in the Selby and Richmondshire areas.

Table 5: Data submitted for Housemark benchmarking

	NYC Performance (September)	NYC Performance (December)	November (Median)	November Top Quartile
Percentage of homes with a valid gas safety certificate	99.80%	99.69%	99.97%	100%
Responsive repairs completed in month per 1,000 properties	195.9	186.8	317.4	
% of responsive repairs completed within target timescale	78.67%	48.10%	87.6%	92.9%
Satisfaction with repairs in month (transactional – Harrogate only)	92.75%	89.23%	87.6%	92.9%



Current arrears at the end of month (%)	1.91%	1.74%	3.10%	2.32%
Average re-let time in days	39.25 (highly caveated due to different recording methods)	45.67 (remains highly caveated)	42.7	26.4
New ASB cases reported in month per 1,000 properties	6.5	1.2	2.81	
Formal Stage 1 and Stage 2 complaints received in per 1,000 properties	1.35	0.36	4.61	
Formal Stage 1 and Stage 2 complaints resolved within timescale in month	36.36%	66.66%	91.5%	100%

### Housing Safety

In terms of positive performance, the percentage of properties with a valid gas safety certificate remains high, although this has dropped marginally in comparison to September. Performance in this area is very closely aligned to the sector median and therefore should be regarded positively. Satisfaction with repairs remains high; however, this is caveated as only Harrogate is currently reporting this indicator. This is further confused by the low volume of repairs completed in target time: however, this figure should be regarded with some scepticism due to differing processes for repairs completion across the region, including the issue that repairs are only marked as completed in the system when the Council is invoiced by the contractor, which can slow reporting down. Finally, arrears management remains extremely positive and well ahead of the top quartile performance.

In terms of areas of concern, the void turnover times remain high, although this too differs markedly across the county with the average in Richmondshire being 30 days and Selby 65 days. Among other social landlords, the median was 39 days, which indicates there is more work for the Council to do to ensure tenants are able to move into vacated properties quickly. Currently, void processes are different across the region and aligning these will be a key priority for the service over coming months.

The level of complaints also appears low compared to the sector and falling. This may be attributable to the ongoing changes to complaints handling, which have however had a positive impact on the resolutions of complaints in target time.

Reconciliation of electrical testing records is ongoing. Initial results from the Richmondshire and Selby areas found 2,766 EICR certificates from a unit count of 4,469. This gives an interim score of 61.89%, which would be well below average. Work will continue during Q4 to gather records so that the authority can comply with TSM requirements from April 2024.

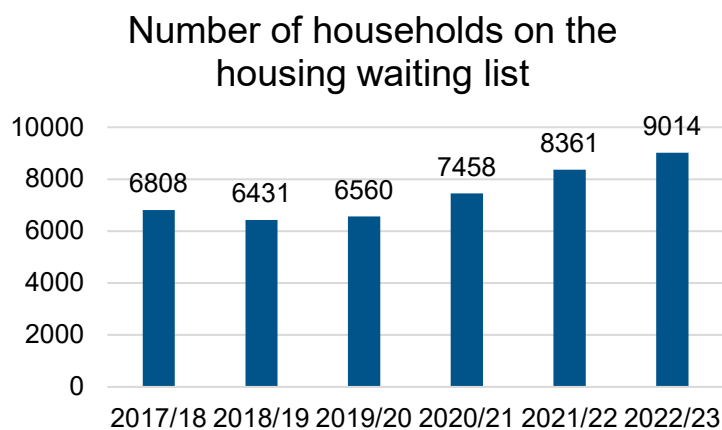
One indicator to flag is ‘% of repairs completed in target time’. Due to the Christmas closedown a reduction in performance would typically be expected in December. Consequently, as this indicator looks purely at the month-end result, it is inevitably negatively skewed as a result. It is expected that the data return to Housemark for January will show a return to pre-December figures.



Another requirement placed on local authorities by the new Tenant Satisfaction regime coming into force next year is to conduct annual surveys of tenant satisfaction. North Yorkshire Council’s survey is ongoing and is due to be complete in January. This will allow the Council to meet the regulatory standard and provide helpful feedback from tenants to guide next year’s work.

**Homelessness**

Validated data showing the number of households on waiting lists for social housing in 2022/23 was released in December. It showed a continuation of the upward trend seen over the last five years. After a dip in Q2, the waiting list grew again in Q3 to reach 9,066 households. Some volatility is to be expected as the Council moves towards using one housing allocation system and one set of parameters for eligibility.



Although the Renters Reform Bill is progressing through Parliament, plans to end no-fault Section 21 evictions have been indefinitely delayed, pending reform of the courts. Nationally over 24,000 households were threatened with homelessness in 2022/23 as a result of no-fault evictions, compared with fewer than 20,000 in 2021/22. Locally, the proportion of households assessed by the Council as threatened with homelessness fell slightly in Q3, but the share of households that were currently homeless increased slightly. Regional and national data reporting lags, but this year’s performance follows the observed seasonal pattern. The Council’s interventions successfully prevented or relieved homelessness in 46.15% of cases, down from 48.19% in Q2. This reflects difficult market conditions but was also affected by differences in definitions across the county. Analysis of Q1 data revealed that the most common trigger for homelessness was family and friends no longer being willing or able to accommodate the household, which accounts for about 30% of cases.

Use of temporary accommodation is expected to increase in line with national trends, which showed a year-on-year increase of 10% in latest validated data (relating to Q1.) At the end of Q3 238 households were staying in temporary accommodation in North Yorkshire, up from 219 at the end of Q2.

## Customer Feedback

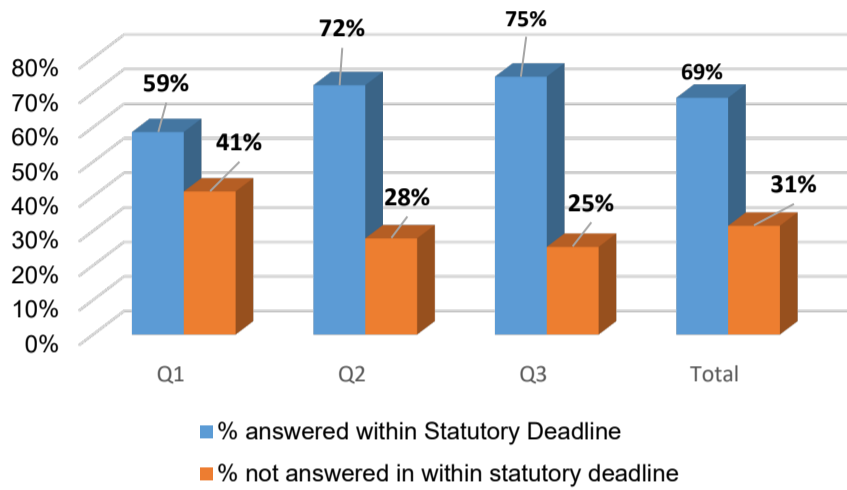
It has not been possible to recreate the Customer Feedback section for the entirety of the new North Yorkshire Council, covering Complaints, LGO, and Compliments. This is down to various complexities including the data collection system platforms used, differing methods of data collection and recording.

### Freedom of Information Requests

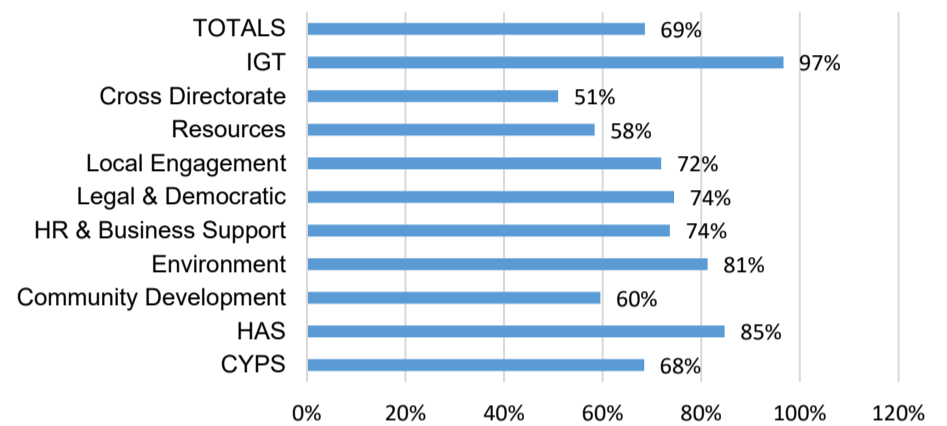
County wide, some 1538 requests were received in , an average of 170 per month. The top three areas for requests were Environment 406, Resources 312, and Community Development 304. Topics covered Parking, Council tax / Business rates, Planning and Housing issues.

Over the Quarter 75% were closed within the 20 days' time limit, however over the year 69% were closed on time. At a directorate level HAS and Environment are the best performing at 85% and 81% respectively

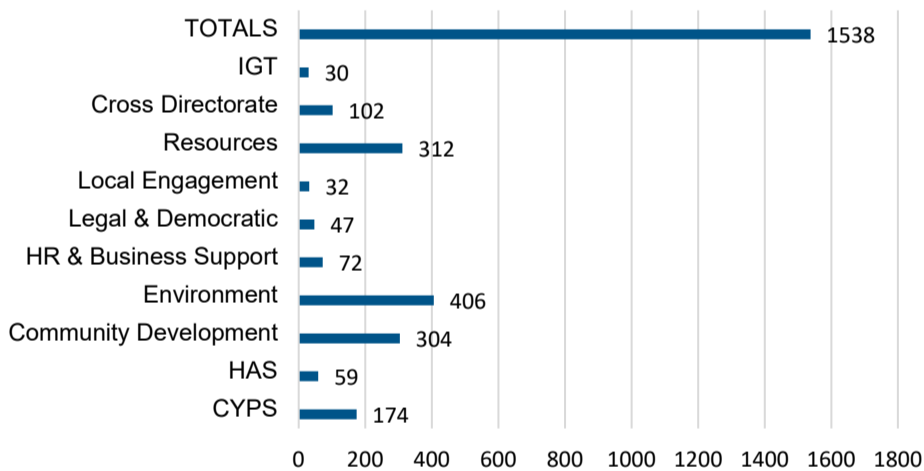
**% of FOI answered within Deadline**



**% of FOI year to date answered within deadline by Directorate**



**FOI year to date by Recipient**



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



	21/22 Q4	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	23/24 Q1	23/24 Q2	23/24 Q3
Stg 1	93	86	89	73	89	82	91	86
Stg 2								

We received 86 Stage 1 complaints in Q3, of those 93% were acknowledged within time, this means we continue to exceed our 90% target.

Root Cause	
Pricing and charges	21 (34%)
Disagrees with action/decision	19 (30%)
Service and care	16 (25%)
Communication	5 (8%)
Safety	1 (1%)

**Timeliness**

In Q3, we closed 74 complaints; (90%) were closed within time. Which meets our 90% target. Of the complaints that were out of time, eight were due to being received late from the teams, the other was a complex case.

18 complaint reviews were responded to; 12 were within time (86%). Six of the out of time responses were received late from the service area and the other three were complex.

HARA received 21 complaints in Q3, the highest amount, with VoY receiving 13. S/W received nine, Ham/Rich received nine and Craven received the least with two. The Continuous Learning and Improvement Officer monitors these figures, and the Head of Service is in regular contact with teams to find out what is happening in their respective areas.

**Outcomes**

Not Upheld 44 (54%), Partly Upheld 17 (21%), Upheld 11 (13%), Not Pursued/Investigated 10 (12%).

**Learning**

As part of the review of the structure of the Engagement and Governance Team, the Customer Response Team has been brought together with the Continuous Learning and Improvement Officer and the Review and Improvement Officer, with the intention of improving opportunities for continuous learning in complaints and more widely across the Directorate.

**Ombudsman**

HAS received four new Ombudsman enquiries in Q3. Two were closed as premature and one remains open. The other has been closed by the Ombudsman: 'We will not investigate Mr C's complaint because we are satisfied the injustice caused by the fault has been remedied.'

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



Statutory	21/22	22/23	22/23	22/23	22/23	23/24	23/24	23/24
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Stg1	15	11	13	10	9	10	8	3
Stg2	0	2	2	1	1	2	1	0
Stg3	1	0	0	0	1	1	0	1
<b>Corporate</b>								
Stg1	50	53	95	54	95	108	99	73
Stg2	4	5	11	7	8	22	20	25

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.

76 Stage 1 complaints were received in Quarter 3, a decrease of 31 from Q2. Almost all (96%) fell under the Corporate procedure with most of these continuing to relate to delays in special needs assessment processes and placements/provision. 25 Corporate complaints were escalated to Stage 2. One statutory complaint was considered at a Stage 3 Panel Hearing.

At Stage 1, 34 (65%) Corporate complaints were fully or partially upheld and no Statutory Stage 1 complaints were fully or partially upheld. Eleven (44%) Corporate Stage 2 complaints were fully or partially upheld. The Statutory Stage 3 complaint was partially upheld.

The number of compliments rose in this quarter with 61 compliments and four commendations recorded.

### Timeliness

In relation to Corporate Stage 1 investigations, 34% (n=22/65) were completed within timescale in Quarter 3 and 31% (n=4/13) of Stage 2 investigations were completed within time this quarter.

All Statutory Stage 1 investigations (n=2/2)(100%) were completed within 20 working days. No Statutory Stage 2 investigations were concluded within this period.

Workload pressures are continuing to result in delays in corporate complaint responses.

### Root cause

Corporate Complaints	23/24			
	Q4	Q1	Q2	Q3
Communication (quality or delay)	52%	46%	38%	29%
Service and care	35%	40%	51%	56%
Disagrees with decision or action	12%	11%	11%	15%
<b>Statutory Complaints</b>				
Service and care	40%	71%	40%	
Communication	40%	-	20%	
Disagrees with decision or action	20%	14%	40%	25%
Safety		14%		50%
Discrimination				25%

\* note some complaints have more than one root cause

### Learning

In this quarter the following wider learning (service or whole service) has been identified from cases investigated:

- Social Workers to advise families on visits when they are providing information that the information they are providing will be recorded and shared as required.
- There is a need for further training and support for the SEN Casework team on maintaining effective communication with families, including when there is a change of SEN Caseworker and during periods of reduced capacity in the team. There will be a review of SEN processes and any identified training needs will be fulfilled in order to ensure statutory process is embedded and communication improves.
- Those responding to a stage 1 complaints must ensure they gain sufficient detail and demonstrable evidence to fully consider the points of the complaint.

### Ombudsman

During Q3, 16 Ombudsman enquiries were received. Four of which remain open and 12 which have been closed after initial enquiries or as prematurely referred to the Ombudsman.

15 decisions were received:

- Three were closed as prematurely referred to the Ombudsman
- Nine were closed after initial enquiries
- One was not upheld with no finding of fault
- Two were upheld with fault and injustice, detailed below.

**22015220:** Ms X complained about the Council’s disproportionate enquiries into the education she provided to her child at home. We have found one area of fault because the Council took long to resolve the matter. This caused avoidable distress to Ms X. However, the Council has already apologised to her, and we consider this to be a suitable remedy. We did not find evidence that Ms X was bullied by the Council or that it should not have made the enquiries it did.

**23001247:** Miss X complained the Council failed to offer help and support when she asked and failed to act on safeguarding reports. The Council failed to communicate with its appointed early help champion and discuss the case with Miss X when it received early help referrals in line with its policy. The Council will apologise and take action to prevent reoccurrence.



# Executive Performance Report Appendix

**Quarter 3 2023-24**

**Report produced by Strategy and Performance**



## Appendix

### Introduction

The appendix has been organised by the five Council Plan themes: Place and Environment, Economy, Health and Wellbeing, People, and Organisation, to aid in the monitoring of the Council plan.




A number of the indicators collected from the former Districts and Boroughs are incomplete due to collection and data issues. In addition, not all indicators have been RAG rated for this quarter due to the lack of targets or benchmarking information at a NYC level. Work is ongoing to rectify these issues.

<b>Contents</b>	<b>Page</b>
Place and Environment .....	3
Economy .....	15
Health and Wellbeing .....	20
People .....	29
Organisation .....	40

**RAG** – An indication of the level of performance an indicator is currently achieving in relation to a set target or national benchmarking level for that indicator. While the RAG rating is linked to the two “Improvement since last” markers, it is a standalone measure, measured by performance to either the target or benchmarking.

**“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	<b>N/A</b>	Data either at a yearly or quarterly level not available


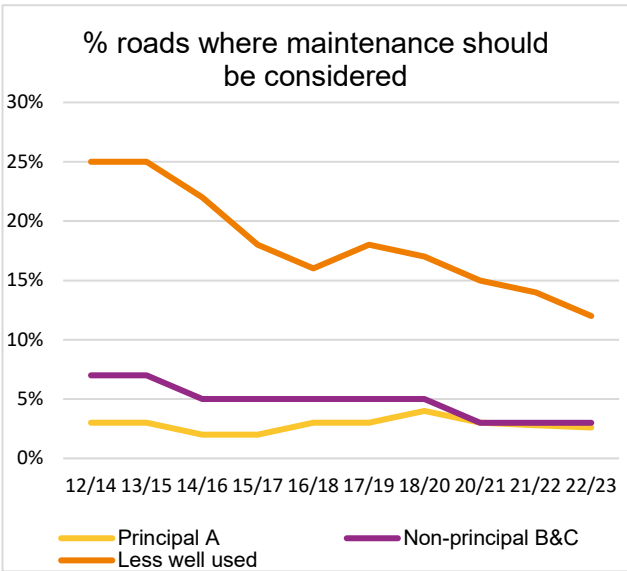

## Place and Environment

- A clean, environmentally sustainable, and attractive place to live, work and visit
- A well connected and planned place with good transport links and digital connectivity
- Communities are supported and work together to improve their local area  
Good quality, affordable and sustainable housing that meets the needs of our communities


+ Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:											
					Quarter	Year										
EN1 Total greenhouse gas emissions in North Yorkshire	6,391.59 Kt CO <sub>2</sub> e	For information only		<p><b>This indicator is updated on an annual basis. Next update is June 2024.</b></p> <p>This indicator covers territorial emissions of CO<sub>2</sub>, CH<sub>4</sub> and N<sub>2</sub>O. The UK local authority and regional greenhouse gas emission statistics for 2021 state North Yorkshire produced 6,391.59 kilotons of CO<sub>2</sub>e. These figures are from the National Atmospheric Emissions Inventory. North Yorkshire's 2021 CO<sub>2</sub>e emissions represent a 25.3% decrease in emissions since 2005. Reported 2021 emissions for North Yorkshire are higher than 2020 by +9.1%. Due to the impact of Covid-19, this increase most likely indicates the rebound effects of reopening across the economy.</p> <div style="text-align: center;"> <p><b>Total greenhouse gas emissions in North Yorkshire</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Kt CO<sub>2</sub>e</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>6,468.30</td> </tr> <tr> <td>2019</td> <td>6,226.50</td> </tr> <tr> <td>2020</td> <td>5,828.70</td> </tr> <tr> <td>2021</td> <td>6,391.60</td> </tr> </tbody> </table> </div>	Year	Kt CO <sub>2</sub> e	2018	6,468.30	2019	6,226.50	2020	5,828.70	2021	6,391.60	N/A	N/A
Year	Kt CO <sub>2</sub> e															
2018	6,468.30															
2019	6,226.50															
2020	5,828.70															
2021	6,391.60															
EN2 Residual household waste per household (Kg/household)	Q2 23/24 = 137.73kg Q1 23/24 = 140.27kg		Q2 22/23 = 134.00kg	<p><b>Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra).</b></p> <p>The outturn in Q2 2023/24 was 137.73kg.</p> <p>Residual waste tonnages have increased slightly compared to Q2 22/23. As noted previously, there have been some changes to reporting, as some household waste (schedule 2 waste; street sweepings) was previously being reported as non-household waste – this has now been corrected. RAG rated green due to reduction in tonnage compared to the previous quarter tonnage, and only a slight increase compared to Q2 the previous year.</p>												



+ Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
EN3 % of Household waste recycled/ sent for reuse, recycling or composting	Q2 23/24 = 46.7% Q1 23/24 = 46.9%		Q2 22/23 = 46.0%	<p><b>Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra).</b></p> <p>The outturn for Q2 2023/24 was 46.7%. Performance has improved compared to Q2 22/23 which is due to improved composting performance. Q2 22/23 composting tonnages were impacted by the very hot weather in July 22. Recycling performance is consistent with Q1, which is a decline compared to 22/23. This is due to improved reporting, overall tonnage declines and an increase in contamination of material in Craven. This is being addressed, and contamination rates for Craven are now decreasing.</p> <p>RAG rating green because performance has improved compared to Q2 2022/23 (46%) and only slightly less (0.2%) than the previous quarter (46.9%).</p>		
EN4 % of waste arising to landfill	Q2 23/24 = 1.4%		Q2 22/23 = 0.4%	<p><b>Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra).</b></p> <p>The outturn for North Yorkshire in Q2 2023/24 was 1.4%. Waste was diverted from Allerton Waste Recovery Park in July, with some tonnage being delivered to landfill. This was due to the planned shutdown in June being extended to 7 July 2023 due to issues on both lines of the EfW. Outside of the extended shut down period availability and performance has been good.</p> <p>RAG rated green because less waste was sent to landfill than the previous quarter (8%).</p>		
EN5 Number of fly tipping incidents reported per quarter	2023/24 Q2:770 incidents Q3:554 incidents		Q3 21/22 = 880 Q3 22/23 = 760	<p>A total of 554 fly-tipping incidents were reported across North Yorkshire in Q3. Scarborough had the highest number (206): a reduction of 100 compared to Q2 (306). Both Harrogate and Hambleton areas had the second highest (91).</p> <p>The cost to the Council for clean-up was £35,740 in Q2 and £40,887 in Q3. The increase in costs were due to the type/size of incidents reported. The figures are based on Defra and Waste Data Flow use for the national stats on Fly Tipping.</p> <p>RAG rating Green because this is a reduction compared to the same period last year (760), and a reduction compared to the previous quarter (770).</p>		
EN6 Parking Penalty: charge notices (PCN)	Scarborough region: <b>10301 Q1 data</b> Harrogate region: <b>7815 Q1 data</b> Awaiting Q2 data		Historic data not yet available	<p>Parking management, collection and enforcement is currently split into two management regions. The former districts of Scarborough, Hambleton, Ryedale and Richmondshire in one while Harrogate, Craven and Selby make up the other. The two figures are the number of parking penalty notices for each region.</p> <p>There is no historic date for this measure. Work is in progress to correct this along with an additional measure for the pay and display ticket information. It is expected that this should be available in Q3.</p> <p>This indicator is updated quarterly and is one quarter in arrears.</p>	N/A	N/A

+ Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
EN7 National Highways Transportation Survey: satisfaction with the condition of highways	33.4 (2016 – 3rd quartile) 36.7 (2017 – 2nd quartile) 30 (2018 – 2nd quartile) 34 (2019 – 2nd quartile) 36 (2020 – 2nd quartile) 32 (2021 – 2nd quartile) 34 (2022 – 2nd quartile) 29 (2023 – 1st quartile)		The score of 29 places us in quartile 1 of 41 similar authorities	2023's survey saw drops in the public satisfaction scores across the whole of the country.  Looking at ourselves and 40 other similar highways authorities the average measure for condition of highways fell from 30.5 in 2022 to 22.7 in 2023. As with a number of measures in 2023, North Yorkshire's score fell by a smaller amount (34 in 2022 to 29 in 2023) meaning that we moved into quartile 1 for the first time.  The main report has a short focus on the results with more details on key satisfaction scores.	N/A	
EN8 % of principal A roads where maintenance should be considered	3% (2016/18 survey) 3% (2017/19 survey) 4% (2018/20 survey) 3% (2020/21 survey) 2.8% (2021/22 survey) <b>2.6% (2022/23 survey)</b>		This is a national indicator (NI130-1). The comparable data below is based on the results from 30 other county councils and large unitary authorities  The 2021/22 average is 4% however of the 151 expected data returns only 111 have been received at present.	<b>This indicator is updated annually.</b> <b>RAG rated green because it is lower than the available average of other authorities.</b>  	N/A	



+ Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:																																													
					Quarter	Year																																												
EN9 % of Non-principal B and C roads where maintenance should be considered (NI 130-2)	5% (2016/18 survey) 5% (2017/19 survey) 5% (2018/20 survey) 3% (2020/21 survey) 3% (2021/22 survey) <b>3% (2022/23 survey)</b>		This is a national indicator (NI130-1). The comparable data below is based on the results from 30 other county councils and large unitary authorities  The 2022 /23 average is 6% however of the 151 expected data returns only 110 have been received at present.	<b>This indicator is updated annually.</b> <b>RAG rated green because it is lower than the available average of other authorities.</b>																																														
<table border="1"> <caption>% roads where maintenance should be considered</caption> <thead> <tr> <th>Year</th> <th>Principal A</th> <th>Non-principal B&amp;C</th> <th>Less well used</th> </tr> </thead> <tbody> <tr><td>12/14</td><td>3%</td><td>7%</td><td>25%</td></tr> <tr><td>13/15</td><td>3%</td><td>7%</td><td>25%</td></tr> <tr><td>14/16</td><td>2%</td><td>5%</td><td>22%</td></tr> <tr><td>15/17</td><td>2%</td><td>5%</td><td>18%</td></tr> <tr><td>16/18</td><td>3%</td><td>5%</td><td>16%</td></tr> <tr><td>17/19</td><td>3%</td><td>5%</td><td>18%</td></tr> <tr><td>18/20</td><td>4%</td><td>5%</td><td>17%</td></tr> <tr><td>20/21</td><td>3%</td><td>3%</td><td>15%</td></tr> <tr><td>21/22</td><td>3%</td><td>3%</td><td>14%</td></tr> <tr><td>22/23</td><td>3%</td><td>3%</td><td>12%</td></tr> </tbody> </table>					Year	Principal A	Non-principal B&C	Less well used	12/14	3%	7%	25%	13/15	3%	7%	25%	14/16	2%	5%	22%	15/17	2%	5%	18%	16/18	3%	5%	16%	17/19	3%	5%	18%	18/20	4%	5%	17%	20/21	3%	3%	15%	21/22	3%	3%	14%	22/23	3%	3%	12%	N/A	⊖
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EN10 % of lesser used roads where maintenance should be considered	16% (2016/18 survey) 18% (2017/19 survey) 17% (2018/20 survey) 15% (2020/21 survey) 14% (2021/22 survey) 12% (2022/23 survey)		Local indicator and not directly comparable. For unclassified roads in 2021/21 (RDC0130), the overall figure for England is 15% however of the 151 expected data returns only 89 have been received at present..	<b>This indicator is updated annually.</b> <b>RAG rated green because it is an improvement on the previous year.</b>																																														
					N/A	✓																																												

+ Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
EN11 Number of people killed or seriously injured on the roads, (NY only, calendar year)	448 (2012-2016 ave) 431 (2014) 429 (2015) 431 (2016) 412 (2017) 361 (2018) 335 (2019) 247 (2020) 266 (2021) 233 (2022)		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  Further data from the government's Reported Road Casualties in Great Britain report has North Yorkshire going from the 6 <sup>th</sup> highest in 2012 to 22 <sup>nd</sup> in 2020.  All road safety data is measured using a calendar year.	Nationally there are no targets for Road Safety; therefore the York and North Yorkshire Road Safety Partnership monitors against a 5 year baseline average.  The 2022 calendar year saw a drop in the overall KSI figures (233) after a slight increase in 2021 (266). Although that was in comparison with the 2020 data, the majority of which was collected in lockdown conditions.  With the 2022 reduction, the overall trend is still downwards.  <b>This indicator is updated annually.</b>  <b>RAG rated green because the number of KSI has fallen against the five year average.</b>	N/A	

+ Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
EN12 Public Rights of Way Network condition (PRoW): % of network passable	23/24 Q1 90.55% 22/23 Q4 90.57% 22/23 Q3 90.02% 22/23 Q2 89.91% 22/23 Q1 90.18% 2022/23 average 90.17% 2021/22 average 89.67%		Local measure – no comparable data available.	<b>This indicator is updated on a quarterly basis. RAG rated green because the figure remains consistent across 2021/22 and 2022/23.</b>  *Awaiting Q2 data		
CD1 % Major planning applications within statutory or extension of time	Q3 23/24 91.04% Q2 23/24 80% Q1 23/24 78.85%		Q1 23/24 figure for England – 89% (there is a lag between data being published nationally).	Statutory Target – 60%  Performance has again shown a significant increase compared to Q2 and demonstrates the ongoing work of the team to exceed the statutory target.		N/A
CD2 % Minor planning applications within statutory or extension of time	Q3 23/24 – 79.31% Q2 23/24 – 84.43% Q1 23/24 - 81.97%		Q1 23/24 figure for England – 84% (there is a lag between data being published nationally).	Statutory Target – 70%  Performance remains ahead of the statutory target however has dipped by 5.12%. Against the wider service performance there is little to be concerned by this reduction which may be attributed to changes to fees increasing the volume of work requiring processing before the new charges take effect. Consequently, this remains RAG rated Green; in terms of the quarter on quarter performance due to the level of reduction this is rated red however as stated this remains well ahead of the statutory target and therefore unlikely to be fully representative of the service.		N/A
CD3 % Other planning applications within statutory or extension of time	Q3 23/24 – 85.99% Q2 23/24 – 86.32% Q1 23/24 87.87%		Q1 23/24 figure for England – 89% (there is a lag between data being published nationally).	Statutory Target – 70%  Again, performance has remained stable over the last quarters and there is little concern attached to performance in this area		N/A

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					Quarter	Year
CD4 County matter planning applications determined within 13/ 16-week timescales or within agreed extension of time 2-year rolling measure	Q3 23/24 – 79.3% Q2 23/24 – 83.7% Q1 23/24 78% Q4 81.1% Q3 80.5% Q2 84% Q1 87% Q4 90.6% Q3 90.5% Q2 89.7% Q1 90% Q4 89.5% Q3 100% Q2 93% Q1 89.7%		According to data from LG Inform, the England figure is 90% across the two year period from 01/04/21 to 31/03/2023  (Source: Department for Levelling Up, Housing and Communities), Table P151b.  NB: 3-month time lag on national data*	Statutory Target – 60%  The percentage of minerals & waste applications determined within 13/16 weeks or within an agreed extension of time (two year rolling measure) is 79.3%. Although performance has dipped slightly it remains well above the statutory target of 60% and therefore this PI is RAG rated green.		
CD5 Decisions on applications for major developments made during the previous 2 years that are overturned at appeal				<b>*NOTE AS OF Q3 THIS INDICATOR IS UNDER REVIEW BY THE SERVICE*</b> Performance Indicator not available for Q1 and Q2 for North Yorkshire as most decisions made that are overturned will have been made by former district and borough councils.	N/A	N/A
CD6 Decisions on applications for minor developments made during the previous 2 years that are overturned at appeal				<b>*NOTE AS OF Q3 THIS INDICATOR IS UNDER REVIEW BY THE SERVICE*</b> Performance Indicator not available for Q1 and Q2 for North Yorkshire as most decisions made that are overturned will have been made by former district and borough councils.	N/A	N/A



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CD7 Superfast broadband coverage as at 20 <sup>th</sup> January 2024.  (source Think broadband)	Superfast and Fibre Coverage in North Yorkshire . North Yorkshire premises >=30Mbps 94.60% All England premises >=30Mbps 98.1%		Bench-marking to other rural counties in the CIPFA comparators (see table in the comments column)	<p><b>This indicator is updated on a quarterly basis. Data from 20<sup>th</sup> January 2024.</b></p> <p><b>RAG rated green because good and consistent progress has been made towards the all England average.</b></p> <p>An analysis of the 6 North Yorkshire parliamentary constituency's shows Harrogate and Knaresborough the highest at 98.59% coverage and Richmond the lowest at 90.21% coverage. Five of the six areas are below the all England average of 98.1%.</p> <p>Overall coverage in North Yorkshire is improving, However, North Yorkshire's rate is below all England.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #cccccc;">County</th> <th style="background-color: #cccccc;">Superfast (30Mbps or faster. % premises covered</th> </tr> </thead> <tbody> <tr><td>Suffolk</td><td>98.02%</td></tr> <tr><td>Dorset</td><td>97.35%</td></tr> <tr><td>Norfolk</td><td>96.83%</td></tr> <tr><td>North Yorkshire</td><td>94.60%</td></tr> <tr><td>Devon</td><td>93.68%</td></tr> <tr><td>Somerset</td><td>93.98%</td></tr> <tr> <th style="background-color: #cccccc;">Constituencies</th> <th style="background-color: #cccccc;">Superfast (30Mbps or faster. % of premises covered</th> </tr> <tr><td>Harrogate &amp; Knaresborough</td><td>98.59%</td></tr> <tr><td>Selby &amp; Ainsty</td><td>96.16%</td></tr> <tr><td>Scarborough &amp; Whitby</td><td>96.16%</td></tr> <tr><td>Skipton &amp; Ripon</td><td>94.27%</td></tr> <tr><td>Thirsk &amp; Malton</td><td>92.28%</td></tr> <tr><td>Richmond</td><td>90.21%</td></tr> </tbody> </table>	County	Superfast (30Mbps or faster. % premises covered	Suffolk	98.02%	Dorset	97.35%	Norfolk	96.83%	North Yorkshire	94.60%	Devon	93.68%	Somerset	93.98%	Constituencies	Superfast (30Mbps or faster. % of premises covered	Harrogate & Knaresborough	98.59%	Selby & Ainsty	96.16%	Scarborough & Whitby	96.16%	Skipton & Ripon	94.27%	Thirsk & Malton	92.28%	Richmond	90.21%		
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<p>CD8 Housing affordability: Ratio of median house price to median gross annual (where available) residence-based earnings</p> <p>Source: ONS ratio of median house price median gross residents-based earnings. Table 1c, 3c, 5c</p>	<p>NY 8.09</p>	<p>County wide economic indicators</p>	<p>In 2022 the median house price in North Yorkshire was £248,000, compared to £275,000 for England.</p> <p>The range for house prices in NY is £185,000 in Scarborough to £300,000 in Harrogate.</p> <p>The median wages in 2022 were £30,907 in NY compared to £33,208 for England.</p> <p>The range for earning in NY varies from £26,923 in Ryedale to £33,153 in Harrogate.</p> <p>Based on the above figures, Scarborough remains the most affordable area in North Yorkshire to buy a house, whilst Ryedale is the least affordable</p>	<p><b>This indicator is updated on an annual basis. Data next released in March 2024.</b></p> <p><b>Not Rag rated because this indicator is for information only. This is market data intelligence and not a reflection on the council performance.</b></p> <p>Average house prices fell in 2022, whilst wages increased making housing more affordable in 2022 than the previous year.</p> <p>Affordability ratios are calculated by dividing house prices by gross annual earnings, based on the median quartiles of both house prices and earnings. A higher figure means the housing is less affordable in that area. For example, a figure of 9 means a resident would 9 x their annual salary to buy a house in that area, (based on median salary and median house prices).</p> <table border="1"> <thead> <tr> <th></th> <th>2020</th> <th>2021</th> <th>2022</th> </tr> </thead> <tbody> <tr> <td>Craven</td> <td>8.35</td> <td>8.94</td> <td>8.29</td> </tr> <tr> <td>Hambleton</td> <td>7.82</td> <td>9.48</td> <td>8.26</td> </tr> <tr> <td>Harrogate</td> <td>8.57</td> <td>9.32</td> <td>9.28</td> </tr> <tr> <td>Richmondshire</td> <td>7.99</td> <td>9.14</td> <td>7.82</td> </tr> <tr> <td>Ryedale</td> <td>8.55</td> <td>9.32</td> <td>10.21</td> </tr> <tr> <td>Scarborough</td> <td>5.98</td> <td>6.46</td> <td>5.59</td> </tr> <tr> <td>Selby</td> <td>5.72</td> <td>6.66</td> <td>7.24</td> </tr> <tr> <td>North Yorkshire</td> <td>7.2</td> <td>8.18</td> <td>8.09</td> </tr> <tr> <td>York's &amp; Humber</td> <td>5.66</td> <td>6.39</td> <td>6.07</td> </tr> <tr> <td>England</td> <td>7.61</td> <td>8.9</td> <td>8.28</td> </tr> </tbody> </table>		2020	2021	2022	Craven	8.35	8.94	8.29	Hambleton	7.82	9.48	8.26	Harrogate	8.57	9.32	9.28	Richmondshire	7.99	9.14	7.82	Ryedale	8.55	9.32	10.21	Scarborough	5.98	6.46	5.59	Selby	5.72	6.66	7.24	North Yorkshire	7.2	8.18	8.09	York's & Humber	5.66	6.39	6.07	England	7.61	8.9	8.28		
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CD9 Number of affordable homes delivered (gross)	179	No RAG rating	Q2: 302 Q1: 212 2021/22: 889 2020/21: 881 2019/20: 949 2018/19: 845 2017/18: 524 2016/17: 466 2015/16: 277	Based on completions in the first half of the year, the authority would be aiming to achieve a similar level of completions as previous years given the expected downturn in productivity over the winter months. <b>This measure will be calculated annually and therefore will not be RAG rated.</b>												
CD10 Number of additional homes provided	2022/23: 2,660	No RAG rating		<table border="1"> <tr> <td>2018/19</td> <td>2019/20</td> <td>2020/21</td> <td>2021/22</td> <td>2022/23</td> </tr> <tr> <td>2,230</td> <td>2,740</td> <td>2,570</td> <td>2,890</td> <td>2,660</td> </tr> </table> <p>Verified data for 2022/23 released October 2023. Despite the slight reduction from 2021/22, North Yorkshire has seen more additional homes completed than any other unitary authority for the last four years running, reflecting its larger size. 2,660 corresponds to 1% of North Yorkshire's total dwellings, putting us in the top quartile of unitary authorities. <b>This measure will be calculated annually.</b></p>	2018/19	2019/20	2020/21	2021/22	2022/23	2,230	2,740	2,570	2,890	2,660	N/A	
2018/19	2019/20	2020/21	2021/22	2022/23												
2,230	2,740	2,570	2,890	2,660												
CD11 Number of long-term empty homes	Awaiting verified Q3 data		2021: 2,832 2022: 3,144	<table border="1"> <tr> <td>2021</td> <td>2022</td> <td>Q1</td> <td>Q2</td> </tr> <tr> <td><b>2,832</b></td> <td><b>3,144</b></td> <td><b>3,757</b></td> <td><b>3,257</b></td> </tr> </table> <p><b>*NOTE AWAITING Q3 DATA*</b></p>	2021	2022	Q1	Q2	<b>2,832</b>	<b>3,144</b>	<b>3,757</b>	<b>3,257</b>	N/A	N/A		
2021	2022	Q1	Q2													
<b>2,832</b>	<b>3,144</b>	<b>3,757</b>	<b>3,257</b>													
CD12 Number of empty properties brought back into habitable use by the council	Awaiting verified Q3 data	No RAG rating		<b>*NOTE AWAITING Q3 DATA*</b>												
CD13 Total number of households on the housing waiting list	9,066	No RAG rating	2022/23: 9,014 2021/22: 8,361 2020/21: 7,458 2019/20: 6,560 2018/19: 6,431 2017/18: 6,808	The housing waiting list is measured through two systems: a bespoke solution that covers Harrogate, and a separate Choice Based Letting (CBL) system that covers all remaining former districts. The CBL system holds 6,467 active applications. Steps are underway to align the systems later in the year. <b>No RAG rating as market data.</b>												


+ Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:																																					
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CD14 Total social lettings	223	No RAG rating - data still be validated for 2022/23		<table border="1"> <thead> <tr> <th></th> <th>2021/22</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>Craven</td> <td>250</td> <td>9</td> <td>151</td> </tr> <tr> <td>Hambleton</td> <td>374</td> <td>39</td> <td></td> </tr> <tr> <td>Richmondshire</td> <td>218</td> <td>31</td> <td></td> </tr> <tr> <td>Ryedale</td> <td>361</td> <td>6</td> <td></td> </tr> <tr> <td>Scarborough</td> <td>627</td> <td>40</td> <td></td> </tr> <tr> <td>Selby</td> <td>401</td> <td>42</td> <td></td> </tr> <tr> <td>Harrogate</td> <td>777</td> <td>79</td> <td>72</td> </tr> <tr> <td>Total</td> <td>3,008</td> <td>246</td> <td>223</td> </tr> </tbody> </table> <p>Data is taken from Choice Based Lettings (CBL) system and Harrogate's own allocations system. The authorities using North Yorkshire Home Choice have seen a reduction in the number of social lettings made over the quarter (down from 167 to 151). There was also a reduction in the number of social lettings made over the quarter on Harrogate's allocations system (down from 79 to 72). Demand for social housing is weighted toward Scarborough and Harrogate which account for 29% and 28% of all applications on the systems. <b>This measure will be calculated annually.</b></p>		2021/22	Q1	Q2	Craven	250	9	151	Hambleton	374	39		Richmondshire	218	31		Ryedale	361	6		Scarborough	627	40		Selby	401	42		Harrogate	777	79	72	Total	3,008	246	223	=	=
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CD15 Average time taken to re-let local authority housing (days)	45.7 days		2022/23 51.9 days 2021/22 43.5 days	<p style="text-align: center;"><b>Average time taken to re-let local authority housing (days)</b></p> <table border="1"> <caption>Average time taken to re-let local authority housing (days)</caption> <thead> <tr> <th>Year</th> <th>North Yorkshire</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2015-16</td> <td>20.3</td> <td>32.0</td> </tr> <tr> <td>2016-17</td> <td>32.0</td> <td>32.0</td> </tr> <tr> <td>2017-18</td> <td>39.2</td> <td>39.2</td> </tr> <tr> <td>2018-19</td> <td>39.2</td> <td>39.2</td> </tr> <tr> <td>2019-20</td> <td>27.5</td> <td>39.2</td> </tr> <tr> <td>2020-21</td> <td>40.0</td> <td>60.0</td> </tr> <tr> <td>2021-22</td> <td>45.7</td> <td>66.2</td> </tr> <tr> <td>2022-23</td> <td>51.9</td> <td>66.2</td> </tr> </tbody> </table> <p>Benchmarking across local authority landlords at the end of Q3 places North Yorkshire in the third quartile. Average re-let times increased from September (39.2 days) to December (45.7 days). There was significant variation within the quarter from month to month and between geographical areas.</p> <p>The latest national data covering 2022-23 was released during Q3. It shows re-let times grew across England as a whole as well as in North Yorkshire.</p> <p>Each former stock holding area calculates relet times differently depending on the level of work required and the complexity of the void (i.e., whether it requires major works). Creating a standard definition and means of calculating key to key times will be part of the review of procedures undertaken by the housing service.</p>	Year	North Yorkshire	England	2015-16	20.3	32.0	2016-17	32.0	32.0	2017-18	39.2	39.2	2018-19	39.2	39.2	2019-20	27.5	39.2	2020-21	40.0	60.0	2021-22	45.7	66.2	2022-23	51.9	66.2	N/A	N/A									
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CD16 % of responsive repairs to council houses completed within their target timescale	50.33%	No RAG rating		<p>The benchmarking measures reported for repairs are 'responsive repairs within target time' and 'responsive repairs in month per 1000 properties'. Future reporting will focus on these measures showing how efficiently the repairs service is functioning.</p> <p>50.33% of responsive repairs were completed within their target timescale in Q3. This corresponds to the fourth quartile among similar benchmarking organisations. Completion in target timescale can only be recorded when invoicing is delivered and updated on the system to close repairs. New processes are being investigated to provide a more accurate picture of performance.</p> <p>North Yorkshire Council completed 314.5 repairs per 1000 properties, which was more than most similar organisations.</p> <p>Currently the volume of repairs processed as urgent and emergency is very high, while speed is lower than average, indicating that the service could benefit from increased preventative work programmes.</p>	N/A	N/A
CD17 Households assessed as threatened with homelessness per 1000 households	2.32	No RAG rating	Q2: 2.39 Q1 2023/24: 2.78	<p>The proportion of households assessed by the Council as threatened with homelessness fell slightly in Q3.</p> <p>Regional and national data reporting lags, but this year's performance follows the observed seasonal pattern.</p>		N/A
CD18 Households assessed as homeless per 1000 households	0.49	NO RAG rating - data still be validated	Q2: 0.43 Q1 2022/23: 0.48	The proportion of households that were homeless in Q3 was slightly higher than earlier in the year.		N/A
CD19 % of homelessness prevention successful	46.15%	No RAG rating	Q2: 48.19% Q1: 45.14%	294 successful prevention and relief duties were carried out, while 637 households were assessed and found to be owed a duty. Longitudinal comparisons will be possible once incoming Heads of Service approve a single definition for the county: at present, diverse terminology affects the reliability of this measure.		N/A
CD20 Total number of households in temporary accommodation	238		Q2: 219 Q1 (verified): 213 Q4 2022/23 (verified): 213	<p>This is a snapshot of the number of households in temporary accommodation at the end of each quarter, collated from housing systems. Verified figures are published nationally with some delay.</p> <p>RAG rated amber because Q3 has shown an increase in the number of households the council needed to support by providing temporary accommodation. The data undergoes external verification and therefore the Q3 results are preliminary and could require future revision. The latest national figures (for Q1) show a 10% increase year-on-year.</p>		



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LE1 Number of stronger communities' grants paid	70 grants were paid totalling £267,575	For information only	N/A	<p><b>In Q3 2023/24, 70 grants were paid totalling £267,575.</b> Grants were spread across former district and borough areas – ranging from 21 in Scarborough to 3 in Ryedale. 46 of the grants awarded were Inspire grants and 18 were CAO grants..</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>Total number of grants paid</th> <th>Total value (£)</th> </tr> </thead> <tbody> <tr> <td>Q1 2022/23</td> <td>58</td> <td>445,238</td> </tr> <tr> <td>Q2 2022/23</td> <td>54</td> <td>342,538</td> </tr> <tr> <td>Q3 2022/23</td> <td>75</td> <td>683,182</td> </tr> <tr> <td>Q4 2022/23</td> <td>48</td> <td>113,498</td> </tr> <tr> <td>Q1 2023/24</td> <td>56</td> <td>227,100</td> </tr> <tr> <td>Q2 2023/24</td> <td>24</td> <td>47,874</td> </tr> <tr> <td><b>Q3 2023/24</b></td> <td><b>70</b></td> <td><b>267,575</b></td> </tr> </tbody> </table> <p>This includes Community Grants, CSO Support, Grow &amp; Learn, Inspire, and Achieve &amp; OD projects. 2023/24: Excludes funds administered on behalf of other partners, Household Support Fund and Homes for Ukraine. Q2 &amp; Q3 22/23 includes funds administered on behalf of others.</p>	Quarter	Total number of grants paid	Total value (£)	Q1 2022/23	58	445,238	Q2 2022/23	54	342,538	Q3 2022/23	75	683,182	Q4 2022/23	48	113,498	Q1 2023/24	56	227,100	Q2 2023/24	24	47,874	<b>Q3 2023/24</b>	<b>70</b>	<b>267,575</b>	N/A	N/A
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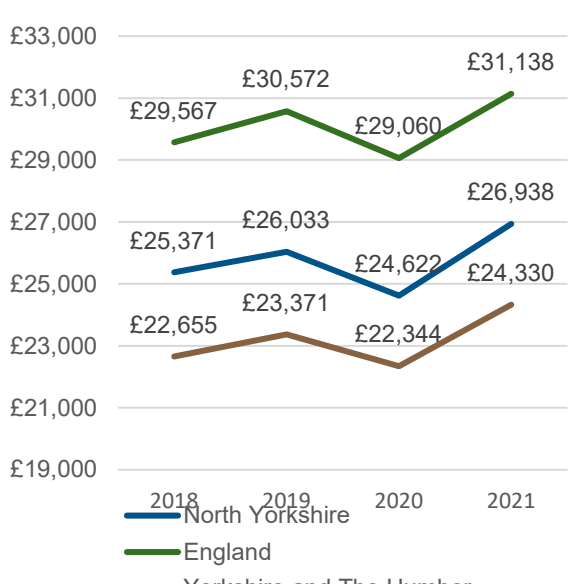
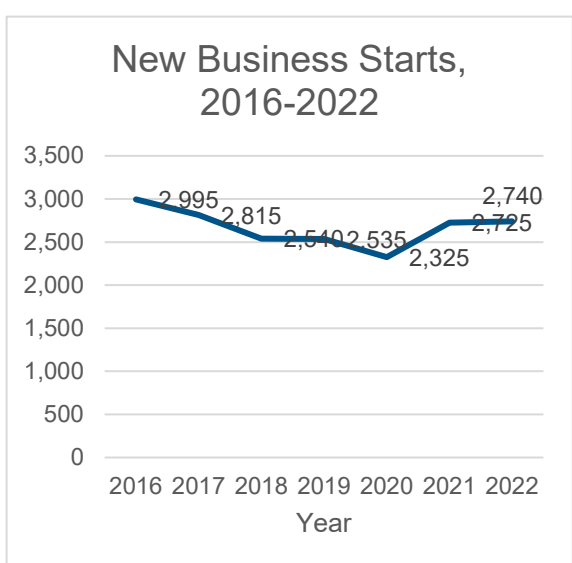
## Economy

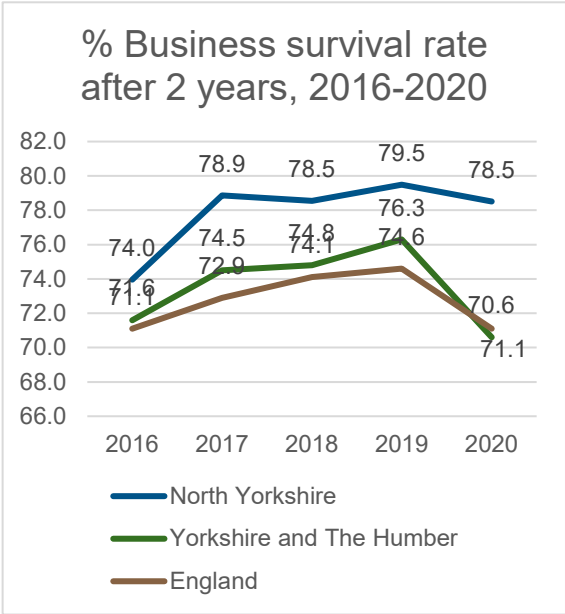
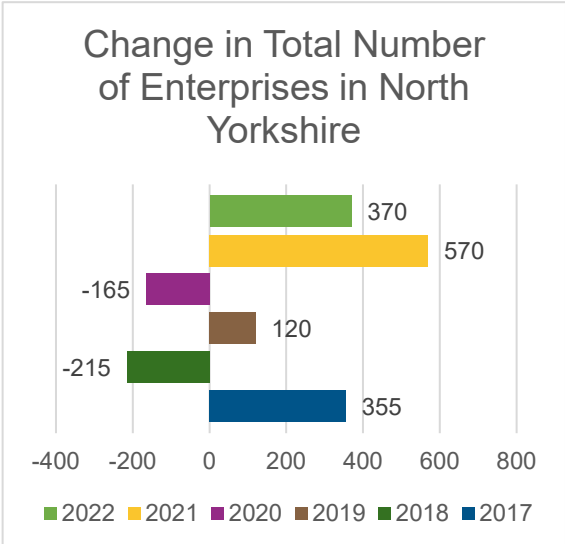
- Economically sustainable growth that enables people and places to prosper
- Culture, heritage, arts and sustainable tourism all play their part in the economic growth of the county
- New and existing businesses can thrive and grow
- North Yorkshire has a high profile, is influential nationally and receives its fair share of resources


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CD21 Total employee jobs in North Yorkshire Source: NOMIS Area Profile: total jobs – FT+PT. (Excludes self-employed, HM Forces and farm based agriculture.)	266,000 (2019) 255,000(2020) 266,000(2021) 268,000(2022)	County wide economic indicators	Using job density (the ratio of total jobs to resident population aged 16-64) as a comparator (see table in the comments column).	<p><b>This indicator is updated on an ad hoc basis. 2023 data not yet available.</b></p> <p><b>Not Rag rated as this indicator is for information only.</b></p> <table border="1"> <thead> <tr> <th></th> <th>NY</th> <th>Y&amp;H</th> <th>GB</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>0.96</td> <td>0.80</td> <td>0.85</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> <tr> <td>2020</td> <td>0.89</td> <td>0.79</td> <td>0.84</td> </tr> <tr> <td>2021</td> <td>0.93</td> <td>0.81</td> <td>0.86</td> </tr> </tbody> </table> <p>Data for 2020 showed 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 was due to the Coronavirus Pandemic and its impact on employment. By 2021 the figure returned to the pre-pandemic level of 266,000.</p>		NY	Y&H	GB	2016	0.96	0.80	0.85	2017	0.95	0.81	0.86	2018	0.96	0.81	0.86	2019	0.94	0.81	0.87	2020	0.89	0.79	0.84	2021	0.93	0.81	0.86	N/A	
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CD22 % those aged 16-64 who are economically active	All people economically active – 297,400 80.2% of working age population (16-64) December 2023 - Claimant Count – all people. 7,385 2.0% of working age resident population <b>Source Nomis</b>			<b>Data As at January 2024.</b> All people economically active. Compared with 77.4% for Yorkshire & Humber and 78.8% for GB Claimant count, December 2023. Compared with 4.1% for Yorkshire & Humber and 3.7% for GB <b>Performance in relation to Yorkshire and Humber and GB is in both cases is good. Hence a Green RAG rating.</b>	N/A																									
CD23 Earnings (Gross weekly pay FT workers) by place of residence (average weekly wage (based on residence)) <a href="https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/datasets/placeofresidencebylocalauthorityshettable8">https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/datasets/placeofresidencebylocalauthorityshettable8</a>	2022 £589.6 2021 £584.6	County-wide economic indicators		<b>This indicator is updated on an annual basis. The next update will be Q4 2023/24.</b> The long-term trend shows gross full time weekly wages continuing to rise in North Yorkshire. <table border="1"> <thead> <tr> <th>£</th> <th>NY</th> <th>Y&amp;H</th> <th>GB</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>529.7</td> <td>520.4</td> <td>570.5</td> </tr> <tr> <td>2019</td> <td>568.2</td> <td>540.8</td> <td>587.5</td> </tr> <tr> <td>2020</td> <td>548.4</td> <td>539.7</td> <td>587.4</td> </tr> <tr> <td>2021</td> <td>584.6</td> <td>568.5</td> <td>613.1</td> </tr> <tr> <td>2022</td> <td>589.6</td> <td>594.1</td> <td>642.2</td> </tr> </tbody> </table> In 2022 the gross weekly pay for full-time workers was £589.6 up from £584.6 in 2021 however it should be noted this is below the national and now regional averages. The North Yorkshire rate has not been lower than the regional rate since 2016.	£	NY	Y&H	GB	2018	529.7	520.4	570.5	2019	568.2	540.8	587.5	2020	548.4	539.7	587.4	2021	584.6	568.5	613.1	2022	589.6	594.1	642.2	N/A	
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CD24 GVA per head of population	2021- £26,938 2020- £24,622	County wide economic indicators		<p><b>The next release is March 2024.</b></p> <p><b>Not RAG rated as indicator for information only.</b></p> <p>GVA per head of population in North Yorkshire has recovered to pre-covid levels and is above the Yorkshire and The Humber average of £24,330, but below the national England average of £31,138.</p> <p style="text-align: center;"><b>GVA per head of population</b></p>  <table border="1"> <caption>GVA per head of population (2018-2021)</caption> <thead> <tr> <th>Year</th> <th>North Yorkshire</th> <th>England</th> <th>Yorkshire and The Humber</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>£25,371</td> <td>£29,567</td> <td>£22,655</td> </tr> <tr> <td>2019</td> <td>£26,033</td> <td>£30,572</td> <td>£23,371</td> </tr> <tr> <td>2020</td> <td>£24,622</td> <td>£29,060</td> <td>£22,344</td> </tr> <tr> <td>2021</td> <td>£26,938</td> <td>£31,138</td> <td>£24,330</td> </tr> </tbody> </table>	Year	North Yorkshire	England	Yorkshire and The Humber	2018	£25,371	£29,567	£22,655	2019	£26,033	£30,572	£23,371	2020	£24,622	£29,060	£22,344	2021	£26,938	£31,138	£24,330	N/A	N/A
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CD25 New Businesses starts	2022 2,740	County wide economic indicators	<p><b>2021</b> 2,725</p> <p><b>2020</b> 2,325</p> <p><b>2019</b> 2,535</p> <p><b>2018</b> 2,540</p> <p><b>2017</b> 2,815</p> <p><b>2016</b> 2,995</p>	<p><b>This indicator is updated on an annual basis.</b></p> <p><b>No RAG rating for information only.</b></p> <p style="text-align: center;"><b>New Business Starts, 2016-2022</b></p>  <table border="1"> <caption>New Business Starts, 2016-2022</caption> <thead> <tr> <th>Year</th> <th>New Business Starts</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>2,995</td> </tr> <tr> <td>2017</td> <td>2,815</td> </tr> <tr> <td>2018</td> <td>2,540</td> </tr> <tr> <td>2019</td> <td>2,535</td> </tr> <tr> <td>2020</td> <td>2,325</td> </tr> <tr> <td>2021</td> <td>2,725</td> </tr> <tr> <td>2022</td> <td>2,740</td> </tr> </tbody> </table>	Year	New Business Starts	2016	2,995	2017	2,815	2018	2,540	2019	2,535	2020	2,325	2021	2,725	2022	2,740	N/A	N/A				
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CD26 % Businesses survival rate (2 year)	78.5%	County wide economic indicators		<p><b>This indicator is updated on an annual basis.</b>  <b>No RAG rating for information only.</b>                      Business survival rate after 2 years in North Yorkshire is above the England and Yorkshire and The Humber average.</p>  <p><b>% Business survival rate after 2 years, 2016-2020</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>North Yorkshire</th> <th>Yorkshire and The Humber</th> <th>England</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>74.0</td> <td>71.6</td> <td>71.6</td> </tr> <tr> <td>2017</td> <td>78.9</td> <td>74.5</td> <td>72.9</td> </tr> <tr> <td>2018</td> <td>78.5</td> <td>74.8</td> <td>74.1</td> </tr> <tr> <td>2019</td> <td>79.5</td> <td>76.3</td> <td>74.6</td> </tr> <tr> <td>2020</td> <td>78.5</td> <td>70.6</td> <td>71.1</td> </tr> </tbody> </table>	Year	North Yorkshire	Yorkshire and The Humber	England	2016	74.0	71.6	71.6	2017	78.9	74.5	72.9	2018	78.5	74.8	74.1	2019	79.5	76.3	74.6	2020	78.5	70.6	71.1	N/A	N/A
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CD27 Change in the total number of enterprises	+370 enterprises in 2022, compared to 2021	County wide economic indicators		<p><b>This indicator is updated on an annual basis.</b>  <b>No RAG rating for information only.</b></p>  <p><b>Change in Total Number of Enterprises in North Yorkshire</b></p> <table border="1"> <thead> <tr> <th>Year</th> <th>Change</th> </tr> </thead> <tbody> <tr> <td>2022</td> <td>370</td> </tr> <tr> <td>2021</td> <td>570</td> </tr> <tr> <td>2020</td> <td>-165</td> </tr> <tr> <td>2019</td> <td>120</td> </tr> <tr> <td>2018</td> <td>-215</td> </tr> <tr> <td>2017</td> <td>355</td> </tr> </tbody> </table>	Year	Change	2022	370	2021	570	2020	-165	2019	120	2018	-215	2017	355	N/A	N/A										
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Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:													
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CD28 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			<p><b>National deprivation data has not been updated since 2019</b></p> <p>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.</p> <p>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.</p> <p>The number in the second most deprived quintile (worst 20% - 40%) has remained stable at 34 in both 2015 and 2019.</p> <p>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.</p> <p>Changes in rank indicate changes in deprivation relative to other parts of England but not necessarily absolute changes in deprivation.</p>	N/A	N/A												
CD32 Performance and Event attendances (Scarborough Open Air Theatre)	2023/24: No. shows – 18  Tickets sold – 104,077		2022/23  No. shows – 15  Tickets sold – 90,196	<p>The 2023/24 Open Air Theatre season can be regarded as a success with 18 shows booked (the highest number since the venue reopened in 2010). Total ticket sales have also continued to increase (although average attendance is 231 tickets down per show). The range of shows and audiences catered for also continues to grow and it is hoped that 20 shows will be scheduled for the year along with other site improvements to enhance the guest experience.</p> <table border="1"> <thead> <tr> <th>YEAR</th> <th>NUMBER OF SHOWS</th> <th>TICKETS SOLD</th> </tr> </thead> <tbody> <tr> <td>2023</td> <td>18</td> <td>104,077</td> </tr> <tr> <td>2022</td> <td>15</td> <td>90,196</td> </tr> <tr> <td>2021</td> <td>12</td> <td>71,846</td> </tr> </tbody> </table>	YEAR	NUMBER OF SHOWS	TICKETS SOLD	2023	18	104,077	2022	15	90,196	2021	12	71,846	N/A	
YEAR	NUMBER OF SHOWS	TICKETS SOLD																
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Visitor numbers to cultural venues	Q3: 62,237	N/A	N/A	<p><b>*New Indicator*</b></p> <p>As part of the review of the cultural offer and following the appointment of Heads of Service there has been a review of the KPIs across the Culture, Leisure and Libraries Service. These new indicator will be used to create an accurate baseline of performance and help establish any ongoing trends, risks or challenges. Currently there is no comparator or benchmark information from which this can be assessed.</p>	N/A	N/A												
Outreach, livestream & community / project engagement numbers	Q3: 1,387	N/A	N/A	<p><b>*New Indicator*</b></p> <p>As part of the offer to improve accessibility the service will be tracking ongoing performance in relation to digital access to activities. Again this cannot be benchmarked currently.</p>	N/A	N/A												
Satisfaction with cultural engagement experience	Q3: 100%		Internal target 80%	<p><b>*New Indicator*</b></p> <p>The service has also started measuring the customer experience and will be tracking this each quarter to help inform future service improvements. As these indicators are all above the internal target, they have been RAG rated green.</p>	N/A	N/A												

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
Cultural engagement experience's as value for money	Q3: 95%		Internal target 80%	As above	N/A	N/A
Cultural engagement experiences as 'very accessible / responsive to needs'	Q3:86%		Internal target 80%	As above It should also be noted in regard to the accessibility score no participants responded negatively with the remaining 14% responding with a 'neutral' answer.	N/A	N/A



## Health and Wellbeing






- People are supported to have a good quality of life and enjoy active and healthy lifestyles
- Reduced variations in health through tackling the root causes of inequality
- People can access good public health services and social care across our different communities
- People have control and choice in relation to their independence and social care support

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH1 Life expectancy at birth (male / female)	Male: 80.4 Female: 84.3 (2018-20)		M: England = 79.4 CIPFA: 79.0 to 81.1  F: England = 83.1 CIPFA: 82.8 to 84.6	<b>This indicator was updated in 2022/23.</b> <b>RAG rated green because life expectancy at birth for both males and females are significantly higher compared with England, from 2001-03 to 2018-20.</b> For males, North Yorkshire is 7 <sup>th</sup> highest among 16 similar areas (one area without data), and for female, it is 4 <sup>th</sup> highest. The LE have dropped slightly from the previously period (2017-19), --0.1 for females and -0.2 for males. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	M:  F: 
PH2 Slope index of inequality in Life Expectancy at birth (male / female)	Male: 6.3 Female: 4.9 (2018-20)	1 <sup>st</sup> (best) quintile	M: England = 9.7 CIPFA: 6.0 to 9.0 F: England = 7.9 CIPFA: 3.9 to 7.9	<b>This indicator was updated in 2022/23.</b> <b>RAG rated: 1<sup>st</sup> (best) quintile</b> <b>The slope index of inequality in life expectancy at birth for both male and female are within the 1st (best) quintile in England.</b> For males, North Yorkshire is 3 <sup>rd</sup> lowest among 16 similar areas (one area without data), and for females, it is joint 3 <sup>rd</sup> . <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	M:  F: 


Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH 3 Life expectancy at 65 - (male / female)	Male: 19.5 Female: 22.0 (2018-20)		M: England = 18.7 CIPFA: 18.5 to 19.9 F: England = 21.1 CIPFA: 20.8 to 22.3	<b>This indicator was updated in 2022/23.</b> <b>RAG rated green because life expectancy at 65 for both male and female are significantly higher compared with England, from 2001-03 to 2018-20.</b> For males, North Yorkshire is joint 3 <sup>rd</sup> highest among 16 similar areas (one area without data), and for females, it is joint 4 <sup>th</sup> . The LE at 65 for both males and females stayed the same compared to the previously period (2017-19). <b>Data as currently shown on Public Health Profiles – Fingertip</b>	N/A	M:  F: 
PH4 Suicide rate	11.4 per 100,000 (2020-2022)		England = 10.3 per 100,000 CIPFA: 8.9 to 16.3	<b>This indicator was updated in 2022/23.</b> <b>RAG rated amber because the suicide rate in North Yorkshire is similar compared to England.</b> It is joint 8th highest in a group of 16 similar areas. There were 3 more suicides in 2020-2022 compared to 2019/21, However there were 22 less suicides in 2020/21 compared with 2018-20. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	
PH5 Under 18 conceptions (annual)	<u>2021</u> 10.8 per 1,000		England = 13.1 per 1,000 CIPFA: 8.1 to 16.2 per 1,000	<b>This indicator was updated in Q1 2023/24.</b> <b>RAG rated green because the under 18 conception rates in North Yorkshire is significantly better compared with England.</b> North Yorkshire has the 6th lowest rate amongst 16 similar areas. <b>Data as currently shown on Public Health Profiles – Fingertips</b>  * Following Census 2021, the Office for National Statistics (ONS) is carrying out reconciliation and rebasing of the mid-year population estimates (MYE) it produces. The official population estimates for mid-2012 to mid-2020 will be revised, to incorporate the data now available from Census 2021. As such, this indicator is currently only presenting data for 2021.	N/A	*
PH6 Face-to-face new birth visits undertaken within 14 days by a health visitor (%)	<u>2022/23</u> 94.6%		England = 79.9% CIPFA: 34.1% to 94.6%	<b>This indicator was updated in 2022/23.</b> <b>RAG rated green because 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.</b> It is the 1 <sup>st</sup> highest among 16 similar areas. There was an increase from 91.1% to 94.6% (2021/22 to 2022/23), however no significant change. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	
PH7 Eligible infants that receive a 12-month review by 15 months of age (%)	<u>2022/23</u> 97.7%		England = 82.6% CIPFA: 46.3% to 97.7%	<b>This indicator was updated in 2022/23.</b> <b>RAG rated green because the percentage of infants that receive a 12-month by 15 months of age in North Yorkshire is significantly better compared to England.</b> It is the 1 <sup>st</sup> highest among 16 similar areas. There was an increase from 96.7% to 97.7% (2021/22 to 2022/23), however no significant change. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	








Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH8 Eligible children receiving a 2-2.5 year review by the time they were 2.5 years (%)	<u>2022/23</u> 93.7%		England = 73.6% CIPFA: 21.3% to 93.7%	<b>This indicator was updated in 2022/23.</b> <b>RAG rated green because 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.</b> It is the 1st highest among 16 similar areas (two areas with no data). <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	
PH9 Reception aged children completing a check (%)	<u>2020/21</u> 6.9% <u>2018/19</u> Q4 57.3% <u>2017/18</u> Q4 66.2%		Local measure - no bench-marking 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. <b>This is under review as part of re-commissioning.</b>	N/A	
PH10 Year 6 children completing a check (%)	<u>2020/21</u> 6.8% <u>2018/19</u> Q4 30.5% <u>2017/18</u> Q4 30%		Local measure - no bench-marking 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. <b>This is under review as part of re-commissioning.</b>	N/A	
PH11 Proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme or integrated review	<u>2022/23</u> % unavailable data (5,435 children aged 2-2.5 years old)		England: 92.5% CIPFA: 68.9% to 100%	<b>This indicator was updated in 2022/23.</b> <b>RAG rated green because 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.</b> An increase in number of reviews from 4,580 to 5,436 (2021/22 to 2022/23). % and CIPFA unavailable for North Yorkshire and six other areas. <b>Data as currently shown on Public Health Profiles – Fingertips.</b>	N/A	
PH12 Excess weight in adults	61.4% (2020/21)		England = 63.8% CIPFA: 60.0% to 68.2%	<b>This indicator was updated in Q1 2023/24.</b> <b>RAG rated green because the excess weight in adults in North Yorkshire is significantly better compared with England.</b> Among 16 similar areas, North Yorkshire has the 4 <sup>th</sup> lowest rate. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	
PH13 The percentage of children aged 4 or 5 (reception) who have excess weight	<u>2022/23</u> 23.5%		England = 21.3% CIPFA: 19.2% to 25.4%	<b>This indicator was updated in 2022/23.</b> <b>RAG rated amber because the proportion of children in Reception classes with excess weight is similar compared to England.</b> North Yorkshire is ranked 5 <sup>th</sup> highest out of 16 similar areas. <b>Data as currently shown on Public Health Profiles – Fingertips</b>  *LA Figures for 2020/21 have not been released due to the impact of the pandemic on the measurement programme.	N/A	 *Comp ared with 2021/ 22

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH14 The percentage of children aged 10 or 11 (year 6) who have excess weight	2022/223 34.5%		England = 36.6% CIPFA: 32.5% to 41.1%	<b>This indicator was updated in 2022/23.</b> <b>RAG rated green because the proportion of children in Year 6 classes with excess weight is significantly lower compared with England.</b> North Yorkshire is ranked 7 <sup>th</sup> lowest out of 16 similar areas. <b>Data as currently shown on Public Health Profiles – Fingertips</b> *LA Figures for 2020/21 have not been released due to the impact of the pandemic on the measurement programme.	N/A	 *Comp ared with 2021/ 22
PH15 % of physically active adults	70.1% (2021/22)		England = 67.3% CIPFA: 66.8% to 75.0%	<b>This indicator was updated in Q1 2023/24.</b> <b>RAG rated green because the proportion of physically active adults in North Yorkshire is significantly higher than England.</b> It is 6 <sup>th</sup> highest among 16 similar areas. The percentage has been significantly higher compared to England from 2015/16 to 2021/22. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	
PH16 Cumulative % of eligible population aged 40- 74 invited for an NHS health check	63.6% (2018/19 – 2022/23)		England = 64.7% CIPFA: 20.8% to 81.8%	<b>This indicator was updated in Q1 2023/24.</b> <b>RAG rated red because the cumulative percentage of the eligible population aged 40-74 offered an NHS Health Check is lower compared with England.</b> Amongst 16 similar areas (one area with data quality issues), North Yorkshire has the 9 <sup>th</sup> lowest rate. There has been a marked decrease compared to previous years: 73.3% in 2017/18 - 21/22, 78.5% in 2016/17 - 20/21, 93.9% in 2015/16 - 19/20, in line with the national trend. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	
PH17 Cumulative % of the eligible population aged 40- 74 who received an NHS Health check	28.9% (2018/19 – 2022/23)		England = 27.4% CIPFA: 6.2% to 34.7%	<b>This indicator was updated in Q1 2023/24.</b> <b>RAG rated green because the cumulative percentage of the eligible population aged 40-74 who received an NHS Health Check in North Yorkshire is higher compared with England.</b> Amongst 16 similar areas, North Yorkshire has the 5 <sup>th</sup> highest rate. There has been a marked decrease compared to previous years: 34.7% in 2017/18 - 21/22, 37.9% in 2016/17 - 20/21, 45.2% in 2015/16 - 19/20, in line with the national trend. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	
PH18 Flu vaccination coverage 65+	85.7% (2022/23)		England = 79.9% CIPFA: 79.8% to 85.7%	<b>New data - This indicator was updated in Q2 2023/24.</b> <b>RAG rated green because the benchmarked goal is:</b> <b>&lt;75% &gt;=75%</b> 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 has achieved. It is 1 <sup>st</sup> among 16 similar areas. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH19 Hospital admissions caused by unintentional and deliberate injuries to children under 15 years per 100,000	<u>2021/22</u> 99.9 per 10,000 (925 admissions)		England = 84.3 per 10,000  CIPFA: 51.4 to 120.6 per 10,000	<b>This indicator was updated in Q4 2022/23.</b> <b>RAG rated red because North Yorkshire is significantly worse compared to England.</b>  There were 925 admissions for injuries in children aged 0-14. Some individuals may have been admitted on more than one occasion, so the number of children admitted is likely to be lower. North Yorkshire has the 5 <sup>th</sup> highest rate among 16 similar areas.  <b>Data as currently shown on Public Health Profiles – Fingertips</b>  * Following Census 2021, the Office for National Statistics (ONS) is carrying out reconciliation and rebasing of the mid-year population estimates (MYE) it produces.  The official population estimates for mid-2012 to mid-2020 will be revised, to incorporate the data now available from Census 2021. As such, this indicator is currently only presenting data for 2021. Once revised populations for mid-2012 to mid-2020 are published, the updated back series for this indicator will be published.	N/A	*
PH20 The rate of children and young people admitted to hospital as a result of self-harm	<u>2021/22</u> 408.6 per 100,000 population		England = 427.3 per 100,000  CIPFA: 265.6 to 638.2 per 100,000	<b>This indicator was updated in Q4 2022/23.</b> <b>RAG rated amber because North Yorkshire’s rate of admissions is similar compared with England’s.</b>  North Yorkshire is 2 <sup>nd</sup> lowest among 16 similar areas.  <b>Data as currently shown on Public Health Profiles – Fingertips.</b>  * Following Census 2021, the Office for National Statistics (ONS) is carrying out reconciliation and rebasing of the mid-year population estimates (MYE) it produces.  The official population estimates for mid-2012 to mid-2020 will be revised, to incorporate the data now available from Census 2021. As such, this indicator is currently only presenting data for 2021. Once revised populations for mid-2012 to mid-2020 are published, the updated back series for this indicator will be published.	N/A	*
PH21 The rate of children and young people admitted to hospital for mental health conditions per 100,000 (under 18s)	<u>2021/22</u> 118.6 per 100,000 population (135 admissions)		England = 99.8 per 100,000  CIPFA: 56.9 to 182.7 per 100,000	<b>This indicator was updated in Q4 2022/23.</b> <b>RAG rated amber because North Yorkshire’s rate of admissions is similar compared with England’s.</b>  There were 135 admissions for mental health conditions in 2021/22. Some individuals may have been admitted on more than one occasion, so the number of children admitted is likely to be lower. North Yorkshire is the 5 <sup>th</sup> highest among 16 similar areas.  <b>Data as currently shown on Public Health Profiles – Fingertips</b>  *Following Census 2021, the Office for National Statistics (ONS) is carrying out reconciliation and rebasing of the mid-year population estimates (MYE) it produces.  The official population estimates for mid-2012 to mid-2020 will be revised, to incorporate the data now available from Census 2021. As such, this indicator is currently only presenting data for 2021. Once revised populations for mid-2012 to mid-2020 are published, the updated back series for this indicator will be published.	N/A	*

Primary indicators	Latest data/ figures	RAG status	Bench- marking data	Comments	Improvement since last:	
					Quarter	Year
PH22 Smoking prevalence in adults	9.6% (2022)		England = 12.7% CIPFA: 9.3% to 14.0%	<b>This indicator was updated in Q2 2023/24.</b> RAG rated green because the smoking prevalence in North Yorkshire is significantly lower compared with England. Among 16 similar areas, North Yorkshire has the 3 <sup>rd</sup> lowest rate. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH23 Smoking at time of delivery	<u>2022/23</u> 8.5% (equates to 383 women)		England = 8.8% CIPFA: 7.7% to 11.6%	<b>This indicator was updated in 2022/23.</b> RAG rated amber because the percentage for smoking at time of delivery in North Yorkshire is not significantly different compared with England. Smoking status at time of delivery continues to fall. Among 16 similar areas, North Yorkshire is ranked joint 4 <sup>th</sup> lowest. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH24 Successful quitters at 4 weeks (smokers)	1,217 per 100,000 smokers aged 16+ (2019/20)		England = 1,808 per 100,000 CIPFA: 166 to 3143	<b>This indicator was updated in 2022/23.</b> RAG rated red because the rate of smokers successfully quitting at 4 weeks in North Yorkshire is significantly lower than England. It is 10 <sup>th</sup> of 16 similar areas. The rates have been significantly lower compared to England from 2013/14 to 2019/20. The quit rate was lower in 2019/20 compared with the previous year. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH25 Successful completions of treatment for opiate use	6.8% (2022)		England = 5.0% CIPFA: 3.0% to 9.7%	<b>This indicator was updated in Q4 2022/23.</b> <b>RAG rated green because the percentage of successful completion of treatment for opiate use in North Yorkshire is significantly higher than England.</b> Amongst 16 similar areas, North Yorkshire is 4 <sup>th</sup> highest. The completion rate has increased from the previous year, with the long-term trend being broadly unchanged. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH26 Successful completions of treatment for non-opiate use	27.3% (2022)		England = 31.4% CIPFA: 24.6% to 42.5%	<b>This indicator was updated in Q4 2022/23.</b> <b>RAG rated red because the successful completion of treatment for non-opiate use is significantly lower than England.</b> Amongst 16 similar areas, North Yorkshire is the 4 <sup>th</sup> lowest. The completion rate has decreased from the previous year, with a static long-term trend. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH27 Successful completions of alcohol treatment	30.9% (2022)		England = 35.1% CIPFA: 26.1% to 54.8%	<b>This indicator was updated in Q4 2022/23.</b> <b>RAG rated red because the successful completion of treatment for alcohol use is significantly lower than England.</b> Amongst 16 similar areas, North Yorkshire is the 3 <sup>rd</sup> highest. The completion rate has decreased from the previous year. Data as currently shown on Public Health Profiles – Fingertips	N/A	

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH28 Proportion of dependent drinkers not in treatment	75.5% (2020/21)		England = 81.9% CIPFA: 75.5% to 90.1%	<b>This indicator was updated in 2022/23.</b> <b>RAG rated green because the estimated proportion of dependent drinkers who are not in treatment is significantly lower in North Yorkshire compared with England.</b> North Yorkshire has the lowest proportion compared with 16 similar areas. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	
PH29 New STI diagnoses (excluding chlamydia aged <25)	218 per 100,000 (2022)		England = 496 per 100,000 CIPFA: Data unavailable	<b>This indicator was updated in Q1 2023/24.</b> <b>RAG rated green because North Yorkshire has a significantly lower STI diagnosis rate compared with England.</b> The rate has increased from 161 per 100,000 in 2021. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	
PH30 Excess winter deaths index	21.4% (Aug 2020 – Jul 2021)		England = 36.2% CIPFA: 15.7% to 59.5%	<b>This indicator was updated in Q1 2023/24.</b> <b>RAG rated green because in North Yorkshire is significantly better compared with England</b> There were 21.4% more deaths in winter months compared with other times of year in North Yorkshire. North Yorkshire was the 3 <sup>rd</sup> lowest among 16 similar areas. The index was higher in winter 2020/21 compared with the previous year, but this is a volatile indicator, dependent on many factors such as weather and flu viruses. <b>Data as currently shown on Public Health Profiles – Fingertips</b>	N/A	
CD33 Number of visits to leisure centres Results based on KPI: 'No. of people participating in an activity'	Q3 – 410,835 Q2 23/24 - 389,985 (revised) Q1 23/24 – 400,262 (revised)		n/a	Following the appointments to heads of service across the Culture, Leisure and Libraries function a concerted effort has been made to review and update the KPIs to ensure accurate and meaningful data can be extracted from the various different providers and services. Consequently work in regard to the number of visits to leisure centres has progressed and more validated data is now available across Qs1 and 2. Results based on the indicator used by the service: 'No of people participating in an activity'. Whilst results would typically be expected to decline in December it is noted that the reopening of Knaresborough and Harrogate Wellness hubs has offset the expected decrease meaning the number of visits has increased. This is likely to help with baselining performance moving forward. This indicator is not RAG rated because there are no meaningful public benchmarks. The service is looking to adopt DataHub as a benchmarking tool, which will move away from attendance towards social value, financial performance and health outcomes. It will also give the ability for individual sites to benchmark against similar sites and operating models.		N/A

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:											
					Quarter	Year										
<p>CD33a Number of people participating in public/casual swimming sessions</p> <p>CD33b Number of people attending swimming lessons</p>	<p>Q3 23/24 134,042</p> <p>Q2 23/24 158,832</p> <p>Q1 23/24 139,097</p> <p>Q3: 23/24 9,729</p> <p>Q2 23/24 8,870</p> <p>Q1 23/24 8,793</p>			<p>This figure shows the number of people participating in swimming at all council owned pools and includes figures from all operators.</p> <p>There has been a reduction in the number of swimming sessions; however this is most likely driven by the acknowledged seasonal variance caused by the Christmas period which reduces participation.</p> <p>By contrast despite the number of casual swims reducing the number of people attending swimming lessons has grown with an increase of 859 participants.</p> <p>The service is exploring the use of national benchmarking information and this will be reflected in future reports.</p>	N/A	N/A										
<p>CD34 Number of memberships at combined leisure centres</p>	<p>Q3 25,068</p> <p>Q2 23/24 – 22,698 (revised)</p> <p>Q1 23/24 – 21,056 (revised)</p>		n/a	<p>The number of memberships at leisure centres for health &amp; fitness (includes well being membership and swim only membership where these are available and sold separately). Is also now validated and provides an accurate picture from across the county. This is also showing positive growth and this is largely attributed to the re-opening of the new Harrogate Wellness &amp; Leisure Centre.</p> <p>It is also noted that the growth in the number of memberships is being maintained and is now approaching the levels recorded pre-covid; emphasising a positive recovery within the sector.</p> <p>This indicator is not RAG rated as above.</p>		N/A										
<p>ED16 Number of cremations held (per quarter)</p>	<p>1099</p> <p>Q3 2023/24 1009</p> <p>Q2 2023/24 1153</p> <p>Q1 2023/24</p>			<p>In Q3 2023/24 there were 1099 cremations held.</p> <div data-bbox="730 1395 1279 1760"> <table border="1"> <caption>Cremations held</caption> <thead> <tr> <th>Quarter</th> <th>Number of Cremations</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>1,153</td> </tr> <tr> <td>Q2</td> <td>1,009</td> </tr> <tr> <td>Q3</td> <td>1,099</td> </tr> <tr> <td>Q4</td> <td>-</td> </tr> </tbody> </table> </div>	Quarter	Number of Cremations	Q1	1,153	Q2	1,009	Q3	1,099	Q4	-	N/A	N/A
Quarter	Number of Cremations															
Q1	1,153															
Q2	1,009															
Q3	1,099															
Q4	-															






Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
HAS1 Admissions to residential and nursing care homes, per 100,000 population for people aged 18-64	22.6 Q3 2023/24 24.7 Q2 2023/24		Nat: 14.6 YHR: 16.8 (2022/23 full year) 19.2 Q3 2022/23	This indicator is updated quarterly.  Ranked as RAG red in Q3 as admissions show an improvement between quarters but remain above 2022/23 levels, and well above the most recently published comparator averages.		
HAS2 Admissions to residential and nursing care homes, per 100,000 population for people aged 65+	701 Q3 2023/24 721 Q2 2023/24		Nat: 560.8 YHR: 643.7 (2022/23 full year)  737 Q3 2022/23	This indicator is updated quarterly.  Performance is ranked as RAG amber in Q3 as local performance remained well above comparator averages despite showing improvement between quarters and year on year, and remained above the reduction target (642).		
HAS3 % of hospital discharges to adult social care managed on pathways 0 or 1, i.e. home first	66.3% Q3 2023/24 65.7% Q2 2023/24		Bench-marking n/a  61.3% Q3 2022/23	This indicator is updated quarterly.  Ranked as RAG amber in Q3 as overall performance shows improvement between quarters and year on year, but remained below the target level of 67%.  Performance for 2/5 localities exceeded 70% in Q2.		
HAS4 People waiting for an initial assessment as a % of current service users	4.0% Q3 2023/24 4.6% Q2 2023/24		n/a  5.4% Q2 2022/23	This indicator is updated quarterly.  Ranked as RAG green in Q3 as performance improved between quarters and remained at the target level of 4%.  Baseline performance in Q2 2022/23 was above 5.4%		
HAS5 % of reablement clients not receiving a subsequent package of social care support within 91 days	70.9% Q3 2023/24 72.0% Q2 2023/24		Bench-marking n/a  69.0% Q3 2022/23	This indicator is updated quarterly.  Ranked as RAG amber in Q3 as performance showed sustained improvement year on year, but showed a reduction between quarters and. Performance has moved closer to, but remains below the 75% target		
HAS6 Reablement packages delivered per 10,000 of adult population (Cumulative over the year)	10.6 Q3 2023/24 8.5 Q2 2023/24		Bench-marking n/a  7.3 Q3 2022/23	This indicator is updated quarterly.  Ranked as RAG amber in Q3 as performance showed significant improvement between quarters and year on year.  Despite these improvements, performance remained below the challenging target (12.0) after activity levels reduced around the end of year bank holiday periods.		
HAS7 Clients receiving long term support for 12+ months who have received an annual review the last 12 months	58.8% Q3 2023/24 58.7% Q2 2023/24		Nat: 57% YHR: 52% (2022/23 full year)  57.4% Q3 2022/23	This indicator is updated quarterly.  Ranked as RAG amber in Q3 as performance improved between quarters and year on year. Local performance remains better than the most recent comparator averages.  Despite the small improvement between quarters, performance remains below target (60%)		















Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
HAS8 % of people receiving long term support who are in a community-based setting	68.2% Q3 2023/24 67.8% Q2 2023/24		Bench-marking n/a 67.6% Q3 2022/23	This indicator is updated quarterly. Ranked as RAG green as performance in Q3 shows improvement between quarters and year on year and was above target (68%). This is an overarching KPI for the directorate's improvement work in 2023/24		
HAS9 Direct payments per 100,000 of population	160.7 Q3 2023/24 157.3 Q2 2023/24		Bench-marking n/a 147.9 Q3 2022/23	This indicator is updated quarterly. Ranked as RAG amber as performance in Q3 shows improvement both between quarters and years and exceeded the target (160) North Yorkshire consistently compares poorly with other local authorities in national data sets.		
HAS10 Average weekly cost for new admissions to residential and nursing beds for older people (65+)	£1078 Q3 2023/24 £1076 Q2 2023/24		Bench-marking n/a £1015 Q3 2022/23	This indicator is updated quarterly. Ranked as RAG red in Q3 as the average cost remains above the approved provider rates.		
HAS11 Average community-based personal budget (PB) weekly cost 65+	£432 Q3 2023/24 £418 Q2 2023/24		Bench-marking n/a £395 Q3 2022/23	This indicator is updated quarterly. Ranked as RAG amber in Q3 as the increase in the average cost was less than 5% above the target cost rise for 2023/24 (£420). Growing local domiciliary care markets and ensuring their sustainability are key elements the directorate's Home First improvement priority.		
HAS12 % of CQC care home ratings- 'Good' or better	84.1% Q3 2023/24 84.7% Q2 2023/24		Bench-marking Q3 Nat: 81.6% YHR: 78.9% 80.9% Q3 2022/23	This indicator is updated quarterly. Ranked as RAG green in Q3 as performance shows sustained, significant improvement year on year and remains well above the comparator averages. The main report includes a summary of quality work undertaken with care providers during Q1.		
HAS13 Number of living well referrals	939 Q3 2023/24 999 Q2 2023/24		Quarterly target: 725 898 Q3 2022/23	This indicator is updated quarterly. Ranked as RAG green in Q3 as performance exceeded the target and shows a positive direction of travel year on year.		




## People



- People are free from harm and feel safe and protected
- People can achieve their full potential through lifelong education and learning
- People are better supported, by strengthening families or other appropriate networks
- In times of hardship, support is provided to those that need it most



Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS1 The % of children achieving a good level of development at Early Years Foundation Stage Profile	2022/23 70.3%		England 2022/23 67.2%	<p>This is a key indicator in relation to school readiness. The percentage of children reaching a Good Level of Development in the Early Years Foundation Stage Profile is significantly better compared to England. This is the second publication since the 2021 to 2022 EYFS reforms were introduced in September 2021. As part of those reforms, the EYFS profile was significantly revised.</p> <p><b>The percentage of children receiving a good level of development in North Yorkshire increased by 2% on the previous year.</b></p> <p><b>This data has been taken from Nexus and may change when the official DFE data is released.</b></p> <p><b>Data as at Q3 23/24</b></p>	N/A	
CYPS2 School Readiness: the % of children with free school meal status achieving a good level of development at the end of reception	2022/23 51.4%		England 2022/23 51.6%	<p>The percentage of children with free school meal status achieving a good Level of development at the end of reception is similar compared to England. This is the second publication since the 2021 to 2022 EYFS reforms were introduced in September 2021. As part of those reforms, the EYFS profile was significantly revised.</p> <p><b>The percentage of FSM eligible children receiving a good level of development in North Yorkshire increased by 4.8% on the previous year.</b></p> <p><b>This data has been taken from Nexus and may change when the official DFE data is released.</b></p> <p><b>Data is as of Q3 23/24</b></p>	N/A	
CYPS3 The % of pupils achieving the expected level or above in reading, writing and maths combined Key Stage 1	2022/23 Reading 67% Writing 59% Maths 69%		<u>England 2022/23</u> Reading 68% Writing 60% Maths 70%	<p>The percentage of children achieving the expected standard or above in Writing and Maths improved on the previous year by 1%, However when compared to national the performance in all three subjects was slightly lower.</p> <p><b>This data has been taken from the latest DFE SFR.</b></p> <p><b>Data is as of Q3 23/24</b></p>	N/A	

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS4 The % of pupils achieving the expected level or above in reading, writing and maths combined Key Stage 2	<u>2022/23</u> 56%		<u>England 2022/23</u> 60%	The percentage of children achieving the expected level in Reading, Writing and Maths has reduced by 1% and the gap between North Yorkshire and National has widened to 4%.  <b>This data has been taken from the latest DFE SFR.</b> <b>Data is as of Q3 23/24</b>	N/A	
CYPS5 Average Attainment 8 score at Key Stage 4	<u>2022/23</u> 46.7		<u>2022/23 national</u> 46.4	The Attainment 8 average score at Key Stage 4 is above the national average but has 3.6 since 2021/22. This reduction is also seen at a national level and will be mostly due to this year's grade boundaries being tighter after grade inflation following Covid.  <b>Data is as of Q3 23/24</b>	N/A	
CYPS6 Progress 8 score at Key Stage 4	<u>2022/23</u> 0.04 0.00		<u>2022/23 national</u> -0.03	The progress 8 score at Key Stage 4 is above the national average but has reduced by 0.04 since 2021/22. <b>Data Refresh as of Q3 23/24</b>	N/A	
CYPS7 Overall absence rate as % of total possible sessions (primary/secondary)	<b>Provisional data:</b> Primary: 5.3%  Secondary: 9.1%			In North Yorkshire, to the end of 2022/23 academic year, the overall absence rate in <b>primary schools was 5.3%</b> (national: 5.9%), compared to 3.9% (national: 4.0%) in the full 2018/19 academic year.  <b>In North Yorkshire secondary schools to the end of the 2022/23 academic year, absence rate has been 9.1%</b> (national: 9.0%) compared to 5.6% (national: 5.5%) in the full 2018/19 academic year.  DfE yet to publish validated figures for full 2022/23 academic year. <b>Updated Q3 2023/24 (provisional)</b>	N/A	
CYPS8 % of young people with a qualification by age 19 (Level 2 / Level 3)	<u>2021/22</u> Level 2: 84.8% Level 3: 56.9%		<u>2021/22 National</u> Level 2: 82.9% Level 3: 62.9%	North Yorkshire remains above the national average for Level 2 but is below the national average for Level 3.  <b>This data has been taken from the latest DFE SFR April 23.</b> <b>Data is as of Q3 23/24</b>	N/A	L2  L3 









Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
<p>CYPS9</p> <p>The % of young people who are not in education, employment, or training (NEET) in academic year 12 and year 13</p>	<p><u>2021/22</u></p> <p>Q2 109 (0.9%)</p> <p>Q3 199 (1.7%)</p> <p>Q4 199 (1.7%)</p> <p><u>2022/23</u></p> <p>Q1 185 (1.6%)</p> <p>Q2 120 (1%)</p> <p>Q3 179 (1.5%)</p> <p>Q4 251 (2.5%)</p> <p><u>2023/24</u></p> <p>Q1 234 (2%)</p> <p>Q2 No Number available as there was an issue with the software (0.7%)</p> <p>Q3 194 (1.7%)</p>		<p>National NEET 3.2% (June 2023)</p> <p>Y&amp;H NEET 3.8% (June 2023)</p> <p>National Situation Not Known 1.8% (June 2023)</p> <p>Y&amp;H Situation Not Known 1.8% (June 2023)</p> <p>NYCC Situation Not Known 1.5% (June 2023)</p> <p><u>2021/22</u></p> <p>Q2 109 (0.9%)</p> <p>Q3 199 (1.7%)</p> <p>Q4 199 (1.7%)</p> <p><u>2022/23</u></p> <p>Q1 185 (1.6%)</p> <p>Q2 120 (1%)</p> <p>Q3 179 (1.52%)</p> <p>Q4 251 (2.1%)</p> <p><u>2023/24</u></p> <p>Q1 234 (2%)</p>	<p>The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13 in North Yorkshire is still below the national and regional figures.</p> <p>The NEET figure is up by 15 compared to the same period in 2022 (by 0.2%).</p> <p>The percentage of Unknown young people is currently at 3.3% and is (1.5%) this is above both the National figure and the Regional figure</p>		
<p>CYPS10</p> <p>The % of care leavers aged 19, 20 and 21 that are in education, employment, or training</p>	<p><u>2021/22</u></p> <p>Q1 63.3%</p> <p>Q2 69.7%</p> <p>Q3 63.0%</p> <p>Q4 61.4%</p> <p><u>2022/23</u></p> <p>Q1 68.1%</p> <p>Q2 66.4%</p> <p>Q3 66.9%</p> <p>Q4 67.2%</p> <p><u>2023/24</u></p> <p>Q1 67.5%</p> <p>Q2 64.6%</p> <p>Q3 64.1%</p>		<p><u>2018/19</u></p> <p>Q1 63.9%</p> <p>Q2 66.5%</p> <p>Q3 71.5%</p> <p>Q4 68.3%</p> <p><u>2019/20</u></p> <p>Q1 72.0%</p> <p>Q2 71%</p> <p>Q3 66%</p> <p>Q4 63.4%</p> <p><u>2020/21</u></p> <p>Q1 55.5%</p> <p>Q2 57.6%</p> <p>Q3 61.6%</p> <p>Q4 65.4%</p>	<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 is paying dividends, however, there has been a marginal drop to 64.1% of Care Leavers in EET at the end of Q3.</p>		
<p>CYPS11</p> <p>The % of pupils who attend a good or outstanding school (primary/secondary)</p>	<p><u>2022/23</u></p> <p>83.2%</p> <p>84.9%</p>		<p><u>National 2022/23</u></p> <p>87.9%</p> <p>89.5%</p>	<p>The percentage of pupil who attend a good or outstanding school in North Yorkshire has increased by 1.7% whereas nationally the figure has improved by 0.6%.</p> <p>The percentage gap has reduced by 0.1% to 4.6%</p> <p><b>This data has been taken from the latest Ofsted MI data Jan 24.</b></p> <p><b>Data is as of Q3 23/24</b></p>		

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS12 The % of Education Health and Care Plans (EHCP) issued within 20 weeks	<u>2022/23</u> Q1 22.6% Q2 50.4% Q3 43.0% Q4 55.7% <u>2023/24</u> Q1 59.5% Q2 33.8% Q3 10.4%		<u>National</u> 57.9% (2022 Calendar Year) 50% (Q3 2022/23 – 110 of 152 LAs) 50% (Q4 2022/23 – 102 of 152 LAs) 54% (Q1 2022/23 – 110 of 152 LAs) 50% (Q1 2022/23 – 103 of 152 LAs)	Over 2023 we have seen timeliness of EHC plans improve with 45% issued within 20 weeks. This is significantly better than timeliness in 2022 (33%) but still much worse than pre-pandemic (90% in 20 weeks). There has been a decrease in overall new EHC plans being issued within 20 weeks in the last quarter, reducing to 10.4% (12 of 115 plans) compared to 34.8% (53 or 157 plans) in the previous quarter.  Much of the delay in issuing plans can be ascribed to difficulties in gathering required information and evidence from specialists. In particular, the national problem of an acute shortage of Educational Psychologists is impacting our ability to issue EHC in a more timely manner. We are addressing this challenge by contracting agencies to address a backlog in receiving advice from Educational Psychologist services.  <b>Updated Q3 2023/24</b>		
CYPS13 Rate of children with an Education Health Care Plan as % of school population	<u>Jan 2023</u> <b>Primary:</b> 2.3% of school population <b>Secondary:</b> 2.5% of school population <u>Jan 2022</u> <b>Primary:</b> 1.9% of school population <b>Secondary:</b> 2.0% of school population <u>Jan 2021</u> <b>Primary:</b> 1.75% of school population <b>Secondary:</b> 1.66% of school population <u>Jan 2020</u> <b>Primary:</b> 1.62% of school population <b>Secondary:</b> 1.44% of school population		<u>National</u> Jan 2023 Primary 2.5% of school population Secondary 2.4% of school population Jan 2022 Primary 2.3% of school population Secondary 2.2% of school population Jan 2021 Primary 2.1% of school population Secondary 2.2% of school population	As of January 2023, the % of the primary school population with EHC plans was 2.3% up from the 1.9% in January 2022 when there was a gap to the January 2021 national rate of - 0.2pp (2.5%).  As of January 2023, the % of the secondary school population with EHC plans was 2.5% up from the 2.0% in January 2022. The rate of children with EHC plans in secondary schools in North Yorkshire has now increased to be higher than the national rate (+0.1pp) of 2.4%.	N/A	





Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
<p>CYPS14</p> <p>The number of children receiving SEN Support as a % of school population</p>	<p><b>Jan 2023</b></p> <p><b>Primary:</b> 13.2% of school population <b>Secondary:</b> 11.6% of school population</p> <p><b>Jan 2022</b></p> <p><b>Primary:</b> 12.8% of school population <b>Secondary:</b> 10.8% of school population</p> <p><b>Jan 2021</b></p> <p><b>Primary:</b> 12.3% of school population <b>Secondary:</b> 10.4% of school population</p> <p><b>Jan 2020</b></p> <p><b>Primary:</b> 12.4% of school population <b>Secondary:</b> 9.6% of school population</p>		<p><u>National</u></p> <p><b>Jan 2023</b></p> <p><b>Primary:</b> 13.5% of school population <b>Secondary:</b> 12.4% of school population</p> <p><b>Jan 2022</b></p> <p><b>Primary:</b> 13.0% of school population <b>Secondary:</b> 11.9% of school population</p> <p><b>Jan 2021</b></p> <p><b>Primary:</b> 12.6% of school population <b>Secondary:</b> 11.5% of school population</p>	<p>As of January 2023, the % of the primary school population recorded as receiving SEN Support was 13.2% up from the 12.8% in January 2022. The gap to the National rate is -0.3pp (13.5%).</p> <p>As of January 2023, the % of the secondary school population recorded as receiving SEN Support was 11.6% up from the 10.8% in January 2023. The gap to the National rate is -0.8pp (12.4%).</p>	N/A	
<p>CYPS15</p> <p>GCSE 9-5 pass in English and Maths (Basics) at KS4</p>	<p><u>2022/23</u></p> <p>45.7%</p>		<p><u>National</u></p> <p>45.4%</p>	<p>The percentage achieving Basics at Key Stage 4 is above the national average but has reduced since 2021/22. This reduction is also seen at a national level and will be mostly due to this year's grade boundaries being tighter after grade inflation following Covid</p> <p><b>Data as of Q3 2023/24</b></p>		






Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
<p>CYPS16</p> <p>Persistent absence as % of school population (primary/secondary)</p>	<p><b>North Yorkshire Schools:</b></p> <p><u>2018/19</u> Primary: 7.3% Secondary: 14.3%</p> <p><u>2021/22</u> Primary: 16.0% Secondary: 28.7%</p> <p><u>2022/23 (provisional)</u> Primary: 13% Secondary: 26%</p>		<p><b>National:</b></p> <p><u>2018/19</u> Primary: 8.2% Secondary: 13.7%</p> <p><u>2021/22</u> Primary: 17.7% Secondary: 27.7%</p> <p><u>2022/23 (provisional)</u> Primary: 16.3% Secondary: 26.4%</p>	<p>Rates of persistent absence into 2022/23 appear to be in line with rates witnessed in 2021/22 but again there is a significant difference to pre-pandemic rates.</p> <p>In 2018/19, 7.3% of children in North Yorkshire primary schools were persistently absent, rising to 16.0% by 2021/22, in North Yorkshire secondary schools the rise in this period was 14.3% to 28.7%.</p> <p>These increases have been very similar to what has been witnessed nationally.</p> <p>DfE yet to publish validated figures for full 2022/23 academic year.</p> <p><b>Updated Q3 2022/23</b></p>	N/A	
<p>CYPS17</p> <p>Exclusion rate as % of school population (fixed term permanent)</p>	<p><b>Academic Year Children Fixed term excluded at least once:</b></p> <p>2018/19 2040</p> <p>2019/20 1568</p> <p>2020/21 1574</p> <p>2021/22 2019</p> <p><b>2022/23</b> <b>2709</b></p> <p><b>Permanent Exclusions:</b></p> <p>2018/19 87</p> <p>2019/20 51</p> <p>2020/21 26</p> <p>2021/22 55</p> <p><b>2022/23</b> <b>96</b></p>		<p><u>2019/20</u> Children Suspended: 1.87% Suspensions: 3.76% Permanent: 0.06%</p> <p><u>2020/21</u> Children Suspended: 2.20% Suspensions: 4.25% Permanent: 0.06%</p> <p><u>2021/22</u> Children Suspended: 3.02% Suspensions: 6.91% Permanent: 0.08%</p> <p><b>North Yorkshire</b></p> <p><u>2019/20</u> Children Suspended: 1.89% Suspensions: 5.40% Permanent: 0.05%</p> <p><u>2020/21</u> Children Suspended: 1.91% Suspensions: 4.32% Permanent: 0.03%</p> <p><u>2021/22</u> Children Suspended: 2.51% Suspensions: 6.45% Permanent: 0.06%</p>	<p>There have been more permanent exclusions and more children fixed-term excluded from North Yorkshire schools, in the 2022/23 academic year compared to the same period in 2021/22.</p> <p>Total exclusions are also now higher than the period just before the Covid pandemic.</p> <p><b>Updated Q3 2022/23</b></p>	N/A	







Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS18 Adult Learning - 19+ Adult Skills funded learners - Overall Achievement Rates	<p><b>2022/23</b> Q2 80.6% (End of Academic Year 2022/23)</p> <p><b>2021/22</b> Q2 77.3% (End of academic year 310722) End Of Academic Year</p> <p><b>2020/21</b> 76.9% End Of Academic Year</p> <p><b>2019/20</b> 83.4%</p>		<p><b>2019/20</b> End of Academic Year (31/07/20) 83.0%</p> <p><b>2018/19</b> End of Academic Year (31/07/19) 84.5%</p>	<p>The Adult Learning and Skills Service current picture at Q2 2022/23 for overall qualification and achievement rate is 80.6%, +3.3% based on the end of academic year 2021/22.</p> <p>National figures have now been released for the first time since pre-covid last set dated 2018/19, this was due to qualifications being awarded teacher assessed grades. At the end of 2021/22 the national average rate for Education and Training Qualification Rate was reported at 83.6%.</p> <p>The service is marginally below the overall national rate of 83.6% (-3.0%). Data refreshed as at Q2 2023/24.</p>		
CYPS19 Proportion of Education, Health and Care Plans placed in independent/ non-maintained out of authority specialist settings (i.e. non-maintained special school and independent special school).	<p><b>2023</b> 4.3%</p> <p><b>2022</b> 4.3%</p> <p><b>2021</b> 4.6%</p> <p><b>2020</b> 4.7%</p> <p>(January)</p>		<p><b>National</b></p> <p><b>2023</b> 4.9%</p> <p><b>2022</b> 5.2%</p> <p><b>2021</b> 5.0%</p> <p><b>2020</b> 5.0%</p>	<p>There has been an increasing trend in children being placed in independent or non-maintained special schools, increasing by 97% between end January 2021 (162) and January 2023 (190).</p> <p>However, the rate overall of EHC plans placed in independent or non-maintained special schools has slowed as the total number of EHC plans has increased. 4.6% of all EHC plans (162 of 3540 EHC plans) were in this placement in January 2021 and this had dropped to 4.3% (190 of 4427 EHC plans) by 2023.</p>		
CYPS20 First time entrants to the youth justice system aged 10-17 (per 100,000 population)	<p><b>Oct22-Sep23</b> 171 per 100,000 (94 young people)</p>		<p>England = 172 per 100,000 Family Group average = 119 per 100,000</p>	<p>The 12 months ending September 2023 saw a significant increase in the rate of First Time Entrant's in North Yorkshire compared with the same period 12 months earlier, to 171 (94 young people). The data should be treated with caution due to a change in how it is calculated. Despite the increase the rate in North Yorkshire remains in the 2nd Quartile nationally.</p>		
CYPS21 The number of open early help cases (Prevention)	<p><b>2023/24</b> Q1 2,975 Q2 3,036 Q3 3,043</p>		<p><b>2022/23</b> Q1 2,535 Q2 2,592 Q3 2,620 Q4 2,933</p>	<p>The number of ongoing Early Help cases (0-19) increased marginally (n=+7) between Quarter 2 2023/24 and Quarter3 2023/24. However, the Q3 2023/24 total is 16% higher than that seen at the same period in 2022/23.</p>		

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
<p>CYPS22</p> <p>The total number of children subject to a child protection plan (rate per 10,000)</p>	<p><u>2023/24</u></p> <p>Q1 33.1 (390) Q2 32.0 (376) Q3 29.8 (351)</p>		<p><u>2019/20</u></p> <p>Q1 29.8 (349) Q2 32.6 (384) Q3 30.1 (354) Q4 27.8 (327)</p> <p><u>2020/21</u></p> <p>Q1 26.8 (315) Q2 30.8 (362) Q3 27.6 (325) Q4 29.2 (343)</p> <p><u>2021/22</u></p> <p>Q1 31.8 (373) Q2 32.1 (377) Q3 35.6 (418) Q4 37.5 (440)</p> <p><u>2022/23</u></p> <p>Q1 35.3 (415) Q2 35.0 (411) Q3 32.9 (363) Q4 31.9 (375)</p>	<p>This indicator is updated Q3 2023/24</p> <p>RAG rated green because the number of open CPP is following a decreasing trend and remains in the range of what would be considered "normal" in North Yorkshire (between 350 and 430 open CPP)</p>	=	=
<p>CYPS23</p> <p>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)</p>	<p><u>2023/24</u></p> <p>Q1 – 989 Q2 – 983 Q3 - 1049</p>		<p><u>2019/20</u></p> <p>Q1 1,069 Q2 1,094 Q3 1,118 Q4 1,118</p> <p><u>2020/21</u></p> <p>Q1 960 Q2 975 Q3 1,226 Q4 1,208</p> <p><u>2021/22</u></p> <p>Q1 1,232 Q2 1,467 Q3 1,457 Q4 1,181</p> <p><u>2022/23</u></p> <p>Q1 1,407 Q2 1,367 Q3 1,018 Q4 1,031</p>	<p>This indicator is updated Q3 2023/24</p> <p>RAG rated green because we have the number of CiN remains relatively stable despite very high numbers of new referrals and below the peak of 1,407 at the end of Q4 2022/23.</p> <p>The number of CiN is also relatively stable in comparison with Q3 last year (+31, +3% ) and within the statistically anticipated range of between 1063 and 957.</p>	=	=


Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS24 The total number of children in care	<u>2023/24</u> Q1 427 Q2 422 <b>Q3 441</b> <u>2022/23</u> Q1 406 Q2 398 Q3 417 Q4 412  <u>2021/22</u> Q1 410 Q2 403 Q3 402 Q4 405		2018/19 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 increased significantly. Regarding the children in care Unaccompanied Asylum seekers (currently 53 a decrease compared to Q2 of 3) the overall number is recorded 494 compared to 478 at the end of Q2 (+18).		
CYPS25 The percentage of referrals to children's social care that are repeat referrals	<u>2023/24</u> Q1 – 17.1% Q2 -18.5% Q3 – 20.0%		<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% <u>2021/22</u> Q1 15.7% Q2 17.0% Q3 15.4% Q4 14.1% Full Year – 15.9% <u>2022/23</u> Q1 12.4% Q2 18.9% Q3 18.3% Q4 18% Full Year –17.0%	This indicator is updated Q3 2023/24 RAG rated amber because of the deterioration in performance over 2023/24. We've seen a slow deterioration in performance throughout 2023/24, indicative of the pressures faced by vulnerable families across North Yorkshire. However, performance remains statistically significantly lower (better) than that reported nationally (21.5%)		

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS26 % of Care Leavers (aged 19, 20 or 21) that the local authority is 'in-touch' with	<u>2022/23</u> Q1 97.3% Q2 95.1% Q3 95.2% Q4 98.9% <u>2023/24</u> Q1 99.5% Q2 99.5% Q3 100%		<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% <u>2021/22</u> Q2 97.7% Q3 100% Q4 96.6%	Performance for Care Leavers in-touch with the local authority is remaining consistently strong, 100% as of Q3 2023/24 and is higher than the 95.2% reported at the same point last year. Whilst it does fluctuate from one Quarter to the next, it is stronger than the latest national figure of 95% (based on 5% not in touch).		
CYPS27 % of Care Leavers (aged 19, 20 or 21) in suitable accommodation	<u>2022/23</u> Q1 95.6% Q2 93.9% Q3 94.7% Q4 95.3% <u>2023/24</u> Q1 95.4% Q2 95.8% Q3 97.2%		<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% <u>2021/22</u> Q1 96.8% Q2 95.9% Q3 92.3% Q4 92.1%	We continue to perform strongly compared to the latest national average (88%) and the latest statistical neighbour average (92%). Q3 has seen performance improve significantly increasing to 97.2%.		
CYPS30 % of respondents who were either satisfied or very satisfied with the involvement from the Children & Families Service	<u>2021/22</u> Q2: 98% Q3: 96% Q4: 96.1% <u>2022/23</u> Q1: 94.0% Q3: 96% <u>2023/24</u> Q1: <b>97.6%</b> Q2 <b>100%</b> Awaiting a new software solution so unable to report at Q3		<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% <u>2020/21</u> Q1: 92.6% Q3: 94%	In quarter 2 there has been an increase in family feedback satisfaction score up to 100%. Looking at an annual comparison the overall feedback is +3.9%  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.		






Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
HAS 14 % of safeguarding concerns progressing to informal/ formal discussions	18.7% Q3 2023/24 18.0% Q2 2023/24		Bench-marking n/a 19.0% Q3 2022/23	This indicator is updated quarterly.  Ranked as RAG green in Q3 as performance improved between year on year, and remains consistently below the typical 20% achieved pre-pandemic.		
HAS15 DoLS				New indicator to be defined for the deprivation of liberty safeguards (DoLS) activity.  The Government announced on 5th April 2023 that the implementation of the Liberty Protection Safeguards (LPS) would be delayed "beyond the life of this Parliament."  LPS is due to replace DoLS and will bring a new performance framework but it has, and continues to be long-delayed.		
HAS16 Rate of safeguarding concerns per 100,000 population	342.6 Q3 2023/24 339.0 Q2 2023/24		Nat: 1,218 (2021/22 full year)  277.7 Q3 2022/23	This indicator is updated quarterly.  Ranked as RAG amber in Q3. Activity has settled at a new level, producing a rate of around 340 concerns per quarter.  Benchmarking data for Q3 indicates North Yorkshire sits mid-range amongst the regional authorities that shared data.  Timescales for responses to safeguarding concerns continue to show improvement.		

## Organisation





- Good quality, value for money services that are customer focused and accessible to all
- A carbon neutral council
- A well-led and managed, financially sustainable, and forward-thinking council
- A diverse and inclusive council, where employees are supported and valued

Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
RE1 % Council Tax collected	Q3 89.51%		Q3 2022/23 across North Yorkshire - 87.09%	The council tax collection rate for <b>Q3 2023/24</b> stands at 89.51%. Performance is ahead of the Q3 target of 87.02% and an improvement on the collection rate figure of 87.09% for Q3 2022/23.	N/A	
RE2 % Council Housing rent and arrears collected	Q3 96.35%		N/A	The Council housing rent and arrears collection rate for Q3 2023/24 stands at 96.35%, which is in line with established trends. We are starting to get a better grip on the cycles of payments and are now linking in with Housemark to undertake ongoing monthly benchmarking around arrears recovery to better understand the authority's performance.	N/A	N/A

Primary indicators	Latest data/ figures	RAG status	Bench- marking data	Comments	Improvement since last:	
					Quarter	Year
RE3 % Non-domestic rate collected	Q3 85.71%		Q3 2022/23 across North Yorkshire – 84.28%	The NDR collection rate for Q3 2023/24 stands at 85.71%. Performance is ahead of the Q3 target of 84.37% and an improvement on the collection rate figure of 84.28% for Q3 2022/23.	N/A	
RE4 Time to process new Council Tax Support claims (days)	Q3 18.31 Days		N/A	Overall performance across North Yorkshire is 18.31 days, an improvement of 0.21 days compared to the Q2 figure of 18.52 days, showing consistency within service performance.		N/A
RE5 Time to process new Housing Benefit claims (days)	Q3 19.40 Days		The DWP-reported figure for all England for the same period last year was 20 days.	Overall performance across North Yorkshire is 19.40 days, compared with the Q2 figure of 19.25 days. The slight decline of 0.15 days accounts for the increase in complex cases for some former areas. The service is working at an improved rate when compared to the latest (Q1 2023/24) average processing time national figures from the Department for Work and Pensions, which is 22 days.		N/A
RE6 Time to process Council Tax Support changes in circumstances (days)	Q3 4.79 days		N/A	The average time to process change of circumstances has remained consistent, from 4.76 days in Q2 to 4.79 days in Q3, a variation of 0.03 days.		N/A
RE7 Time to process Housing Benefit changes in circumstances (days)	Q3 4.06 days		The DWP-reported figure for all England for the same period last year was 8 days	Overall performance across North Yorkshire is 4.06 days. This is an improvement of 1.40 days compared to Q2 (5.46 days) This improvement has occurred even with a 0.9% increase in the number of change of circumstances. The service is working at an improved rate when compared to the latest (Q1 2023/24) average processing time national figures from the Department for Work and Pensions, which is 8 days		N/A
RE8 Number of council tax support claims				<b>Data not currently available for this indicator.</b>		
RE10 % of telephone calls answered in 4 minutes^	Q2 83% Q3 86%		N/A	This indicator relates to calls dealt with by Customer Services only. October - 83% November - 87% December - 87% Performance for Q3 was 86% which is an improvement compared to the previous quarter (Q2-83%). In Q3 there was a drop in demand from the seasonal increase experienced in Q2.		N/A
RE14 Procurement: % of total council spend with local suppliers	Q1 23/24 51% Q2 23/24 50% Q3 23/24 49%			Q3 Actual 49% against a target of 50% A slight reduction of 1% on Q2 Rag rating remains Green		N/A



Primary indicators	Latest data/ figures	RAG status	Bench- marking data	Comments	Improvement since last:	
					Quarter	Year
RE15 Procurement: % of total council spend with SME suppliers	Q1 23/24 41% Q2 23/24 43% Q3 23/24 45%			Q3 Actual 45% against a target of 50% Rag rated Amber Due to the migration of data from the ex-borough and districts there is a large number of suppliers that require categorising by local, SME and VCSE		N/A
RE16 Procurement: % of total council spend with the voluntary and community sector	Q1 23/24 3% Q2 23/24 3% Q2 23/24 3%			New figures for NYC Actual 3% against a target of 3% Rag rated Green as matching target		N/A
RE17 % of customers rated the procurement service they received 'fully meets expectation' or above	Q1 23/24 100% Q2 23/24 100% Q3 23/24 100%			Overall, the Procurement & Contract Management Team service is meeting the customer satisfaction ratings based on surveys with internal stakeholders. Currently, the number of survey's being completed is quite low and therefore opportunities to improve feedback will be investigated Rag rated Green as matching target		N/A
HR1 Number of days lost to staff absence (sickness absence) per FTE	Q3 3.98 days lost per FTE (NYC only-excluding schools). Q3 3.43 days lost per FTE (full workforce). Q2 2.65 days lost per FTE (NYC only – excluding schools). Q2 2.13 days lost per FTE (full workforce) Q1 3.05 days lost per FTE (NYC only – excluding schools). Q1 2.77 days lost per FTE (full workforce)		10.0 days lost annually per FTE all English authorities 11.7 days lost annually per FTE county and single tier councils LGA workforce survey equivalent full year based on Q3 22/23 report.	Excluding schools, the Q3 figure is an increased figure on Q2 23/24 (2.65) and on Q3 22/23 (2.80). The Q3 full workforce figure (including schools) is up on last quarter (2.13), and on Q3 22/23 (2.31). Rag rated red because the rolling full year sickness absence is 12.07 days per FTE, a significant increase on the previous rolling figure of 10.89 days per FTE, and on the 22-23 full year figure of 9.31 days. The current and projected sickness absence rates are the highest since records began in 2010, but as reported last quarter, this is in line with a national trend reported by both ONS and HR studies. The Council's HR Shared Service Team offer proactive interventions including targeted training and support for managers of teams with high sickness absence.		










Primary indicators	Latest data/ figures	RAG status	Bench- marking data	Comments	Improvement since last:	
					Quarter	Year
HR2 Staff turnover rate	<p>Q3 leavers- NYC staff only (excluding schools) 254 (2.52%).</p> <p>Q2 Leavers – NYC staff only (excluding schools) 281 (2.79).</p> <p>Q1 Leavers – NYC staff only (excluding schools) 301 (2.99%).</p>		<p>15.1% annually for all English authorities</p> <p>14.6% annually for county and single tier councils</p> <p>LGA workforce survey equivalent full year based on Q3 22/23 report</p>	<p>The turnover figures for NYC are significantly lower than they have been at NYCC since Covid 2020. Numbers of leavers can be misleading as they are leaving from a larger organisation (10,000 employees rather than 7,000) so it is the % figure which is more relevant.</p> <p>Rag rated as green as the rolling full year turnover figure is 12.48%, a small decrease from the previous rolling full year figure of 12.69% and is within the 'normal' 10-13% range. This is also below the annual average for all English authorities.</p> <p>This healthy and relatively low turnover rate is particularly remarkable considering the significant changes with ongoing restructures as a result of LGR.</p> <p>The labour market remains very competitive nationally and locally, with typically just 4 applicants per vacancy down from 6 last quarter.</p>		
HR3 Spend on agency staff	<p>Q3- £1,182,624 (excluding schools)</p> <p>Q2 - £1,727,034 (excluding schools)</p> <p>Q1 23/24 £1,725,903 (excluding schools)</p>		<p>Typical annual spend for comparable regional authorities is between £9m and £17m and rising.</p>	<p>Total spend (excluding schools) has decreased by £609,121 this quarter on Q2 23/24 (£1,791,745). It is also a decrease on Q3 22/23 (£1,406,027) which reflected spend for NYCC only. Total agency spend in 2023-24 is predicted to be around £6m.</p> <p>Some agency arrangements are continuing until restructures are fully implemented, when it is expected that gaps will be filled. Agency spend is monitored and proactive interventions from specialist teams in the council to help support managers to plan the workforce and reduce agency spend.</p> <p>Rag rated green because the total spend has decreased this quarter, compared to Q2 23/24.</p>		
HR4 Spend against apprenticeship levy	<p><b>Q3 2023/24 Levy spend</b></p> <p>Core Council- <b>£195,435.74</b></p> <p>Community &amp; VC Schools- £35,539.89</p> <p><b>Q2 2023/24 Levy Spend</b></p> <p>Core Council – <b>£204,602.00</b></p> <p>Community &amp; VC Schools - £40,109</p> <p><b>Q1 2023/24 Levy Spend</b></p> <p>Core Council – <b>£199,008</b></p> <p>Community &amp; VC Schools - £55,580</p>		<p><b>Levy in</b></p> <p>Q2 Levy In £597,941</p> <p>Q1 Levy In £543,773</p>	<b>Not RAG rated</b>		

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:																			
					Quarter	Year																		
HR5 Transferred Levy Funds	<b>Q3</b> <b>Transferred Levy Funds</b> Total £52,779.41 <b>Q2</b> <b>Transferred Levy Funds</b> Total £53.983 <b>Q1</b> <b>Transferred Levy Funds</b> Total £81,119			Not Rag Rated																				
HR6 Grey fleet mileage claimed per quarter	<b>Q3</b> 2,033,377 miles £889,106 3527 employees  <b>Q2</b> 1,739,501 miles £750,353  3211 Employees <b>Q1.</b> 1,737,013 miles £747,930 3106 Employees		No bench-marking other than our own trend data available	Mileage has increased significantly in Q3 with projected full year spend of £3.2m compared to NYCC 2022-23 £2.5m. There are an extra 700-800 employees claiming mileage in the larger council and former district and borough employees are likely to be travelling across the county rather than just the district area.																				
HR7 Corporate resources - printing	Note: This data is for the former NYCC only. Q3. Number of sheets printed 2,617,826 and cost of printing £21,380		No bench-marking other than our own trend data available	<table border="1"> <tbody> <tr> <td>Q2 22/23</td> <td>£15,864</td> <td>2,108,030</td> </tr> <tr> <td>Q3 22/23</td> <td>£16,103</td> <td>2,023,505</td> </tr> <tr> <td>Q4 22/23</td> <td>£16,006</td> <td>1,968,592</td> </tr> <tr> <td>Q1 23/24</td> <td>£17,602</td> <td>2,313,752</td> </tr> <tr> <td>Q2 23/24</td> <td>£22,137</td> <td>2,871,493</td> </tr> <tr> <td>Q3 23/24</td> <td>£21,380</td> <td>2,617,826</td> </tr> </tbody> </table> This data is for the former NYCC only. Former ex districts are on different contracts with different suppliers and at this time a full data set for NYC is not available. Work will begin on collation of the data for future reporting.	Q2 22/23	£15,864	2,108,030	Q3 22/23	£16,103	2,023,505	Q4 22/23	£16,006	1,968,592	Q1 23/24	£17,602	2,313,752	Q2 23/24	£22,137	2,871,493	Q3 23/24	£21,380	2,617,826		
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HR8 Workforce demographics (reflect those of the population of North Yorkshire)	Workforce data for Quarter 2 and 3 2023/24 is provided  Information was not collected for Q1		Q3 2022/23 (NYCC), and Q2 2023/24 (NYC) is included for comparison purposes.	<p><b>New RAG not rated</b></p> <p>Equality data tends not to change significantly between each quarter but there is a 1.2% increase in employees declaring their ethnicity, with an increase this quarter in those declaring themselves to be minority ethnic from 3.2% to 3.4%. There remains a problem with reporting accurate disability information. There is a small 0.1% reduction in those aged over 55 and under 25 years. The number of women in the top 5% of earners has increased by 0.4% from 62.2% to 62.6%.</p> <table border="1"> <thead> <tr> <th></th> <th>Q3 22/23</th> <th>Q2 23/24</th> <th>Q3 23/24</th> </tr> </thead> <tbody> <tr> <td>% Male</td> <td>23.5%</td> <td>31.2%</td> <td>31.3%</td> </tr> <tr> <td>% Female</td> <td>76.5%</td> <td>68.8%</td> <td>68.7%</td> </tr> <tr> <td>% of staff who have declared their ethnicity</td> <td>75.8%</td> <td>60.4%</td> <td>61.6%</td> </tr> <tr> <td>• Of the above, % who are minority ethnic</td> <td>2.9%</td> <td>3.2%</td> <td>3.4%</td> </tr> <tr> <td>• Of the above, % who are white</td> <td>97.1%</td> <td>96.8%</td> <td>96.6%</td> </tr> <tr> <td>% of staff who have declared disability/no disability</td> <td>49.2%</td> <td>33.1%</td> <td>32.4%</td> </tr> <tr> <td>• Of the above, % who have a disability</td> <td>3.8%</td> <td>3.6%</td> <td>3.6%</td> </tr> <tr> <td>• Of the above, % who have no disability</td> <td>96.2%</td> <td>96.4%</td> <td>96.4%</td> </tr> <tr> <td>Average Age of workforce</td> <td>47.48</td> <td>47.37</td> <td>47.67</td> </tr> <tr> <td>% over 55 years of age</td> <td>30.3%</td> <td>30.8%</td> <td>30.7%</td> </tr> <tr> <td>% under 25 years of age</td> <td>4.6%</td> <td>4.8%</td> <td>4.7%</td> </tr> </tbody> </table> <p>Top 5% of earners (excluding schools)</p> <table border="1"> <thead> <tr> <th></th> <th>50.5</th> <th>50.0</th> <th>50.0</th> </tr> </thead> <tbody> <tr> <td>Average age</td> <td>50.5</td> <td>50.0</td> <td>50.0</td> </tr> <tr> <td>% Male</td> <td>34.5%</td> <td>37.8%</td> <td>37.4%</td> </tr> <tr> <td>% Female</td> <td>65.5%</td> <td>62.2%</td> <td>62.6%</td> </tr> <tr> <td>% who have declared their ethnicity</td> <td>80.0%</td> <td>69.2%</td> <td>70.1%</td> </tr> <tr> <td>• Of the above, % who are minority ethnic</td> <td>1.0%</td> <td>0.8%</td> <td>0.8%</td> </tr> <tr> <td>• Of the above, % who are white</td> <td>99.0%</td> <td>99.2%</td> <td>99.2%</td> </tr> <tr> <td>% of staff who have declared disability/no disability</td> <td>61.3%</td> <td>47.6%</td> <td>46.5%</td> </tr> <tr> <td>• Of the above, % who have a disability</td> <td>2.1%</td> <td>2.0%</td> <td>2.0%</td> </tr> <tr> <td>• Of the above, % who have no disability</td> <td>97.9%</td> <td>98.0%</td> <td>98.0%</td> </tr> </tbody> </table>		Q3 22/23	Q2 23/24	Q3 23/24	% Male	23.5%	31.2%	31.3%	% Female	76.5%	68.8%	68.7%	% of staff who have declared their ethnicity	75.8%	60.4%	61.6%	• Of the above, % who are minority ethnic	2.9%	3.2%	3.4%	• Of the above, % who are white	97.1%	96.8%	96.6%	% of staff who have declared disability/no disability	49.2%	33.1%	32.4%	• Of the above, % who have a disability	3.8%	3.6%	3.6%	• Of the above, % who have no disability	96.2%	96.4%	96.4%	Average Age of workforce	47.48	47.37	47.67	% over 55 years of age	30.3%	30.8%	30.7%	% under 25 years of age	4.6%	4.8%	4.7%		50.5	50.0	50.0	Average age	50.5	50.0	50.0	% Male	34.5%	37.8%	37.4%	% Female	65.5%	62.2%	62.6%	% who have declared their ethnicity	80.0%	69.2%	70.1%	• Of the above, % who are minority ethnic	1.0%	0.8%	0.8%	• Of the above, % who are white	99.0%	99.2%	99.2%	% of staff who have declared disability/no disability	61.3%	47.6%	46.5%	• Of the above, % who have a disability	2.1%	2.0%	2.0%	• Of the above, % who have no disability	97.9%	98.0%	98.0%		
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Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:																										
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HR9 Gender pay gap (NYC)	<b>March 2022 (reported in March 2023)</b> Mean gender pay gap 9.8%(11.6%) Median gender pay gap 11.7% (16.3%)			<p><b>New RAG not rated</b></p> <p><b>Proportion of men and women in each quartile of the pay structure</b></p> <p>The high-level figures show a positive trend: the mean GPG is down from 11.6% to 9.8% and the median is down from 16.3% to 11.7%. The proportion of women in the upper quartile (which covers Grade K and above) has dropped slightly from 68.2% to 67.6%, to the level it was in the previous year. But the % of women in the lowest quartile has dropped significantly from 79% to 73.6%, representing a significant drop in the proportion of women in the lowest paid roles.</p> <p>It is difficult to compare like with like since 2019 with a combination of factors impacting on the figures which have little relevance for measuring progress in gender pay equality. There has been Covid and high numbers of furloughed employees, additional care resources to deal with Covid, labour market turmoil, high turnover in lower paid roles, facilities contracts won and lost, and bottom loaded pay awards. There has been no steady state to enable comparison between years.</p> <table border="1"> <thead> <tr> <th></th> <th>Men %</th> <th>Women %</th> <th>£/hr</th> <th>Band</th> </tr> </thead> <tbody> <tr> <td>Upper quartile</td> <td>32.4</td> <td>67.6</td> <td>£17.36+</td> <td>K+</td> </tr> <tr> <td>Upper mid Q</td> <td>19.2</td> <td>80.8</td> <td>£13.18 - £17.36</td> <td>H - J</td> </tr> <tr> <td>Lower mid Q</td> <td>17.9</td> <td>82.1</td> <td>£10.45 - £13.18</td> <td>E - G</td> </tr> <tr> <td>Lower quartile</td> <td>26.4</td> <td>73.6</td> <td>Apprentice-£10.45</td> <td>A - D</td> </tr> </tbody> </table>		Men %	Women %	£/hr	Band	Upper quartile	32.4	67.6	£17.36+	K+	Upper mid Q	19.2	80.8	£13.18 - £17.36	H - J	Lower mid Q	17.9	82.1	£10.45 - £13.18	E - G	Lower quartile	26.4	73.6	Apprentice-£10.45	A - D		
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Lower quartile	26.4	73.6	Apprentice-£10.45	A - D																											
HR10 Number of volunteers directly supporting the local authority	Q3 4,348 volunteers providing approx. 44,255 hours of support Q2 4,464 volunteers providing 38,983 hours of support Q1 4,468 volunteers providing 38,134 hours of support		No bench-marking other than our own trend data available	<p>This indicator is 4,348 updated Q3. 2023/24</p> <p>Note; this is an estimated figure based on returns for past quarters and does not include all service areas.</p> <p>Rag rated green – although this quarter saw fall in the number of registered volunteers, mainly due to a fall in the number of school governors (1,775 from 2,070) due to academisation</p>	N/A	N/A																									
CD35 Libraries: total issues per 1000 population (including books, e-books, e-audio)	Q3 23/24 – 725.9 Q2 23/24 – 917.4 Q1 23/24 - 746.4 Q4 22/23 -776 Q3 22/23 – 744.4 Q2 22/23 – 912.1 Q1 22/23 – 766.7		No external bench-marking available	<p>This indicator is updated as of Q3 23/24.</p> <p>It includes both physical books (365,433) and E-Books/E-Audio books (87,035).</p> <p>This figure for this quarter (725.9) is lower than the previous quarter (917.4) but comparable to the previous year (down by just 18). Most likely poor weather over the October – December period will have caused people to avoid unnecessary visits therefore this has been scored as amber given this quarter cannot be regarded as a significant result without having wider trend analysis available.</p> <p>This is further supported by ebook and audio issues remaining stable, whilst emagazine and enewspaper issues have shown considerable growth.</p>																											

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD36 Libraries: active users per 1000 population  (Cumulative figure)	Q3 23/24 – 104.27 Q2 23/24 - 91 Q1 23/24 - 59.6 Q4 22/23 – 118 Q3 22/23 – 101.9 Q2 22/23 – 86.2 Q1 22/23 – 56.4		No external bench-marking available	This indicator is updated as of Q3 23/24  As a cumulative indicator comparison is made with the corresponding quarter in 2022/23; which suggest performance is marginally better this financial year (+2.37 active users per 1,000).	NA	
CD37 Libraries: physical visits to libraries per 1000 population	Q3 23/24 – 672.7 Q2 23/24 – 789.6 Q1 23/24 - 707.7 Q4 22/23 - 657.5 Q3 22/23 – 657.3 Q2 22/23 – 723.9 Q1 22/23 – 575.4		No external bench-marking available	This indicator is updated as of Q3 23/24. There were 419,297 physical visits in Q3 The figure for this quarter (672.7 physical visits per 1000 people) is significantly higher than this quarter the previous year (657.3), however is a reduction on the previous quarter however as stated this could be largely driven by seasonal conditions. It is also showing an improvement on the previous quarter. This PI is RAG rated amber because of the decline compared to the previous quarter but offset by the improvement compared to the previous year.		
CD38 Libraries: virtual visits to Libraries per 1000 population	Q3 23/24 – 968.3 Q2 23/24 – 961.5 Q1 23/24 - 752.4 Q4 22/23 - 565.3 Q3 22/23 – 600.9 Q2 22/23 - 640 Q1 22/23 – 529.5		No external bench-marking available	<b>*AWAITING VALIDATED DATA*</b>  This indicator is updated as of Q3 23/24. The figure for this quarter (968.3 virtual visits per 1000 people) is significantly higher than the same quarter for the previous year (600.9), and slightly better than Q2. Virtual visits to libraries has outpaced physical visits. This PI is RAG rated green.		

Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD39 Libraries: assisted IT sessions	Q3 24/24 4376 Q2 23/24 – 4,179 Q1 23/24 – 3211 Q4 22/23 – 4543 Q3 22/23 – 3482 Q2 22/23 – 4338 Q1 22/23 – 2262		No bench-marking available	This indicator is updated as of Q3 23/24. This is across 29,374 number of IT sessions and is made up of 24,701 hours across Libraries IT facilities. This quarter's figure (4,376 assisted IT sessions) is an increase on the previous quarter (4,179), and significantly more than the corresponding quarter in 2022/23.		

## 2.0 REVENUE BUDGET 2023/24

### 2.1 BACKGROUND AND SUMMARY

2.1.1 This is the third quarterly financial report for the new Council. While confidence grows about the robustness of the budget, it remains likely that there will be other significant changes and issues as the year progresses. Quarter 3 sees further financial pressures in the people-related services, especially Health and Adult Services.

2.1.2 This section of the report presents details of the Council's forecast revenue outturn for the 2023/24 financial year. The 2023/24 net budget is £559,629k. However, it should be noted that the 2023/24 Budget is an in-year deficit budget of £30,350k. This was due to the essential work to bring the eight councils together and the use of Reserves to bridge the financial gap was to be seen as "a valuable investment that delivers lasting, sensible and deliverable savings proposals. The 2023/24 position therefore needs to be seen in the light of this recurring deficit and the 2024/25 Budget which is being considered by Council on 21 February.

2.1.3 As a reminder, the current cumulative deficit stands at £30,350k but this increases to £45,331k by the end of 2025/26 based on the MTFS report that was approved by members in February 2023.

	23/24	24/25	25/26
In-year shortfall	12,446	-1,245	16,226
Cumulative Shortfall	30,350	29,105	45,331
Cumulative use of reserves	30,350	59,455	104,786

2.1.4 At the end of Q3, the council is reporting a projected underspend of £3,973k (0.7%) against operational budgets, which is circa £0.8m more than Q2. (Please note that this equates to a £26.4m structural in-year deficit given the issues raised in para 2.1.2 above). Further detail is provided in **section 2.2**.

### 2.2 OPERATIONAL BUDGETS

2.2.1 Since Q2, we have seen a deteriorating position in Health and Adult Services and Children and Young People Services directorates which is largely offset by a significant underspend on Resources and Central Services.

2.2.2 The following table identifies the operational budgets for each of the Directorates in 2023/24 to give an overall view for the new North Yorkshire Council.



Directorate	Budget (£k)	Draft Outturn (£k)	Variance (£k)	Q2 Variance (£k)
Health and Adult Services (HAS) Gross	223,667	235,232	+11,565	+13,309
Other Grant Funding	-	(5,859)	(5,859)	(11,088)
<b>HAS Net</b>	<b>223,667</b>	<b>229,373</b>	<b>+5,706</b>	<b>+2,222</b>
Children and Young People Services (CYPS) Gross	104,347	106,587	+2,240	+1,743
LA Provision for High Needs*	2,500	2,500	0	0
<b>CYPS Net</b>	<b>106,847</b>	<b>109,087</b>	<b>+2,240</b>	<b>+1,743</b>
<b>Community Development Directorate</b>	<b>29,782</b>	<b>30,934</b>	<b>+1,152</b>	<b>+1,269</b>
<b>Environment Directorate</b>	<b>111,590</b>	<b>107,217</b>	<b>(4,372)</b>	<b>(3,849)</b>
<b>Resources, Central Services and Corporate Miscellaneous</b>	<b>87,744</b>	<b>79,045</b>	<b>(8,699)</b>	<b>(4,514)</b>
<b>Total</b>	<b>559,629</b>	<b>555,656</b>	<b>(3,973)</b>	<b>(3,129)</b>

\*Provision established to ensure an equal and opposite mirror reserve to the High Needs Deficit as under temporary funding regulations LA budget cannot be used to fund Dedicated Schools Grant Deficits.

- 2.2.3 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 overspend against budget of £5.7m for the 2023/24 financial year, an increase of £3.5m in the quarter.
- 2.2.4 The directorate has received additional one-off Urgent and Emergency Care (UEC) funding of £1.1m in the quarter. This has been reflected in the Q3 position and is matched by equivalent expenditure where committed under the terms of the grant. The Directorate is also supported by some one-off grants and funds and this poses a risk for future years which has been built into budget planning for next year.
- 2.2.5 The outturn position demonstrates that increased pressures in ASC are continuing to impact the directorate. This can be seen within **Care and Support** in particular, which is showing an increased projected annual spend of £4.8m since Q2. The following reasons contribute to this:
- The impact of the implementation of the new Approved Provider Lists (APL – the framework contract for care providers) is continuing to cause budget pressures within the service. The prices for APL packages of care are generally, and some significantly, higher than previous contracts before and while these only apply to both new and amended packages of care, the numbers are showing a more rapid conversion than expected creating additional one-off pressures in the service. Increased costs are therefore being incurred now which we would have expected

to see in later years. Work is being undertaken to manage the process of conversions. Despite this, there is the risk that these increased rates of conversion will continue resulting in further pressures on the service and could see a further worsening of the position at Q4.

- We are continuing to see increasing high-cost packages of care and this has an impact on average costs which have also increased, as set out in the accompanying Q3 Performance report. For example, the average cost of a care home placement for someone aged 65+ increased by £126 (or 14%) to £1,050 per week at the end of Q3, compared with last year. Containing such costs is one of the Directorate's key financial priorities over the next few years, as well as ensuring that we receive the right level of NHS funding when care costs cover both health and social care needs and we have incorporated our assumptions about Continuing Health Care (CHC) income. Work is already underway with a new CHC team to ensure consistency of practice and approach and that all eligibility of funding is achieved. The number of young people moving into Health and Adult Services is also increasing.
- Increased Discharge Costs. We continue to see very high levels of hospital discharge activity, with an average of 15.8 per day in Q3. While this is a deterioration since Q2 (14.1), it represents an increase of 27% since the same period last year. The critical factor continues to be localised surges in the number of discharges, which can quickly use up available domiciliary care capacity necessitating use of short-term care beds instead potentially resulting in extra costs for HAS.

2.2.6 The headline figures mask some areas of progress. For example, another key priority for the service is to manage down the number, length, and therefore cost of, **short-term stays in residential and nursing care**. Work has already started on this, and we are estimating a reduction in quarter of around £1.6m. We expect this trend to grow and costs to reduce further in future years.

2.2.7 We are also seeing a significant reduction in one-off **support to providers**. Whilst inflationary pressures arising from cost of living and recruitment issues in the provider market remain, the number of requests in the quarter for such support have decreased considerably in the past twelve months. Those approved in quarter have resulted in additional annual costs of around £0.2m per annum, comparable with the previous quarter and compares with £1.8m for the previous year.

2.2.8 The Directorate is also looking to see if there are any other remedial actions that can be taken in the short term to offset the pressures we are seeing, such as maximising use of specific grants from government to support the expenditure we are already incurring.

2.2.9 Pressures within **Care Provider Services** have reduced since Q2 although the service is still showing an overspend £69k. This is due to delays in the achievement of planned savings and additional Health and Safety measures put in place in the Council's care homes (£268k) although these are largely offset by underspends elsewhere in the service and increased income.

2.2.10 **Prevention and Service Development** is showing a forecast underspend of £0.8m, due to contract efficiencies, staffing underspends, contingencies and other additional funding into the service. This underspend has decreased by £0.2m in quarter, mainly due to an increase in staffing costs across the service in the quarter.

2.2.11 **Mental Health Services** are showing a forecast underspend of £0.6m, increasing by £0.2m since Q2. This is mainly as a result of further staffing reductions due to vacancies across the service.

2.2.12 **Assistant Director/ Cross area budgets**- is showing an overspend of £0.1m mainly as a result of additional staffing pressures and agency costs due to increased assessments. Work is being undertaken to propose ways of bringing the budget back into line, and agency spend is now reducing with costs being halved since last year. The service has seen a reduction in quarter of £0.3m mainly due to the utilisation of additional government grant to clear the waiting lists on these assessments.

2.2.13 Whilst the following areas remain stable between quarters, they continue to cause variances to budget:

- **Public Health** is currently forecasting additional planned use of the earmarked reserve of £0.6m. This is to cover agreed investments and projects while the service reduces cost to match grant. This reserve requirement has reduced by £0.1m in the quarter due to a reduction in prescribing activity levels. Public Health is fully grant funded so does not impact on the directorate's overall net position.
- Schemes funded through the **Winter/ASC Plan** are currently showing an underspend of £0.6m. This is largely as a result of delays in the delivery of projects.

2.2.14 A summary of the revenue outturn for **Children and Young Peoples Services (CYPS)** is available within **Appendix C** and shows a projected net overspend position of £2.2m for the 2023/24 financial year. The main variances of the forecast compared to Q2 are:

- **Home to School Transport** - The financial pressure has increased by £210k compared to Q2 although the overall projected outturn (£176k) remains within 1% of budget. Additional cost pressures have given risen to a £522k overspend which is offset, in part, by additional income from the 'Extended Rights to Free Travel' grant of £347k.
- **Outdoor Learning Service** - a projected net overspend of £267k resulting from a lower than anticipated income from confirmed residential bookings for the winter 2023 and spring 2024 terms. Management action to address the number of bookings is underway with more targeted approaches to schools and the development of new products (e.g., holiday clubs). Financial performance of the Educational Visits area of the outdoor learning service remains strong with a projected £135k surplus.
- **Children and Families** - A projected overspend of £1.2m which is broadly similar to Q2. The cost of transporting looked after children is £600k higher than anticipated. Vacancy rates within safeguarding teams are low resulting in financial cost pressures (£500k) as the service has responded to increased demand.
- **Inclusion** - As reported at Q2, the financial pressure within the service is c.£1.3m, (35% overspend). The main driver continues to be the demand for occupational therapy equipment which is expected to be £380k over budget. The other principal reason relates to both the demand and the cost of assessments of children for Education Health and Care Plans (EHCPs). The continued pressure around the availability of Educational Psychologists has resulted in the need to use an outside

agency to meet our statutory obligations, resulting in an anticipated budget pressure of £600k. A recovery plan is being developed predicated on further recruitment of in-house Educational Psychologists.

2.2.15 **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. The overspend on the High Needs Block for the year is estimated to be c.£3.7m for the financial year 2023/24, up by £0.7m at Q2. If confirmed, this will increase the accumulated deficit to £13.7m. The medium-term outlook continues to show demand increases and inflationary pressures outstripping likely funding increases which will increase the accumulated deficit position. 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 and has been set out in presentations to Members in the run up to the 2024/25 Budget and MTFs.

2.2.16 **Appendix D** includes details of the projected variance within the **Environment Directorate** and includes a net forecast underspend of £4,372k for 2023/24, a decrease of £523k from the Q2 forecast. Areas of significant variance are;

- **Waste Management** – At Q3 the forecast underspend is £1,172k, an increase in the underspend of £667k since Q2. The change is principally due to a decrease in the ongoing Section 106 development costs associated with Allerton Waste Recovery Park (£258k) and contractual performance payments in relation to commercial contracts resulting in an expected underspend of £403k.
- Additionally, income relating to additional commercial tonnage disposed at Allerton Waste Recovery Park contributes £916k to the overall underspend within waste services.
- **Concessionary Fares** – Passenger numbers continue to remain lower than budgeted resulting in lower costs for concessionary tickets driving an expected underspend of (£688k).
- **Bereavement Services** – The service has a forecast overspend of £357k, an increase of £320k since Q2. This is driven by a reduction in income for cremations of £146k and burials of £118k, which is in line with decreased death rates.
- The overall **Highways & Transportation** services underspend is £3,625k, a decrease of £298k from Q2. Areas of significant variation at Q3 are:
  - **Street Lighting Energy** – New contractual energy prices were agreed at much lower rates and at Q3, the latest estimate is that there is a saving of £4,327k.
  - **Highways Maintenance** – Deterioration of the network has resulted in additional maintenance works and an expected overspend of £896k. However, the service continues to explore alternative methods to carry out maintenance works, including the spray injection patching programme, which is expected to reduce the number of repeated defects on the network and provides a more cost-effective method for an increased number of repairs to be carried out using a quicker process than traditional methods.

- **Storms** – Expected expenditure of £500k has been included this quarter for maintenance costs associated with additional network deterioration as a result of the recent storms.
- **Winter Maintenance** – A milder winter than expected has resulted in a forecast underspend against the budget of £2,340k.
- **Highways Fees and Charges** – The level of additional income expected from streetworks licensing/permitting and fixed penalty notices is £405k above budget.
- **Staffing** – within the highways service, staffing continues to be underspent due to a hold on recruitment (£640k) compared to (£291k) at Q2.
- **Road Network** – An additional £2,400k has been included this quarter for costs associated with improvements to the road network

2.2.17 The following areas that were highlighted at Q2 continue to contribute to the variance;

**Fleet** overspend of £220k.  
**Registrars** underspend of £123k.  
**Coroners** overspend of £287k.  
**PROW** overspend of £250k.

2.2.18 A summary of the revenue outturn for the **Community Development** Directorate is available within **Appendix E** and shows a projected net overspend position of £1,152k for the 2023/24 financial year. The main variances of the forecast compared to budget are:

- At Q3, **Culture, Leisure, Archives and Libraries** is forecasting an overspend of £22k. Beaches and Chalet facilities are forecast to overspend by £172k due to repairs and maintenance costs and associated loss of income due to temporary closures. In addition, across in-house Leisure provisions, utilities are expected to exceed budget by £82k, and Leisure contract payments exceed budget by £88k. This is offset by the settlement of a VAT claim from legacy authorities resulting in a surplus of (£335k).
- **Economic Development, Regeneration, Tourism and Skills** – the Q3 forecast position is a £274k underspend. The services are predicting a £569k saving on staffing/vacancies. However, there is a forecasted shortfall in anticipated income streams of £387k. This relates to the loss of income for the Hambleton Cinema block (£160k) and from the tenant vacating the Leeming Food Centre (£94k), plus Harrogate Marketing income (£50k), the temporary closure of Harrogate TIC (£38k) and other small reductions (£45k). This shortfall is being partially offset by increased expected income of £69k from Harrogate Spa Water (£43k), Hambleton Evolution Business Centre (£20k) and Whitby TIC (£6k). There are other variances in expenditure netting to a favourable variance of £23k.
- **Housing (Non HRA)** – the financial pressure within the service is predicted to be £727k, of which £983k relates to the increasing cost and demand for emergency temporary accommodation within the homelessness service. A project is underway to look at ways to reduce the costs of this in the future,

which will focus on increasing the number of Council owned properties to meet demand in addition to partnership opportunities. This is partially mitigated by additional grant income of (£110k) within the Housing Needs service, along with salary underspends across services of approximately (£160k) arising from vacancies.

- **Planning** – forecasting an overspend of £552k at Q3. Following on from Q2 there has been an improvement in the forecasted income for applications across the County, the latest estimate is a shortfall of £1,071k for the year (£1,528k Q2). It is expected that the reduced application numbers will continue in year and the improved position has been supported by the receipt of some large applications in Selby and Harrogate. With the increase in the statutory fees coming into effect from December, the impact of these will be closely monitored over the remaining months of 2023/24. There has been a decrease in some of the other income areas, such as Building Control, Street Naming and some additional government support for Land Charges work, forecasting £256k below budgeted levels. The service is currently forecasting a £772k net saving on staffing costs, this being through vacancies and reduced agency usage. Work is continuing to understand staffing levels in comparison to application volumes and both income and staffing will be monitored closely over the next quarter.
- **Harrogate Convention Centre** (£2k underspend) - there are higher lettings income, net of associated costs, than anticipated (£198k), although catering income shortfalls (£197k) is offsetting this. Increased Business Rate revaluation charges (£40k) and costs associated with manual order/invoice processing (£17k) are offset by favourable variances in salaries of £58k.
- **Senior Leadership** – currently reporting a staffing pressure of £127k but this pressure is offset by savings within the other budget lines within the directorate. This is a temporary pressure whilst budgets are streamlined following staff restructures.

2.2.19 **Resources, Central Services and Corporate Miscellaneous** variance details are included within **Appendix F** and shows a forecast net underspend position of £8,699k, an increase of £4,185k since Q2. Since Q2, there have been a number of changes across a range of services spanning Resources and Central Services. These are predominantly driven by staffing vacancies in areas such as Legal Services, HR Services, and Revenues and Benefits team.

2.2.20 There are circa £10m worth of savings included within the 2024/25 Budget for Resources and Central Services Directorate which are largely made up of staffing savings as well as a £5m saving linked to utilities. Therefore, the underspend being reported at Q3, should be viewed predominantly as welcome early achievement of savings.

2.2.21 As outlined in previous monitoring reports, the following areas are continuing to report variances

- **Property** – significant underspend on utility budgets (£5m) as well as an underspend on staffing (£1m) which is partially offset by increased costs linked to security on empty properties and property compliance costs.
- **Waste Strategy Provision** – it is anticipated there will be an underspend of £641k on this provision in 2023/24.

2.2.22 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. NYES are projecting a small surplus (£79k).

## 2.3 Housing Revenue Account (HRA)

2.3.1 A summary of the forecast revenue outturn position for the **Housing Revenue Account** is available within **Appendix H** and shows a projected net surplus of (£760k) for the 2023/24 financial year. This surplus will be transferred to the Housing Revenue Account working balance. The main variances of the forecast compared to budget are:

- Charges for services and facilities – a shortfall in income of £105k is expected at year end, which is made up of several income streams such as service charges to leaseholders (which would be offset by reduced repairs and maintenance costs) and one Lifeline alarm service which is held in the HRA.
- Investment Income – investment income is expected to exceed budget by £410k, due to higher working balances than estimated and improved rate on returns.
- Repairs and Maintenance – overall an overspend of £41k is expected. Salaries are forecast to underspend by £350k, which is offset by and increased reliance on external contractor spend to carry out necessary works £178k. In addition, a £195k shortfall is forecast against a savings target linked to the implementation of CX Housing system, which is held pending the wider review of service needs.
- Supervision, Management and Administration – an underspend of (£506k) is forecast against services, of which (£290k) relates to savings against utility costs due to price inflation being lower than anticipated. In addition, salary underspends of (£301k) arising from vacancies are forecast. This is offset by several smaller overspends, including increased costs relating to long term voids of £66k.
- Interest Payments – A saving of (£59k) is expected due to borrowing not required in year, resulting in lower interest costs.

## 2.4 BUDGET/ MTFs SAVINGS TARGETS

2.4.1 The 2023/24 revenue budgets include budget savings of £14.7m. As at the end of Q3, some savings are at risk of not being delivered this year including savings that were due to be delivered under legacy authorities, however it should be noted that the impact of these delays are already incorporated into the forecast outturn position in paragraph 2.2.1.

<b>At Risk/ Cash-funding of Projects</b>		<b>£000's</b>
Current Year	Health and Adult Services – Background Support	250
Prior Year	CYPS – Pension Enhancements	50
Prior Year	HAS – Reablement	250
Prior Year	HAS – Extra Care	540
	<b>TOTAL</b>	<b>1,090</b>



## 2.5 INVESTMENT APPROVALS

- 2.5.1 To remind Members a fund of £38m was created in order to provide for the costs of implementing Local Government Reorganisation (LGR) and the subsequent Transformation Programme. To date £17,930k has been committed to date.

## 2.6 CARRY FORWARD REQUEST

- 2.6.1 As part of the 2023/24 Budget an investment of £50k per Area Constituency Committee (ACC) was approved. Given this is the first year of the new council there has been a delay in establishing the way in which these committees will commit this funding. It is therefore recommended that any remaining balance at year-end be allowed to be carried forward for the respective ACC for one-year only. This is an exception to accepted practice on revenue underspends given the delay in launching of the scheme. Normal service will resume at the end of 2024/25 and any underspends will be taken into general reserves given the following year is again funded by £50k of revenue budget.

## 2.7 HARBOURS INVESTMENT

- 2.7.1 North Yorkshire Council has responsibility for harbour infrastructure at Scarborough, Whitby, and Filey Cobble Landing. Despite investment from the former Scarborough Borough Council, both harbours continue to need on-going attention and investment. Approval is sought to release £795k from the Supply Chain Reserve to enable the design of several of the most urgent schemes to be progressed and place the Council in a competitive position to apply for grant assistance as and when it becomes available.

## 2.8 RECOMMENDATION

That the Executive

- (i) notes the forecast outturn position against the 2023/24 Revenue Budget, as summarised in **paragraph 2.2.2**.
- (ii) notes the forecast outturn position for the Housing Revenue Account as set out in **paragraph 2.3.1**.
- (iii) approves the carry-forward of any unallocated sums for each of the Area Constituency Committees into 2024/25 for one-year only as set out in **paragraph 2.6.1**.
- (iv) approves the recommendation to fund £795k for design work on the Harbours from the Supply Chain reserve as per **paragraph 2.7.1**

## REVENUE BUDGET APPENDICES

A	2023/24 Latest NYC Revenue Budgets
B	Health and Adult Services
C	Children and Young Peoples' Service
D	Environment Directorate
E	Community Development Directorate
F	Resources, Central Services and Corporate Miscellaneous
G	North Yorkshire Education Services (NYES)
H	Housing Revenue Account

## 2023-24 REVISED ESTIMATE REVENUE BUDGETS AT 31 December 2023

	Original Budgets agreed by Cty Cncl on 22nd Feb 2023 £000s	Other agreed transfers and adjustments £000s	Latest Revised Budgets £000s
Children & Young Peoples' Service	107,381	(534)	106,847
Environmental Services	100,671	10,919	111,590
Health & Adult Services	230,921	(7,254)	223,667
Resources, Central Services and Corp Misc	150,005	(62,261)	87,744
Community	46,476	(16,694)	29,782
NYES	-	-	-
<b>Total Directorate Spending</b>	635,454	(75,825)	559,629
<b>Contribution From (-) General Working Balances</b>	(12,446)	-	(12,446)
<b>Net Revenue Budget</b>	<b>623,008</b>	<b>(75,825)</b>	<b>547,183</b>
Business Rates	119,453		119,453
Council Tax Revenue	427,730		427,730
<b>=Net Budget Requirement</b>	<b>547,183</b>	-	<b>547,183</b>

## HEALTH AND ADULT SERVICES

## Appendix B

## 2023-24 REVENUE BUDGET OUTTURN REPORT

BUDGET HEAD	REVISED BUDGET 2023-24 £000	FORECAST OUTTURN 2023-24 £000	VARIANCE (-) = saving £000	COMMENTS
<b>Care &amp; Support - Area Budgets</b>				
Care & Support - Hambleton & Richmond	28,156	30,238	2,083	The forecast outturn position for Care and Support shows continued increasing pressures impacting the service, particularly in the Harrogate area; this is mainly as a result of the implementation of the new approved provider lists and conversion to its higher rates and also a marked increase in the number of very high cost packages of care for complex needs. The Directorate is working to ensure that we receive all NHS funds due for such packages. Although we have seen a decrease in individual provider sustainability requests, the pressures in the market also continue to impact on the budget. Progress is being made in reducing costly short-term packages of care, with £1.6m less being forecast compared with Q2. However this is masked by the other cost pressures mentioned above.
Care & Support - Harrogate	56,493	62,893	6,399	
Care & Support - Craven	17,940	19,133	1,193	
Care & Support - Vale of York	46,356	50,324	3,968	
Care & Support - Scarborough & Whitby	48,418	51,432	3,015	
CHC Income and Other Budgets	-	(2,850)	(2,850)	
Growth Funding	400	-	(400)	
<b>Area Budgets</b>	<b>197,763</b>	<b>211,170</b>	<b>13,407</b>	
Provider Services & Extra Care/Personal Care at Home	20,636	20,705	69	Cost pressures within the service on staffing (including agency costs), some of which are due to additional staffing requirements to increase Health and Safety measures within care homes, and delays in the achievement of savings, partially offset by underspends in energy, discharge funding and contingencies within the service
Mental Health Services	9,288	8,671	(618)	Underspends within the Mental Health Service, largely as a result of staffing underspends and reduced care costs, partially offset by staffing overspends within the Transforming Care Partnership team.
Assistant Director/Cross-area budgets	(12,188)	(12,041)	147	Overspend as a result of staffing pressures and additional agency costs for assessments, partially offset by one-off funding
Prevention & Service Development	5,417	4,645	(772)	Underspends due to contract efficiencies, staffing underspends, contingencies and additional funding into the service
Quality	1,109	1,103	(6)	
Winter Plan	608	-	(608)	Underspend due to delays in spending on specific projects within the winter plan.
<b>Area Budgets Total</b>	<b>222,633</b>	<b>234,253</b>	<b>11,620</b>	
<b>Public Health - Spend</b>	24,560	25,123	564	Overspend as a result of planned use of reserves to fund specific schemes.
<b>- Income</b>	(24,560)	(25,123)	(564)	
<b>Integration &amp; Engagement</b>	1,022	914	(107)	Underspend primarily due to staffing vacancies and reductions in activity levels.
<b>Resources Unit</b>	(197)	(171)	26	
<b>Director &amp; Cross-Directorate</b>	209	236	27	
<b>TOTAL</b>	<b>223,667</b>	<b>235,232</b>	<b>11,565</b>	
Supplementary Adult Social Care Grant Funding (IBCF)	-	(971)	(971)	Use of temporary IBCF grant to fund increasing adult social care pressures.
Discharge Funding	-	(1,955)	(1,955)	Discharge funding received by the Council, to help fund existing discharge costs within the service. We continue to see very high levels of hospital discharge activity, with an average of 15.8 per day in Q3. This is a deterioration since Q2 (14.1) and an increase of 27% since the same period last year. During Q3 there were 35 days where discharges exceeded 20 per day, compared with 24 in Q2 and 25 in Q1. On 14 days in Q3 daily discharges exceeded 25 per day, including two days with 31 discharges.
Market Sustainability Funding	-	(2,932)	(2,932)	Additional one-off market sustainability workforce funding covering additional costs within Adult Social Care for additional payments to providers.
<b>REVISED TOTAL</b>	<b>223,667</b>	<b>229,373</b>	<b>5,706</b>	

**CHILDREN & YOUNG PEOPLE'S SERVICES**  
Appendix C

**2023-24 REVENUE BUDGET OUTTURN REPORT**

BUDGET HEAD	REVISED BUDGET	FORECAST	VARIANCE	COMMENTS
	2023-24 £000	2023-24 £000	(-) = saving £000	
<b>Local Authority</b>				
<b>Inclusion</b>				
Inclusion	3,707	5,005	1,298	Spending on Occupational Therapy equipment remains higher than anticipated, generating a financial pressure of c.£380k. Recruitment to Educational Psychologist vacancies continues to be challenging in a tight labour market, resulting in a continued requirement to use agency staff, creating a financial pressure of £615k. The anticipated cost of complaint resolution is £105k. The locality hubs are only expecting to generate £37k of the £100k income budget.
Alternative Provision	90	113	24	
CYPS Commissioning	1,025	830	(195)	One-off savings arising from contract management and higher than anticipated income from fixed-term penalties relating to attendance.
<b>SEND - Special Education Needs &amp; Disabilities</b>				
High Needs Commissioning	2,500	2,500	-	LA provision to mirror anticipated in-year high needs deficits.
Disabled Children's Services	6,953	6,993	40	Spending is £1m higher than the recurring budget offset by a temporary budget allocation. Financial pressures include the following: - lower than anticipated financial contributions from Health for Continuing Care (£322k). - continued staffing costs in Children's Resource Centres (£252k) - an increase in the overall cost of direct payments (£654k) due to additional demand as a result of reduced short break availability offset, in part, by lower costs on short breaks (£249k).
Home to School Transport	41,366	41,542	176	Home to School Transport costs of £313k in excess of budgeted provision offset, in part, by additional income from the Extended Rights to Free Travel grant of £347k.  The mainstream transport daily rate is running around 3.9% higher than the budgeted value, but the increase in SEN transport (arising from an increase in the number of eligible children assessed as requiring an Education Health and Care Plan (EHCP)) has been slightly below the budgeted growth. Transport costs relating to out-of-school provision is projected to be £120k greater than anticipated driven by higher exclusions.
Children & Families	32,339	33,593	1,253	£600k financial pressure on in-house residential staffing costs at Dovedale & Stepney, £600k financial pressure resulting from transport costs combined with fewer than expected staffing vacancies.
Child Placement	11,236	10,963	(274)	
CYPS Pooled Budgets	4,268	4,185	(83)	
Director's Unit	77	58	(18)	
<b>Education &amp; Skills</b>				
Education & Skills Other	105	109	5	
School Improvement	801	773	(28)	The cost of a back-dated pay award from September 2022 for Specialist Education Advisors has been offset by an additional £41k de-delegated income received from Special Schools.
Strategic Planning Team	53	51	(2)	
Music Service	-	48	48	Higher than anticipated staff costs resulting from the agreed pay award for teachers.
Outdoor Learning Service	-	267	267	A projected surplus from Educational Visits has been offset by lower than anticipated income from the Outdoor Learning centres. Management action to review bookings and income levels is underway with new products launched including holiday/adventure clubs.
<b>Finance &amp; Management Support</b>				
Finance & Management Support	812	665	(147)	
School Redundancies & Employment Related Costs	1,047	910	(137)	Higher than anticipated cost related to historic pension enhancements driven by inflationary increases (£60k). Lower than anticipated school redundancy costs.
Safeguarding Unit	467	481	14	
<b>LA TOTAL</b>	<b>106,847</b>	<b>109,087</b>	<b>2,240</b>	
<b>DSG</b>				
<b>Inclusion</b>				
Inclusion	5,092	4,843	(249)	Projected underspend on staffing within locality hubs.
Alternative Provision	1,729	1,727	(1)	
CYPS Commissioning	70	70	-	
<b>SEND - Special Education Needs &amp; Disabilities</b>				
High Needs Commissioning	60,731	65,591	4,860	The sustained increase in the number of children and young people assessed as requiring Education Health and Care Plans has led to higher overall costs to pay for appropriate provision. The service have participated in the DfE's Delivering Better Value (DBV) in SEND programme to identify mitigating actions to ensure quality provision and support within a sustainable high needs system.
Children & Families	967	967	-	
CYPS Pooled Budgets	3,835	2,979	(855)	Low availability of places for complex needs have led to lower numbers of placements with shared education and care.
Director's Unit	207	157	(50)	
<b>Education &amp; Skills</b>				
Education & Skills Other	12	12	-	
School Improvement	1,248	1,069	(180)	Projected underspend on staffing.
Strategic Planning Team	717	741	25	
Music Service	65	65	-	
Outdoor Learning Service	44	44	-	
<b>Finance &amp; Management Support</b>				
Finance & Management Support	(74,831)	(74,836)	(5)	
School Redundancies & Employment Related Costs	115	264	149	
<b>DSG TOTAL</b>	<b>-</b>	<b>3,694</b>	<b>3,694</b>	
DSG Net overspend funded by DSG reserve		(3,694)	(3,694)	
<b>TOTAL</b>	<b>106,847</b>	<b>109,087</b>	<b>2,240</b>	

**ENVIRONMENT**

Appendix D

**2023-24 REVENUE BUDGET OUTTURN REPORT**

<b>BUDGET HEAD</b>	<b>START BUDGET 2023-24 £000</b>	<b>FORECAST OUTTURN 2023-24 £000</b>	<b>VARIANCE (-) = saving £000</b>	<b>COMMENTS</b>
Highways and Transportation	44,290	40,664	(3,625)	The underspend position is due to a combination of factors; energy pricing for street lighting is less than budgeted (£4,327k), staffing vacancies across H&T teams (£640k), and additional income from streetworks licensing/permits and Fixed Penalty Notices (£405k). Weather events is underspending (£1,840k) due to a better winter than expected, although this does factor in £500k for storms.  This is partially offset by expected overspends of £896k for additional routine maintenance works required as a result of network deterioration (including spray injection), £2,400k associated with improvements to the road network and £160k contractual costs associated with winter gritters.
Parking Services	(9,430)	(9,434)	(4)	
Environmental Services excl. waste	1,749	1,926	177	The majority of the overspend is attributable to public convenience improvements in Filey and Richmond.
Waste Services	56,776	55,603	(1,174)	The underspend is primarily driven by additional income arising from increased tonnages of commercial waste (£916k), contractual recycling performance payments (£403k) and there has been a decrease in the ongoing Section 106 development costs associated with Allerton Waste Recovery Park (£258k). This has been partially offset by additional costs associated with green waste disposal £161k and staffing pressures.
Integrated Passenger Transport	13,466	12,712	(754)	£853k of the underspend is due to reduced concessionary ticket costs and passenger numbers remaining low after the pandemic. £152k underspend on Staffing Vacancies. Offset by increased maintenance and fleet workshop costs £271k.
Licensing Services	(494)	(409)	85	
Public Rights of Way	907	1,157	250	Overspend due to remedial works on bridges and carry out surface improvement works.
Harbour Services	(331)	(281)	50	
Regulation Services	6,222	6,324	102	The overspend is due to additional costs associated with air quality and noise of £86k.
Bereavement Services	(2,822)	(2,465)	357	Overspend is due to reduced income from burials and cremations, this is likely linked to decreased death rates in year.
Registration Services	(404)	(526)	(123)	Underspend due to additional income partially offset by additional ceremonies costs.
Coroners Service	836	1,123	287	Overspend due to increase spend on salaries £168k, post mortems and forensic testing £97k, plus pressure in use of mortuaries £27k.
Environment Service Management	825	825	-	
<b>TOTAL</b>	<b>111,590</b>	<b>107,217</b>	<b>(4,372)</b>	

**COMMUNITY DEVELOPMENT**

Appendix E

**2023-24 REVENUE BUDGET OUTTURN REPORT**

<b>BUDGET HEAD</b>	<b>START BUDGET 2023-24 £000</b>	<b>FORECAST OUTTURN 2023-24 £000</b>	<b>VARIANCE (-) = saving £000</b>	<b>COMMENTS</b>
Culture, Arts, Libraries, Museums, Archives, Key Venues and Le	13,334	13,356	22	Across in-house leisure facilities, utilities are expected to exceed budget by approx £82k, along with smaller overspends on salaries and repairs and maintenance costs. Selby IHL contract payments are expected to exceed budget by £88k. This is offset by VAT refunds and supplementary interest totalling £335k. Beaches and chalet facilities are expected to overspend by £172k, primarily due repairs and maintenance costs and associated loss of income due to temporary closures
Economic Development, Regeneration, Tourism and Skills	5,031	4,757	(274)	Forecasted income shortfalls of £387k (£160k Hambleton Cinema, £94k Leeming Food Centre, £88k Harrogate Marketing and TIC temporary closure & £45k various other). Slightly offset by increased income of £69k (£43k Harrogate Spa, £20k Hambleton Evolution Business Centre. £6k Whitby TIC). Savings associated with salaries/vacancies £569k. Net of other expenditure savings/increases, favourable £23k
Housing (excluding HRA)	6,092	6,819	727	Estimated overspend on Homelessness increased to £983k as demand for temporary accomodation and support continues. Additional grant income of £110k has been received in year, and there are net salary underspends across services of approximately £160k.
Planning	5,190	5,743	552	Planning application fee income forecast shortfall £1,071k, and other income shortfalls of £256k. Partially offset by forecasted saving in salaries/vacancies/agency £772k. Other income and some expenditure costs net to favourable £2k.
Harrogate Convention Centre	(1,038)	(1,041)	(2)	£534k increased lettings income, offset by £336k increased contractor costs associated. Catering income shortfall £197k. Additional resource, £17k, required for manual PO process. Business Rates revaluation increased costs £40k. Small other salary savings £58k.
Economic Partnership Unit	346	346	0	
Senior Leadership	826	954	127	AD's and HoS Salaries to be offset across the whole service savings.
<b>TOTAL</b>	<b>29,782</b>	<b>30,934</b>	<b>1,152</b>	



**RESOURCES DIRECTORATE, CENTRAL SERVICES AND CORPORATE MISCELLANEOUS**

Appendix F

**2023-24 REVENUE BUDGET OUTTURN REPORT**

BUDGET HEAD	REVISED BUDGET 2023-24 £000	FORECAST OUTTURN 2023-24 £000	VARIANCE (-) = saving £000	COMMENTS
<b>Resources</b>				
Technology	23,357	23,354	(4)	
Transformation	4,737	4,737	(0)	
Property	30,306	25,892	(4,414)	Savings on utilities through a combination of lower consumption and price is the main driver of the favourable variance (£5.0m). Other drivers include staff savings due to vacancies (£1.0m). These are partially offset by an increase in security costs and empty properties (£1.0m), property compliance costs (£0.5m), and a reduction in external income (£0.2m).
Procurement	2,390	1,954	(436)	Savings from vacant posts.
Commercial	561	757	197	Overspend is as a result of the abandoned Better Homes project, which has resulted in some additional one off costs and some staffing costs which was expected to be capitalised in the budget.
Financial Services	14,530	13,636	(894)	Underspend driven by LGR related saving on insurance premiums (circa £1m).
Customer	6,114	6,312	198	Staffing pressure within the emergency duty team.
Revenue and Benefits	3,671	3,111	(559)	Underspend largely driven by staffing vacancies.
<b>Central Services</b>				
Business Support and HR	24,905	25,091	186	Staffing pressures within Business Support, largely offset by staffing vacancies within HR as well as savings on a number of centrally managed contracts such as venue hire.
Local Engagement	10,634	10,245	(389)	Early achievement of savings within the communications team (£195k), combined with vacant posts within localities and Strategy and Performance. Partially offset by pressure within Community Safety linked to CCTV operating costs.
Legal and Democratic Services	10,910	9,659	(1,251)	Largely driven by vacancies across all areas including legal, democratic and elections services (£838k). As well as lower forecasted costs linked to Member Support as a result of unitarisation (£234k).
Senior Leadership	3,420	2,806	(614)	Additional in-year savings linked to vacancies.
<b>Resources &amp; Central Total</b>	<b>135,535</b>	<b>127,553</b>	<b>(7,982)</b>	
<b>Corporate Miscellaneous</b>				
<b>Contingency Budgets</b>	7,512	7,219	(293)	
<b>Treasury Management</b>				
Capital Financing Costs	23,042	28,326	5,284	£4.8m indicative set-aside for potential non-recoverable debts that may be incurred by the Council.
Dividends & Interest Earned	(22,740)	(28,311)	(5,571)	Improved forecasting position following consolidation of legacy treasury arrangements and increased investment returns due to higher than anticipated interest rates over the period
Commercial Investments	(647)	(653)	(6)	
Alternative Property Investments	(425)	(102)	323	
	<b>(770)</b>	<b>(740)</b>	<b>29</b>	
<b>Corporate Budgets</b>				
Corporate Funds	400	387	(13)	
Other Corporate Budgets	12,792	13,169	377	Overspend forecast against the apprenticeship levy.
	<b>13,192</b>	<b>13,556</b>	<b>364</b>	
<b>Corporate Funding</b>	(69,427)	(69,556)	(130)	
<b>Waste Budget Strategy Provision</b>	821	200	(621)	
<b>Special Expenses</b>	93	-	(93)	
<b>Corp Misc Total</b>	<b>(48,579)</b>	<b>(49,321)</b>	<b>(743)</b>	
<b>Total</b>	<b>86,956</b>	<b>78,231</b>	<b>(8,725)</b>	
Other Resources Costs	788	813	26	
<b>Overall Total</b>	<b>87,744</b>	<b>79,045</b>	<b>(8,699)</b>	

**NORTH YORKSHIRE EDUCATION SERVICES  
APPENDIX G**

**2023-24 REVENUE BUDGET OUTTURN REPORT**

BUDGET HEAD	BUDGET Profit(-) / Loss(+)  2023-24 £000	FORECAST Profit (-) / Loss (+) 2023-24 £000	VARIANCE Increase(-) / Decrease (+)  £000	COMMENTS
<b>TRADED SERVICES PROFIT &amp; LOSS SUMMARY</b>				
Cleaning Service	(540)	(576)	(36)	
County Caterers Service	(300)	(280)	20	
Grounds Maintenance Service	-	(80)	(80)	
Arbor Service	-	(35)	(35)	
Health and Safety Service (HandS)	(59)	(48)	11	
Health and Safety Commercial	(78)	(37)	41	
Energy Traded Service	(26)	(20)	6	
Maintenance and Servicing Scheme	(120)	(150)	(30)	Take-up by schools has been good, however needs careful management of risk that the volume in Q4 may drop off as schools could postpone ordering non-urgent responsive works until after Mar 2024.
<b>Property &amp; Facilities</b>	<b>(1,123)</b>	<b>(1,227)</b>	<b>(104)</b>	
School Improvement Service	(8)	6	14	
LA Clerking Service	-	81	81	A recent review has brought governance and clerking together with a revised management structure, which will support the service to expand its customer base and improve financial performance.
<b>Education &amp; Skills</b>	<b>(8)</b>	<b>86</b>	<b>94</b>	
Employment Support Service - Traded	(65)	(13)	52	
Financial Management Services	(134)	(248)	(114)	Additional income from: - Support to LGR AR project (£70k) - Increase in contracted hours as requested by some schools
Health and Wellbeing Service	(175)	(231)	(56)	Savings from vacancy held.
HR Advisory Service	(69)	(56)	13	
Legal Services Traded	(28)	(26)	2	
North Yorkshire Procurement Service	(54)	(54)	-	
Schools ICT Service	(86)	(40)	46	
Training and Learning	(14)	(28)	(14)	
<b>Professional Support Services</b>	<b>(625)</b>	<b>(696)</b>	<b>(71)</b>	
	<b>(1,756)</b>	<b>(1,836)</b>	<b>(80)</b>	
Central Traded Establishment	839	859	20	
North Yorkshire Education Solutions (NYES)	917	898	(19)	
<b>TOTAL</b>	<b>-</b>	<b>(79)</b>	<b>(79)</b>	

**Housing Revenue Account  
Appendix H**

**2023-24 REVENUE BUDGET OUTTURN REPORT**

BUDGET HEAD	START BUDGET 2023-24 £000	FORECAST OUTTURN 2023-24 £000	VARIANCE (-) = saving £000	COMMENTS
<b>Income</b>	-	-	-	
Rents (Council Dwellings & Hostels)	(38,125)	(38,162)	(37)	
Non-dwelling rents	(423)	(417)	6	
	(1,387)	(1,282)	105	
Charges for services and facilities	(378)	(289)	89	A number of smaller items, largest item relates to lifeline income shortfall of £44k Variance primarily relates to lower than anticipated recharges to non-HRA services for works carried out by trades teams, due to demand and capacity. This is off-set within salary savings.
Other Income	(1,350)	(1,760)	(410)	Increased investment income as a result of higher working balances than estimated and improved rate of return.
Investment Income				
<b>Total Income</b>	<b>(41,663)</b>	<b>(41,910)</b>	<b>(247)</b>	
<b>Expenditure</b>	-	-	-	
	11,057	11,098	41	£195k deficit as a result of savings target linked to implementation of CX Housing system. Salary underspends as a result of vacancies and restructures approx. £350k, offset by increase reliance on contractors £178k.
Repairs and Maintenance	9,630	9,124	(506)	£290k savings against utilities due to price inflation being lower than anticipated, along with salary underspends arising from vacancies £301k. Offset by smaller overspends, including increased costs relating to long term voids £66k.
Supervision, Management and Admin				Borrowing not required in year, resulting in lower interest costs.
Interest Payments	3,853	3,794	(59)	
Debt Repayment	2,355	2,355	-	
Depreciation charge to major repairs	7,217	7,227	10	
Capital Expenditure funded from revenue	9,771	9,773	1	
<b>Total Expenditure</b>	<b>43,883</b>	<b>43,370</b>	<b>(513)</b>	
<b>Drawdown from working balance</b>	(2,220)	(2,220)	-	
<b>NET (SURPLUS) / DEFICIT</b>	<b>-</b>	<b>(760)</b>	<b>(760)</b>	

### 3.0 TREASURY MANAGEMENT

#### Overview

- 3.1 This section of the report presents details of the Council's Treasury Management Activity during Q3 2023/24, 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 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 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 Council is adopting Best Practice in accordance with CIPFA's Code of Practice.

#### Economic Update

- 3.4 The Council's treasury advisors, Link Group, summarised the key points associated with economic activity in Q3 2023/24 up to 31 December 2023:
- CPI inflation continued downward from 8.7% in April to 3.9% in November;
  - The Bank of England held rates at 5.25% in November and December;
  - 10-year gilt yields fell steadily as investors revised their interest rate expectations downwards.

A more detailed economic commentary on developments during Q3 2023/24 is included in **Appendix E**.

#### Interest Rate Forecasts

- 3.5 The current interest rate forecasts (8 January 2024) of Link Group are as follows

Link Group Interest Rate View 08.01.24													
	Mar-24	Jun-24	Sep-24	Dec-24	Mar-25	Jun-25	Sep-25	Dec-25	Mar-26	Jun-26	Sep-26	Dec-26	Mar-27
<b>BANK RATE</b>	5.25	5.25	4.75	4.25	3.75	3.25	3.00	3.00	3.00	3.00	3.00	3.00	3.00
3 month ave earnings	5.30	5.30	4.80	4.30	3.80	3.30	3.00	3.00	3.00	3.00	3.00	3.00	3.00
6 month ave earnings	5.20	5.10	4.60	4.10	3.70	3.30	3.10	3.10	3.10	3.10	3.10	3.10	3.10
12 month ave earnings	5.00	4.90	4.40	3.90	3.60	3.20	3.10	3.10	3.10	3.10	3.10	3.20	3.20
5 yr PWLB	4.50	4.40	4.30	4.20	4.10	4.00	3.80	3.70	3.60	3.60	3.50	3.50	3.50
10 yr PWLB	4.70	4.50	4.40	4.30	4.20	4.10	4.00	3.90	3.80	3.70	3.70	3.70	3.70
25 yr PWLB	5.20	5.10	4.90	4.80	4.60	4.40	4.30	4.20	4.20	4.10	4.10	4.10	4.10
50 yr PWLB	5.00	4.90	4.70	4.60	4.40	4.20	4.10	4.00	4.00	3.90	3.90	3.90	3.90

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

On 2<sup>nd</sup> November, the Bank of England's Monetary Policy Committee (MPC) voted to keep Bank Rate on hold at 5.25%, and on 14<sup>th</sup> December reiterated that view. Both increases reflected a split vote, the latter by 6 votes to 3, with the minority grouping voting for an increase of 0.25% as concerns about "sticky" inflation remained in place.

Nonetheless, with UK CPI inflation now at 3.9%, and core inflation beginning to moderate (5.1%), markets are taking a view that rate cuts will begin in Q1 2024/25, some way ahead of the indications from MPC members. Ultimately the data will determine MPC actions and upcoming publications of employment, wages and inflation numbers will be of particular importance, and on-going volatility in Bank Rate expectations is expected.

Rate cuts are expected to start when both the CPI inflation and wage/employment data are supportive of such a move, and when there is a likelihood of the overall economy enduring at least a slowdown or mild recession over the coming months (although most recent GDP releases have surprised with their on-going robustness).

Naturally, timing on this matter will remain one of fine judgment: cut too soon, and inflationary pressures may well build up further; cut too late and any downturn or recession may be prolonged.

### **Annual Investment Strategy**

3.6 The Treasury Management Strategy Statement (TMSS) for 2023/24, which includes the Annual Investment Strategy, was approved by the Council on 22 February 2023. It sets out the Council's investment priorities as being:

- Security of capital;
- Liquidity; and
- Yield.

3.7 The 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.

3.8 The approved limits within the Annual Investment Strategy were not breached during the quarter ended 31 December 2023.

3.9 The investment activity up to Q3 2023/24 was as follows:

- |  |         |
|--|---------|
| • Balance invested at 31 December 2023 :                 | £599.4m |
| • Average Daily Balance 2023/24 up to 31 December 2023:  | £622.0m |
| • Average Interest Rate Achieved up to 31 December 2023: | 4.82%   |

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.

3.10 The average return to Q3 2023/24 compares with the backward looking SONIA rates as follows:

- 5.19% 7 day
- 5.39% 1 month
- 5.48% 3 months
- 5.78% 6 months
- 6.25% 12 months

3.11 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 continues to be uncertainty in the financial and banking market, both globally and in the UK, **it is considered that the Strategy approved in February 2023 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

3.12 The Approved Lending List as at 31 December 2023 is attached as **Appendix B** with changes made during Q3 2023/24 being reported in **Appendix C**.

### Debt and borrowing

3.13 The Council's external debt outstanding at 31 December 2023 and forecast position for 2023/24 is as follows:-

Detail	PWLB		Money Market Loans		Total	
	£m	%	£m	%	£m	%
<b>At 31 March 2023</b>	<b>355.8</b>	<b>3.73</b>	<b>24.0</b>	<b>4.04</b>	<b>379.8</b>	<b>3.75</b>
Loan Repayments	1.4		0.0		1.4	
New Loans Taken	0.0		0.0		0.0	
<b>= Loans Outstanding at 31 December 2023</b>	<b>354.4</b>	<b>3.73</b>	<b>24.0</b>	<b>4.04</b>	<b>378.4</b>	<b>3.75</b>
Further Scheduled In Year Repayments	0.7		0.0		0.7	
Forecast Additional Loans to be Taken	0.0		0.0		0.0	
<b>= Estimated Loans Outstanding at 31 March 2024</b>	<b>353.7</b>	<b>3.74</b>	<b>24.0</b>	<b>4.05</b>	<b>377.7</b>	<b>3.76</b>

3.14 Any change to the forecast debt outstanding by the end of 2023/24 will be largely determined by whether the borrowing requirement for 2023/24 is ultimately financed by external borrowing or internal borrowing.

3.15 Based on the Q3 Capital Plan update the total external borrowing requirement for 2023/24 is currently forecast to be:-

Detail	£m
2023/24 Borrowing Requirement	
Borrowing Requirement	33.8
Less Company Loans advanced in year to be Repaid	4.0
Revenue Provision for General Fund Debt Repayment (MRP)	-14.5
Revenue Provision for HRA Debt Repayment (MRP)	-2.3
Refinance 2023/24 PWLB Loan Repayments	2.1
<b>= Total 2023/24 Borrowing Requirement</b>	<b>23.1</b>

3.16 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.

3.17 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.

3.18 New external borrowing rates (fixed interest maturity rates from the PWLB reflecting the 0.2% 'certainty discounts') during 2023/24 to date were as follows:-

FINANCIAL YEAR TO QUARTER ENDED 29/12/2023						
	Bank Rate	SONIA	1 mth	3 mth	6 mth	12 mth
<b>High</b>	5.25	5.19	5.39	5.48	5.78	6.25
<b>High Date</b>	03/08/2023	24/11/2023	19/09/2023	30/08/2023	07/07/2023	07/07/2023
<b>Low</b>	4.25	4.18	4.17	4.31	4.46	4.47
<b>Low Date</b>	03/04/2023	04/04/2023	03/04/2023	03/04/2023	06/04/2023	06/04/2023
<b>Average</b>	4.95	4.89	4.96	5.10	5.26	5.36
<b>Spread</b>	1.00	1.01	1.22	1.17	1.33	1.77

3.19 No debt repayment or rescheduling exercises have been affected to date in 2023/24 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.

### Treasury and Prudential Indicators

3.20 It is a statutory duty for the Council to determine and keep under review its *Affordable Borrowing Limits*.

3.21 During the quarter ended 31 December 2023, the Council has operated within the treasury and prudential indicators set out in the Council's Treasury Management Strategy Statement for 2023/24. The Corporate Direct - Resources reports that no difficulties are envisaged for the current or future years in complying with these indicators.



3.22 The prudential and treasury Indicators are shown in Appendix F.

### **Impact of Treasury Management Activities on the Revenue Budget**

3.23 Based on the Treasury Management activity at Q3 2023/24 and a forecast for the remainder of the year, the revenue impact is as follows:

Interest rates have been higher than originally anticipated due to recent increases in base rate. Cash balances have also remained higher than the levels anticipated when budgets were set. As a result of these dual factors, at the end of Q3, a return of £28.3m is currently forecast for the year.

Capital Financing costs for the year are currently forecast to include the following elements at the end of Q3; a forecast outturn for interest paid on long term borrowing is £10.9m (excluding HRA); a forecast General Fund Minimum Revenue Provision (MRP) position of £14.5m, and a £4.8m indicative set-aside for potential non-recoverable debts that may be incurred by the Council.

### **Capital Strategy**

3.24 The Capital Strategy was included as part of the Council's Annual Treasury Management and Investment Strategy 2023/24, approved in February 2023. 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.

3.25 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 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.

3.26 The alternative investments considered by the Commercial Investment Board are as follows:

Type of Investment	Invested as at 31/12/2023 £m	Rate of Return %
<b>Alternative Treasury Instruments</b>		
Money Market Funds	0.0	0.00
Enhanced Cash Funds	0.0	0.00
Certificates of Deposit (CDs)	0.0	0.00
Property Funds	15.9	3.25
<b>Total Alternative Treasury Instruments</b>	<b>15.9</b>	<b>3.25</b>
<b>Alternative Investments</b>		
<b>Loans to Council Companies</b>		
- Yorwaste	3.7	9.25
- Brierley	16.0	11.25
- First North Law	0.1	9.25
- NY Highways	11.0	11.75
- Align Property Services	0.5	11.25
- Broadacres Housing Association	33.6	4.30
- Bracewell Housing Ltd	0.7	10.80
- Selby & District Housing Trust	2.7	4.20
<b>Total Loans to Council Companies</b>	<b>68.2</b>	<b>7.49</b>
<b>Other Alternative Investments</b>		
Spend to Save	0.0	0.00
Loans to Housing Associations	0.0	0.00
Local Economic Growth Projects	0.0	0.00
Solar Farm (or similar) Projects	0.0	0.00
Commercial Investments	2.4	5.32
Alternative Property Investments	26.0	4.21
<b>Total Other Alternative Investments</b>	<b>28.4</b>	<b>4.30</b>
<b>Total Alternative Investments*</b>	<b>96.7</b>	<b>5.30</b>

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

In Year Performance

Fund	Bwd Investment Valuation	Valuation as at 31/12/23	In Year Performance Q3 2023/24			
			Capital Gain / (Loss)		Revenue Return	
			£000	%	£000	%
Blackrock	5,095.6	4,812.4	(283.2)	-5.6	120.5	2.6
Threadneedle	4,791.2	4,597.6	(193.6)	-4.0	186.4	4.1
Hermes	1,921.2	1,851.0	(70.2)	-3.7	57.1	2.9
Fidelity	2,864.1	2,656.3	(207.8)	-7.3	95.3	3.2
<b>Total</b>	<b>14,672.1</b>	<b>13,917.3</b>	<b>(754.8)</b>	<b>-5.1</b>	<b>459.3</b>	<b>3.2</b>

## Total Fund Performance

Fund	Investment £k	Valuation as at 31/12/2023	Total Performance			
			Capital Gain / (Loss)		Forecasted Revenue Return	
			£000	%	£000	%
Blackrock	5,505.5	4,812.4	(693.1)	-12.6	528.6	9.6
Threadneedle	5,366.3	4,597.6	(768.7)	-14.3	739.0	13.8
Hermes	2,000.0	1,851.0	(149.0)	-7.5	290.7	14.5
Fidelity	3,000.0	2,656.3	(343.7)	-11.5	515.5	17.2
<b>Total</b>	<b>15,871.8</b>	<b>13,917.3</b>	<b>(1,954.5)</b>	<b>-12.3</b>	<b>2,073.6</b>	<b>13.1</b>

3.28 While Property Funds continue to provide a revenue return as noted in the table above, the funds have experienced some capital losses.

3.29 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.

3.30 Given the volatility and risk within the market, all 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.

## Commercial Investments

3.31 The position on Commercial Property investments at 31 December 2023 is as follows:-

Property	Investment £k	Valuation as at 31/03/23	Performance		
			Total Capital Gain / (Loss)		Forecasted Return
			£000	%	%
Bank Unit in Stafford Town Centre	876.0	790.0	(86.0)	(9.8)	5.75
Co-op Store in Somercotes	1,497.3	1290.0	(207.3)	(13.8)	5.08
<b>Total</b>	<b>2,373.3</b>	<b>2,080.0</b>	<b>(293.3)</b>	<b>(12.4)</b>	<b>5.32</b>

3.32 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.

3.33 The 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 2023/24 Capital Plan does not include any plans to purchase commercial assets primarily for yield.

## Alternative Property Investments

3.34 The position on Alternative Property Investments at 31 December 2023 is as follows:-

Property	Investment £k	Valuation as at 31/03/23	Performance		
			Total Capital Gain / (Loss)		Forecasted Return
			£000	%	%
Harrogate Royal Baths	9,504.0	7,000.0	(2,504.0)	(26.3)	1.07
Scarborough Travelodge	14,828.0	13,250.0	(1,578.0)	(10.6)	5.41
Shopping centre – Harrogate	925.0	925.0	0.0	0.0	7.64
Secondary industrial land - Harrogate	792.0	792.0	0.0	0.0	5.96
<b>Total</b>	<b>26,049.0</b>	<b>10,797.0</b>	<b>(4,082.0)</b>	<b>(15.7)</b>	<b>4.21</b>

## Other Loans

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

Lender	Date Advanced	Original Loan	Interest Rate	Loan Outstanding as at 31/12/23	Revenue Return (as at 31/12/23)	
					£000	%
					£000	%
Ryedale Learning Trust	Feb-21	1,455.0	8.35	1,153.8	60.3	5.36
Settle Pool	Sep-22	135.0	6.00	104.3	5.0	6.00

### 3.36 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.

### 3.37 Settle Pool

Settle Area Swimming Pool is a charity run swimming pool, service the local Settle area. In December 2023, discussions with the charity operating the pool led to a revision of the payment plan on the Long Term Loan provided by the council to support the operation of the pool. The revised arrangement has been provided at a commercial rate of 6%, and schedules the loan to be fully repaid by 2032/33.

### **Other Treasury Management Development and Issues**

3.38 In December 2023 the DLUHC issued the Consultation on changes to statutory guidance and regulations: Minimum Revenue Provision. The proposed new regulatory regime for MRP consists of the 2024 amendment regulations and Statutory MRP Guidance 2024. The changes proposed have been introduced to address concerns that the government has in respect of compliance with the duty to make a prudent revenue provision, which in their view, results in some authorities underpaying MRP. The new regime makes it explicit that authorities are required to determine a prudent amount of MRP with respect to all capital expenditure financed by debt; and capital receipts may not be used to directly reduce what would otherwise be a prudent revenue charge. The aim is to stop the intentional exclusion of debt from the MRP determination where it relates to an investment asset or capital loan. This consultation is due to close on 16<sup>th</sup> February 2024. Council Properties as outlined above under paragraph 3.31 are considered to be with the scope of this ongoing consultation. Once the consultation has closed and the recommendations announced Council Officers will consider the full implications as to the wider MRP charge to be incurred in subsequent years, however indicative reviews suggest a potential additional MRP charge to the Council p.a of £0.1m.

### **RECOMMENDATIONS**

#### 3.39 That Executive

- i. notes the position on the Council's Treasury Management activities during the third quarter of 2023/24
- ii. refers 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 2023
- Appendix B Approved Lending List with counterparty limits
- Appendix C Changes to the Approved Lending List during Q3 2023/24
- Appendix D Treasury Management Monitoring and Reporting Arrangements 2023/24
- Appendix E Detailed Economic Commentary on Developments during Q3 2023/24
- Appendix F Treasury and Prudential Indicators

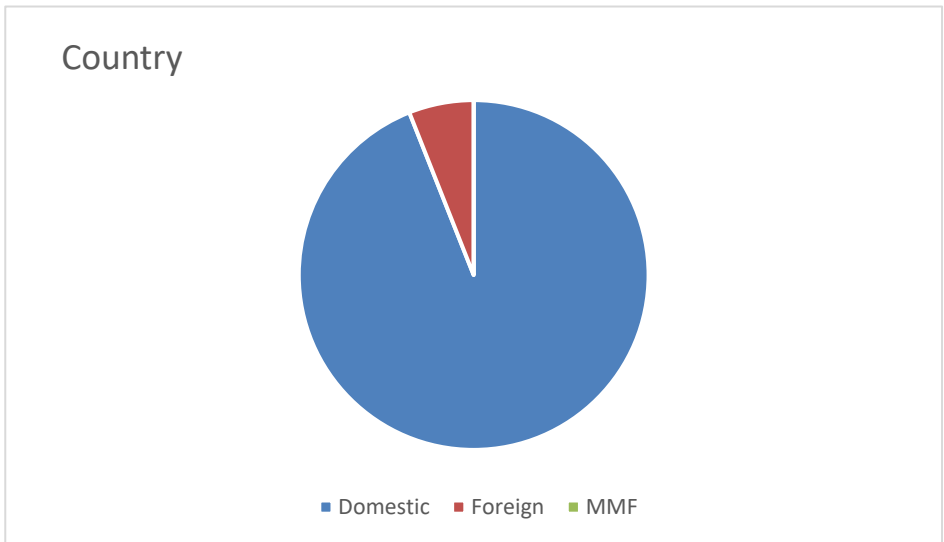
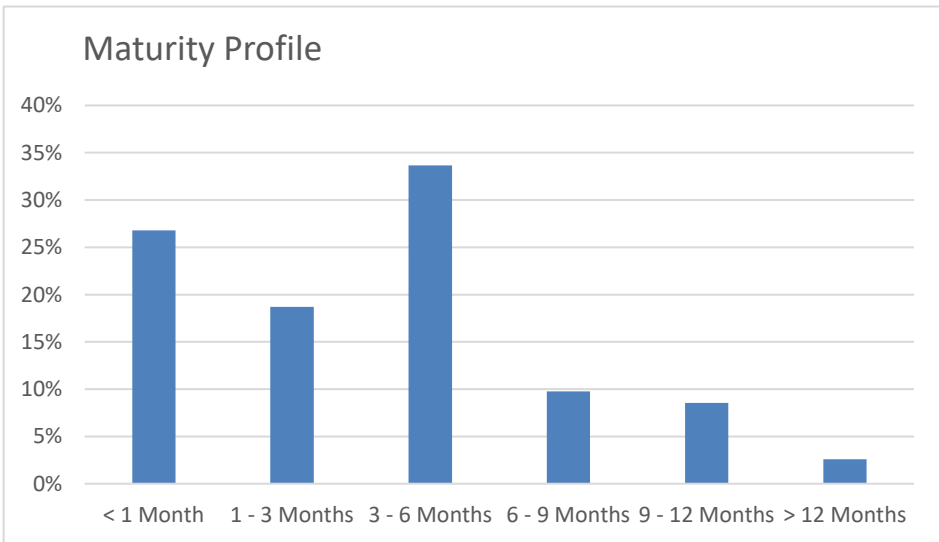
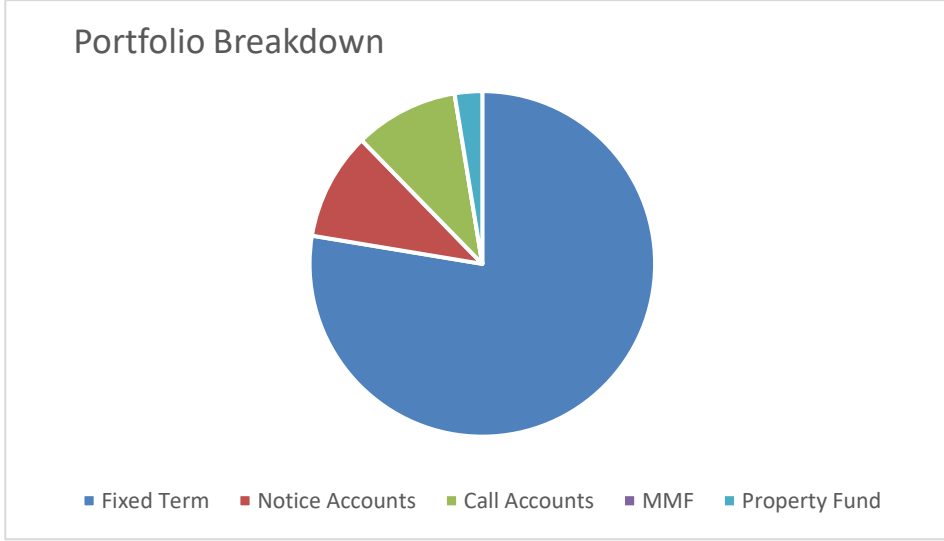
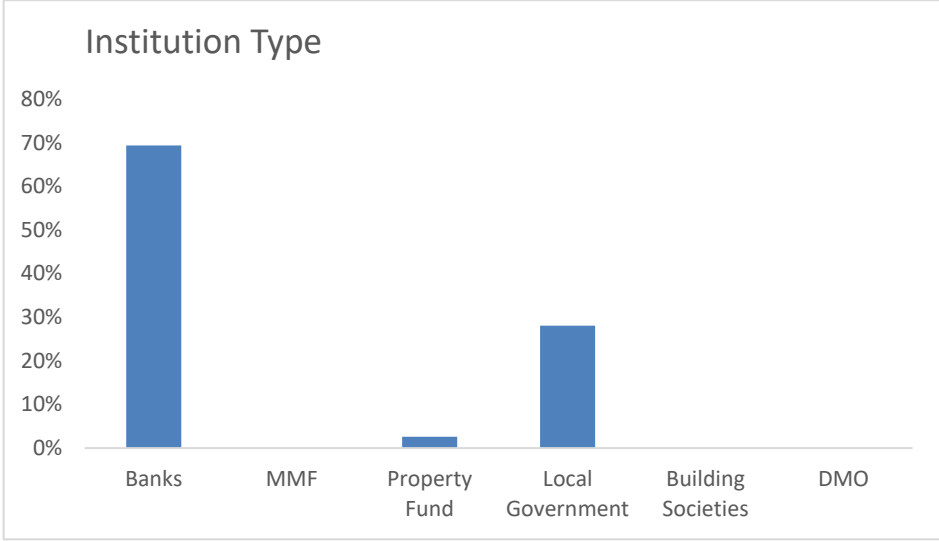
## Analysis of loans outstanding as at 31 December 2023

Actual Loans Outstanding – Summarised by Organisation	
	£m
Local Authority	172.5
Santander	62.0
Standard Chartered	65.0
Goldman Sachs	75.0
National Westminster	5.0
Helaba	15.0
DBS	20.0
Sumitomo Mitsui BCE	60.0
Handelsbanken	20.0
Barclays	9.9
Bank of Scotland	60.0
National Bank of Canada	35.0
	<b>599.4</b>

Other Bodies				
	31-Dec-23		31-Mar-23	
	£m	%	£m	%
NY Pension Fund	16.2		1.8	0.3
NY Fire and Rescue Authority	5.3		7.2	1.3
Richmondshire DC	0.0		7.8	1.4
Yorkshire Dales National Park	5.0		4.0	0.7
North York Moors National Park	7.2		6.4	1.1
Peak District National Park	9.1		7.5	1.3
Selby District Council	0.0		77.9	13.9
National Parks England	0.6		0.2	0.0
Align Property Partners	2.3		1.9	0.3
NYnet Limited	16.2		11.7	2.1
<b>Total Other Bodies</b>	<b>61.8</b>	<b>10.3</b>	<b>126.4</b>	<b>22.6</b>
Cash Balances held by NYC	537.5	89.7		
Cash Balances held by NYCC			315.9	56.4
Cash Balances held by Legacy Councils			118.3	21.1
<b>Total Investment</b>	<b>599.4</b>	<b>100.0</b>	<b>560.1</b>	<b>100.0</b>

Rates as at 31 December 2023	
	%
Bank Rate	5.25
Investment Rates	
- NYC overnight (on call)	4.80
- 1 month	5.30
- 6 months	5.50
- 1 year	5.60
- Government Debt Management Office Account	5.19





## 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 *
<b>UK "Nationalised" banks / UK banks with UK Central Government involvement</b>					
Royal Bank of Scotland PLC (RFB)	GBR	90.0	365 days	-	-
National Westminster Bank PLC (RFB)	GBR				
<b>UK "Clearing Banks", other UK based banks and Building Societies</b>					
Santander UK PLC (includes Cater Allen)	GBR	80.0	6 months	-	-
Barclays Bank PLC (NRFB)	GBR	90.0	100 days	-	-
Barclays Bank UK PLC (RFB)	GBR		6 months		
Bank of Scotland PLC (RFB)	GBR	80.0	6 months	-	-
Lloyds Bank PLC (RFB)	GBR				
Lloyds Bank Corporate Markets PLC (NRFB)	GBR				
Goldman Sachs International Bank	GBR	80.0	6 months	-	-
Sumitomo Mitsui	GBR	80.0	6 months	-	-
Standard Chartered Bank	GBR	80.0	6 months	-	-
Handelsbanken	GBR	80.0	365 days	-	-
Nationwide Building Society	GBR	40.0	6 months	-	-
Leeds Building Society	GBR	40.0	3 months	-	-
Coventry Building Society	GBR	40.0	6 months	-	-
<b>High Quality Foreign Banks</b>					
National Australia Bank	AUS	40.0	365 days	-	-
Credit Industriel et Commercial	FRA	40.0	365 days	-	-
Landesbank Hessen-Thuringen Girozentrale (Helaba)	GER	40.0	365 days	-	-
DBS (Singapore)	SING	40.0	365 days	-	-
Bayerische Landesbank	GER	40.0	6 months	-	-
National Bank of Canada	CAN	40.0	365 days	-	-
<b>Local Authorities</b>					
County / Unitary / Metropolitan / District Councils		30.0	365 days	5.0	5 years
Police / Fire Authorities		30.0	365 days	5.0	5 years
National Park Authorities		30.0	365 days	5.0	5 years
<b>Other Deposit Takers</b>					
Money Market Funds		40.0	n/a liquid	-	-
Property Funds		5.0	365 days	5.0	10 years
UK Debt Management Account		150.0	365 days	-	-

\* Based on data 31 December 2023

**CHANGES TO THE APPROVED LENDING LIST DURING Q3**

There has been one change to the Lending List from the 1 October 2023.

<b>Organisation</b>	<b>Original Investment Limit / Term</b>	<b>Date Amended</b>	<b>Revised Investment Limit / Term</b>	<b>Reason</b>
National Bank of Canada	6 months	10 November 2023	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 1 October 2023.

## 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 Full Council as part of the Budget/MTFS process that sets out the Council's **Treasury Management and Investment Strategy and Policy** for the forthcoming financial year. For 2023/24 this report was submitted to Executive on 24 January 2023 followed by Full Council on 22 February 2023;
- (b) an annual report to Executive and Full Council as part of the Budget/MTFS process that sets the various **Prudential Indicators** (submitted to Executive on 24 January 2023 and Full Council on 22 February 2023)
- (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 2022/23 were submitted to Executive on 30 June 2023;
- (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 – 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 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 2023/24

#### Economic Background - UK

- The revision of GDP data in Q2 to a 0.1% q/q fall may mean the mildest of mild recessions has begun. Indeed, real GDP in October fell 0.3% m/m which does suggest that the economy may stagnate again in Q3. The weakness in October may partly be due to the unseasonably wet weather. That said, as the weakness was broad based it may also be the case that the ongoing drag from higher interest rates is more than offsetting any boost from the rise in real wages.
- However, the rise in the flash composite activity Purchasing Managers Index, from 50.7 in November to 51.7 in December, did increase the chances of the economy avoiding a contraction in Q3. The improvement was entirely driven by the increase in the services activity balance from 50.9 to 52.7. (Scores above 50 point to expansion in the economy, although only tepid in this instance.) The press release noted that this was primarily driven by a revival in consumer demand in the technological and financial services sectors.
- The 0.3% m/m fall in retail sales volumes in October means that after contracting by 1.0% q/q (which was downwardly revised from -0.8% q/q) in Q2, retail activity remained weak at the start of Q3. That suggests higher interest rates are taking a bigger toll on real consumer spending.
- Higher interest rates have filtered through the financial channels and weakened the housing market but, overall, it remains surprisingly resilient with only marginal falls showing year on year on the Halifax (-1%) and Nationwide (-1.8%) indices. However, the full weakness in real consumer spending and real business investment has yet to come as currently it is estimated that around two thirds to a half of the impact of higher interest rates on household interest payments has yet to be felt.
- Overall, we expect real GDP growth to remain subdued throughout 2024 as the drag from higher interest rates is protracted but a fading of the cost-of-living crisis and interest rate cuts in the second half of 2024 will support a recovery in GDP growth in 2025.
- The labour market remains tight by historical standards, but the sharp fall in wage growth seen in October will reinforce the growing belief in markets that interest rates will be cut mid-2024. Wage growth eased in October much faster than the consensus expected. Total earnings fell by 1.6% m/m, which meant the headline 3myy rate eased from 8.0% in September to 7.2% in October.
- The fall in wage growth occurred despite labour demand being stronger in October than expected. The three-month change in employment eased only a touch from +52,000 in September to +50,000 in October. But resilient labour demand was offset by a further 63,000 rise in the supply of workers in the three months to October. That meant labour supply exceeded its pre-pandemic level for the first time, and the unemployment rate remained at 4.2% in October. In the three months to November, the number of job vacancies fell for the 17th month in a row, from around 959,000 in October to around 949,000.

- CPI inflation fell from 6.7% in September to 4.6% in October, and then again to 3.9% in November. Both these falls were bigger than expected and there are clear signs of easing in domestic inflationary pressures. The fall in core CPI inflation from 5.7% to 5.1% in November was bigger than expected (consensus forecast 5.6%). That's the lowest rate since January 2022. Some of the decline in core inflation was due to the global influence of core goods inflation, which slowed from 4.3% to 3.3%. But some of it was due to services inflation falling from 6.6% to 6.3%.
- The fall in UK market interest rate expectations in December has driven most of the decline in 10-year gilt yields, which have fallen in line with 10-year US Treasury and euro-zone yields. 10-year gilt yields have fallen from 4.68% in October 2023 to around 3.70% at the time of writing, with further declines likely if the falling inflation story is maintained.
- Investors' growing expectations that the Fed will cut interest rates soon has led to an improvement in risk sentiment, which has boosted the pound and other risky assets. In addition, the rise in the pound, from \$1.21 in November to \$1.27 now, has also been supported by the recent relative decline in UK wholesale gas prices.
- The further fall in 10-year real gilt yields in December has supported the recent rise in the FTSE 100. That said, the index remains 5% below its record high in February. This modest rise in equities appears to have been mostly driven by strong performances in the industrials and rate-sensitive technology sectors. But UK equities have continued to underperform US and euro-zone equities. The FTSE 100 has risen by 2.2% in December, while the S&P 500 has risen by 3.8%. This is partly due to lower energy prices, which have been a relatively bigger drag on the FTSE 100, due to the index's high concentration of energy companies.

## Prudential and Treasury Indicators for 2023-24 as of 31 December 2023

## Capital Expenditure

	2023/24 TM Strategy	2023/24 Forecast
	£m	£m
New Capital Expenditure	113.7	233.0
New Finance Leases and PFI	0.0	0.0
<b>Total Capital Expenditure</b>	<b>113.7</b>	<b>233.0</b>
Financed by		
- Capital grants and contributions	71.3	137.9
- Direct Revenue Funding	32.5	47.8
- Capital receipts	7.2	13.5
<b>Capital Borrowing Requirement</b>	<b>2.6</b>	<b>33.8</b>

## Capital Financing Requirement (CFR)

	2023/24 TM Strategy			2023/24 Forecast		
	Borrowing £m	Other Long Term Liabilities £m	Total £m	Borrowing £m	Other Long Term Liabilities £m	Total £m
<b>Total CFR</b>	<b>612.1</b>	<b>141.8</b>	<b>753.9</b>	<b>591.2</b>	<b>140.6</b>	<b>731.8</b>
Net Financing need for year	2.6	0.0	2.6	33.8	0.0	33.8
MRP	-18.7	-4.1	-22.8	-16.8	-3.7	-20.5
<b>Movement in CFR</b>	<b>-16.1</b>	<b>-4.1</b>	<b>-20.2</b>	<b>17.0</b>	<b>-3.7</b>	<b>13.3</b>

## Authorised Limit, Operational Boundary and Actual Debt

	2023/24 TM Strategy			2023/24 Forecast		
	Borrowing £m	Other Long Term Liabilities £m	Total £m	Borrowing £m	Other Long Term Liabilities £m	Total £m
Authorised Limit	465.3	186.7	652.1	449.8	185.6	635.5
Operational Boundary	445.3	186.8	632.1	429.8	185.6	615.5
External Debt	377.7	141.8	519.5	377.7	140.6	518.3



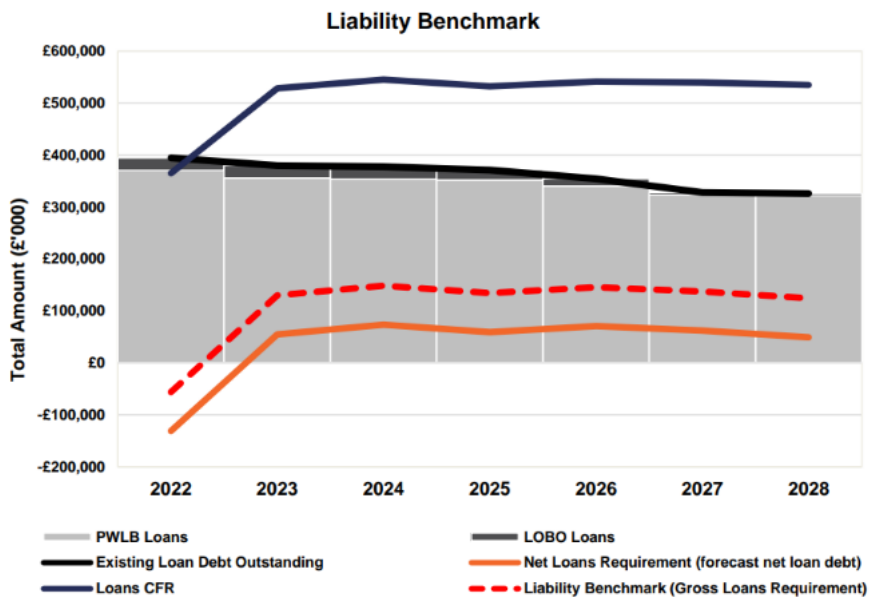
## Gross Debt and the CFR

	2023/24 TM Strategy			2023/24 Forecast		
	Borrowing £m	Other Long Term Liabilities £m	Total £m	Borrowing £m	Other Long Term Liabilities £m	Total £m
CFR	612.1	<b>141.8</b>	753.9	591.2	140.6	731.8
Gross Borrowing	377.7	141.8	519.5	377.7	140.6	518.3
Under / (over) borrowing	234.4	0.0	234.4	213.5	0.0	213.5

## Ratios

	2023/24 TM Strategy %	2023/24 Forecast %
Financing costs to net revenue stream – General Fund	5.0	2.9
Financing costs to net revenue stream – HRA	20.5	11.7

## Liability Benchmark



## Maturity Structure of Borrowing

	2023/24 Forecast		
	Lower Limit %	Upper Limit %	Forecast %
Under 12 months	0	15	2
12 months to 2 years	0	15	4
2 years to 5 years	0	15	8
5 years to 10 years	0	25	15
10 years to 20 years	0	25	11
20 years to 30 years	0	45	40
30 years to 40 years	0	45	16
40 years to 50 years	0	45	4

## Limits for Long Term Treasury Management Investments

	2023/24 Forecast	
	Limit £m	Forecast £m
Limit on investments > 1 year	60.0	0.0

## 4.0 CAPITAL PLAN

### Overview

- 4.1 An updated Q3 2023/24 Capital Plan was reported to Executive on 23 January 2024 as part of the Budget Report for 2024/25 and will be presented to County Council on 21 February 2024. The Q3 2023/24 Capital Plan has been updated to reflect the latest forecast for capital expenditure and associated funding up to 31 December 2023. A copy of the report can found via the following link:

<https://edemocracy.northyorks.gov.uk/documents/s27588/North%20Yorkshire%20Council%20Capital%20Five%20Year%20Spending%20Plan.pdf>

### Quarter Updates

## 4.2 Harbours Infrastructure

- 4.2.1 Capital investment from the Supply Chain Reserve is required to complete the design work in readiness to bid for external funding to be able to deliver two harbour schemes: Scarborough Lighthouse and Roundhead Piles replacement (£543k) and Whitby West Pier Lighthouse (£252k). Total project costs are estimated at £7.7m for Scarborough Lighthouse and Roundhead Piles and £3.2m for Whitby West Pier Lighthouse but it is anticipated that grant funding will be available in future to support delivery of both schemes.

### RECOMMENDATIONS

- 4.3 The Executive is recommended to:

- a) note the updated Q3 2023/24 Capital Plan; and
- b) approve capital funding of £795k from the Supply Chain Reserve to progress Scarborough Lighthouse and Roundhead Piles replacement (£543k) and Whitby West Pier Lighthouse (£252k) in order to complete the design works to be in a position to bid for external funding for the actual delivery of both schemes.

## 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 That the Executive

- a) notes the forecast outturn position against the 2023/24 Revenue Budget, as summarised in **paragraph 2.2.2**.
- b) notes the forecast outturn position for the Housing Revenue Account as set out in **paragraph 2.3.1**.
- c) approves the carry-forward of any unallocated sums for each of the Area Constituency Committees into 2024/25 for one-year only as set out in **paragraph 2.6.1**.
- d) approves the recommendation to fund £795k for design work on the Harbours from the Supply Chain reserve as per **paragraph 2.7.1**
- e) notes the position on the Council's Treasury Management activities during the third quarter of 2023/24
- f) refers this report to the Audit Committee for their consideration as part of the overall monitoring arrangements for Treasury Management.
- g) note the updated Q3 2023/24 Capital Plan; and
- h) approve capital funding of £795k from the Supply Chain Reserve to progress Scarborough Lighthouse and Roundhead Piles replacement (£543k) and Whitby West Pier Lighthouse (£252k) in order to complete the design works to be in a position to bid for external funding for the actual delivery of both schemes.

Richard Flinton  
Chief Executive

Gary Fielding  
Corporate Director, Strategic Resources

20 February 2024