

# Health and Adult Services

Local Account 2022/2023



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# Introduction

This is the Local Account for North Yorkshire Health and Adult Services for 2022/2023. It is an account of what we have done to support people across the county during the last year, how we have invested public money, and what we aim to do in 2023/2024.

The main focus of this report is adult social care; however, the Council's Health and Adult Services directorate includes public health and this report should be read in conjunction with the Director of Public Health's Annual Report, available here: [Director of Public Health annual report 2022 | North Yorkshire Partnerships \(nypartnerships.org.uk\)](https://www.nypartnerships.org.uk)

During this year, we continued to address many of the challenges that we faced during 2021/22, including the impact of the COVID-19 pandemic, workforce

shortages, concerns around sustainability in the care provider market and sustained high levels of activity to support people to leave hospital safely. In response, we accelerated our transformation work to meet the changing demands on the council and the wider health and care sector.

During 2022, COVID-19 pandemic control measures were stepped down by the Government, with the health and care sector responding to this and managing the changing requirements for COVID-19 testing and vaccinations whilst always focusing on keeping people safe. The impact of the pandemic on our communities and colleagues was still very much on our minds, and we wanted to mark its significance on all our lives. In early spring 2023, a tree trail was planted, with saplings placed in County Hall and seven care schemes across

the county to create a living memorial. This was led by colleagues from Health and Adult Services, with events at each location to remember those whose lives were lost and the tremendous effort put in by so many to support communities throughout the worst of the pandemic.



**Cllr Michael Harrison**  
Executive Member,  
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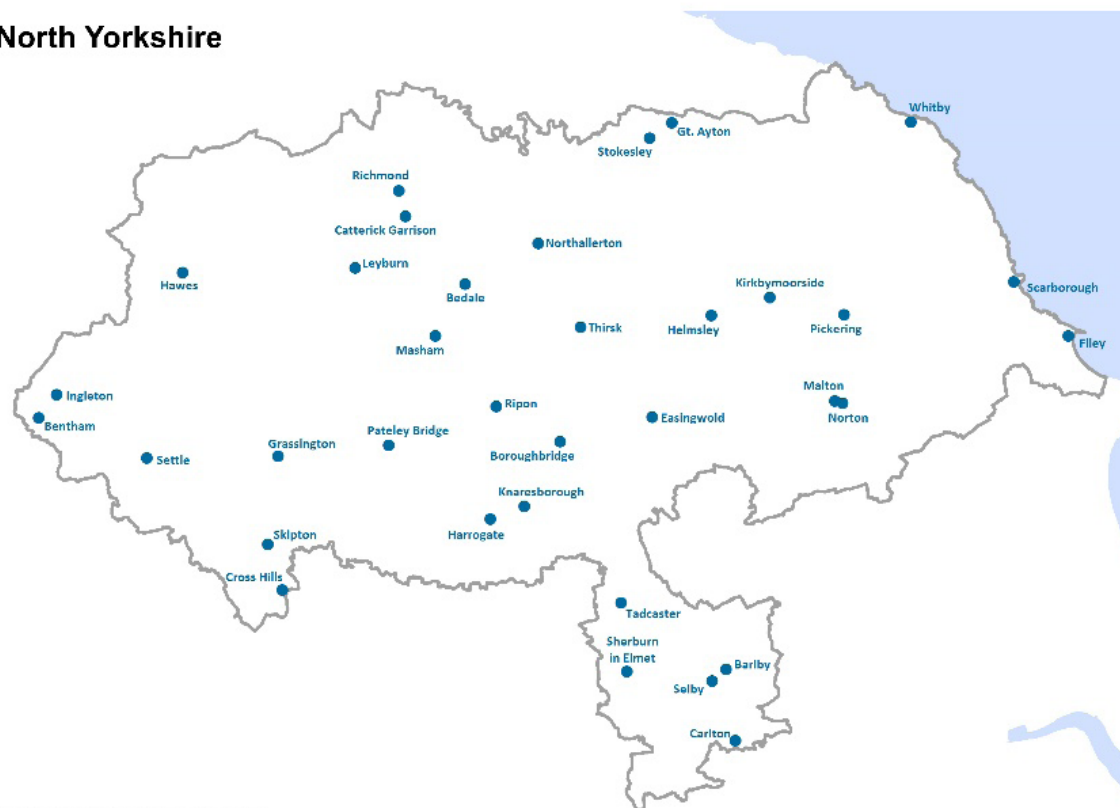


# Section 2 – Who we are and what we do

North Yorkshire is England’s largest county, covering a geographical area of over 8,000 square kilometres. It has some urban areas and is also highly rural, with up to 85% of the county being classified as ‘super sparse’. This results in a population density of just 77 people per square kilometre, compared with an England average of 432.

North Yorkshire Council (NYC) is a new unitary authority, established on 1st April 2023 and bringing together 8 predecessor two-tier councils. During 2022/23, the predecessor councils including North Yorkshire County Council were focused on the necessary work to bring together services, functions and people for the new council, as well as continuing to provide strategic leadership and deliver good quality services.

**North Yorkshire**



Compilation: Strategy & Performance (HAS), NYC  
Ordnance Survey Map Data: © Crown Copyright and Database Rights [2023] Ordnance Survey 100017946

Overall, North Yorkshire is a good place to live and work. With a total population of 615,500, 80.7% of North Yorkshire's working age population are economically active, which compares with 77.4% for the Yorkshire & Humber region and 78.4% for the UK. Large parts of North Yorkshire have better than average life expectancy when compared with England as a whole.

153,800 (25%) of the residents are over 65; with projected trends and inward migration of older people to the area, this figure is expected to increase to almost a third by 2035.

Looking at the 2021 Census data, North Yorkshire performs well in indicators for wellbeing and education, and for some economic indicators. However, although we are among the least deprived local authorities in England, ranked 127th most deprived out of 151 upper tier local authorities, we know that there are pockets of deprivation and inequality, with significant variation across the county.

There are 11 neighbourhoods in North Yorkshire, predominantly in the east of the county, that are amongst the most deprived 10% areas in England. The county is also home to Catterick Garrison, which is the largest British Army garrison in the world, with a population of over 13,000.

Other inequalities exist across North Yorkshire – for example rural access to services, fuel poverty, affordable housing and digital exclusion. Census data shows that North Yorkshire performs below average for economic indicators relating to transport and broadband. The gap in life expectancy varies across the county between our most and least deprived wards; for males there are 15.5 years difference in life expectancy between the ward with the highest life expectancy (Hipswell 88.2 years) and the ward with the lowest life expectancy (Whitby West Cliff 72.7 years). For females the difference is 12.6 years between Claro (90.8 years) and Knaresborough Eastfield (78.2 years).

The Council wants to close these gaps and thereby reduce health inequalities. Both nationally and locally, the health inequalities that already existed in communities have been made worse by the pandemic; understanding and addressing these inequalities continues to be a focus for the work of the Council and its partners. Health and Adult Services makes a significant contribution to this goal via its strategic role to:

- lead the Council's work on adult social care, public health, supported housing and partnership with the NHS;
- plan, invest and deliver services to support individuals and communities to be healthier and to live the lives they want to live;
- work with partners to build 'health' into the economy, education, planning, regulation, community safety and care; and
- develop service providers and ensure service quality.

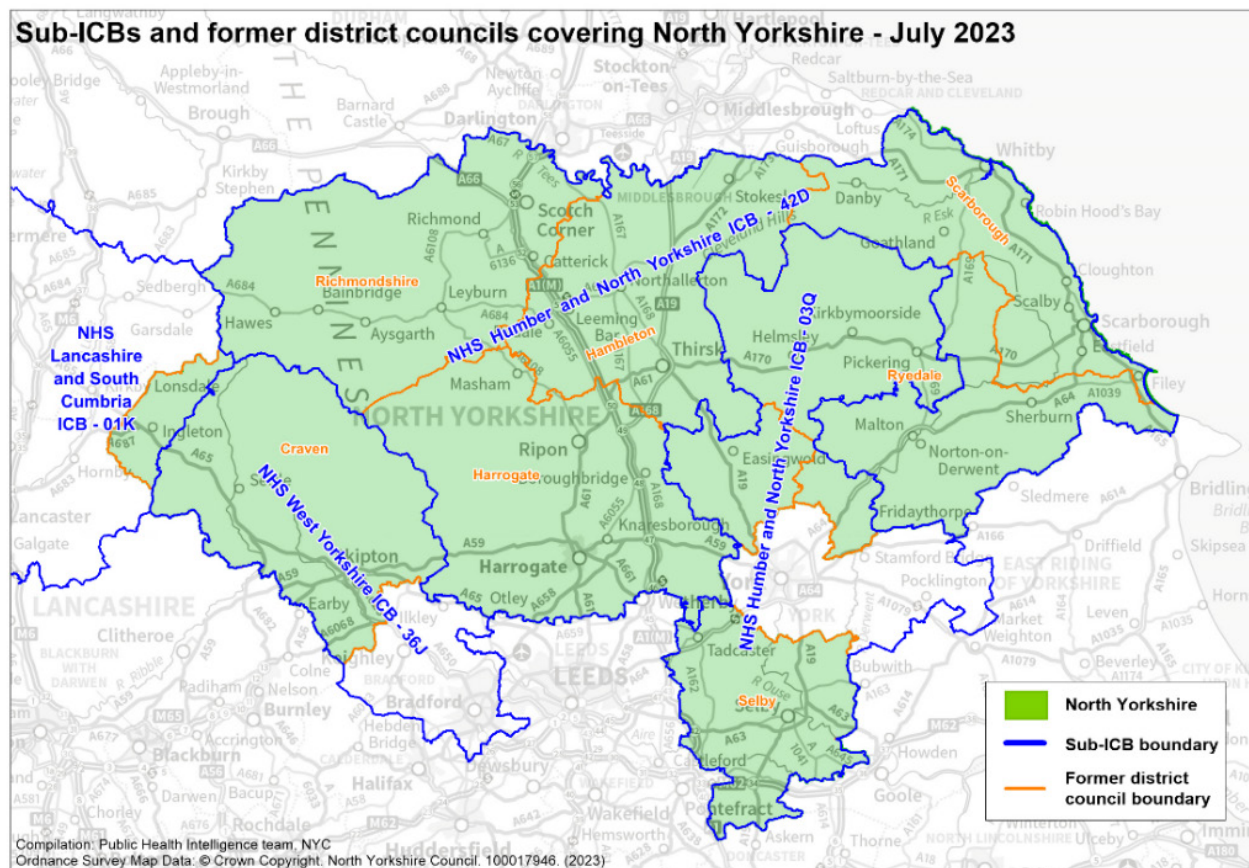


The Council’s commissioned adult social care market is large and diverse, with 165 registered care homes in North Yorkshire and 133 out of North Yorkshire, over 150 commissioned domiciliary care agencies, and a vibrant voluntary and community sector.

However, as is the case nationally, the social care sector in North Yorkshire is facing unprecedented challenge. The ongoing impact of the pandemic, the rising cost of living, a highly competitive labour market leading to major workforce challenges, pressures from the NHS, increased demand for services and reduced spending power for social care budgets are all impacting adversely on the sustainability of the sector. In North Yorkshire, these challenges are made worse by the size and rurality of the county, which adds extra cost pressures. North Yorkshire Council has assessed the sustainability of the adult social care market as one of its most significant strategic risks. The council has built good relationships with its providers, and they are committed to working together to develop an innovative, vibrant and diverse care market.

There are two main Independent Care Boards (ICBs) responsible for planning the commissioning of NHS services in North Yorkshire: Humber and North Yorkshire ICB and West Yorkshire ICB. The Council works closely with the ICBs, four main acute and community NHS trusts, one community NHS trust, two mental health NHS trusts and over 70 GP practices.

In addition, people living in the Bentham and Ingleton areas are registered with GPs who are part of the Lancashire and South Cumbria ICB and access some services from the Lancaster and Kendal areas.



# Section 3 – What we did in 2022/2023

## Our Priorities

Our Vision: "People living longer, healthier, independent lives."

### Longer, healthier, independent lives: Our plan for Health and Adult Services in North Yorkshire 2022-2025

As we consider our priorities and the challenges we face, our focus continues to be on our existing vision of people living longer, healthier, independent lives, set out initially in our [HAS 2020 Vision](#) and continued in Our plan for Health and Adult Services in North Yorkshire 2022-2025, [Health and Adult Services 2025 plan | North Yorkshire Council](#) Our priority actions are also aligned to the [Council plan | North Yorkshire Council](#) and the [Joint Health and Wellbeing Strategy](#).

The preparatory work for the 2025 Plan was undertaken pre-pandemic and reviewed and finalised in 2022. Within our plan we have set out three priorities:

1. Opportunities for everyone, everywhere
2. My time and experiences are valued; and
3. My home, my community, my choice.

#### 1 Opportunities for everyone, everywhere

##### Reducing inequality across North Yorkshire

"I will have access to the same services and life opportunities wherever I live or whatever my life circumstances".

##### Staying well and healthy

"I will have the information and support I need to keep myself as healthy and well as possible".

##### Protecting the health of North Yorkshire's residents

"I will live in a community that promotes good health across all ages and have access to information and services to support my own health and wellbeing."

##### Improving mental health and wellbeing

"I will know where to get information, advice and support when I need it".



#### 2 My time and experiences are valued

**Respecting people's time** "I will only need to tell my story once to get the support I need. This will be based on my needs, and not delayed by decisions on how it will be funded".

**Listening to people's experiences** "My experiences will be heard and used to help make decisions about the way services are designed and delivered".

**Embracing technology together** "I will be able to interact with the Council in more accessible ways, and have support to use technology to enhance my quality of life if needed".

**A life outside of caring** "As a carer I will feel valued and have a full and more balanced life".



#### 3 My home, my community, my choice

**My home, my choice** "I will be supported to live independently in my home of choice as long as possible".

**Outstanding Services** "I can access high quality, affordable services within my community".

**Strengthening communities to create opportunities** "I will have the opportunity to be an active part of my community where my contribution is recognised".



We first introduced the 2025 Plan in last year's Local Account; this year, we continue to share our progress on the three priorities with you. In this report, you will find examples of our challenges, what we are working on, and our plans for 2023-24. You'll also see examples of feedback on our services, and how people have been working with us and sharing their lived experience.

## Feedback from people about our services

During 2022/23, our teams received nearly 1000 compliments. Here's a small selection.



“Over the past 18 months, [name] has been a beacon of support...

... working to arrange the necessary care and services to improve my grandmother's quality of life. [Name]'s genuine care and compassion has really shown, despite the financial and resource challenges within the social care sector. My grandmother sadly passed earlier this month, but it's comforting to know that she was able to live her final years with dignity, thanks in large part to [name]'s dedication.” (Social worker)

“Once again thank you so much for all your help...

... I can now send an email with an attachment and that is thanks to you. I have also found via the internet the Driving Instructor who helped me so much and stayed with me when I had my fall. I couldn't have done that without your help. I shall miss you coming, not for my iPad but your company.” (Living Well team)

“Thank you for your help...

...in organising the safety equipment for my wife, which has been a great help in keeping her safe at home.” (Reablement team)

“From day one of speaking to yourself...

...regarding my elderly mother's case, I have been met with the highest level of professionalism, courteous and timely communication and very importantly an empathetic ear.” (Social worker)

“[Name] listened to my questions...

... and gave advice in a non-judgmental way. She continued to be supportive up to and after discharge. She remained supportive and professional throughout a really traumatic time of change.” (Social worker- hospital discharge)





“He was really impressed with our service...”

...and how quickly we picked up the case. He said he didn't know where to start with looking at help for his parents, but the online form prompted questions, and our assessment was really helpful and the process has been quick and supportive so far.” (Customer feedback about Prevention team)

“We cannot tell you how much we all appreciate...”

...all of the love and care you gave to our mum. You have all been amazing in the care that you have and loving the way you carried out your duties. Caring is not just a job it's a vocation! Thank you for all that you did for mum.” (Care Provider Services)

“It's been really good having you visit us...”

...at [care home] at the beginning. We were unsure how these visits would go but you put us at ease from day one. The support and advice has been really helpful as a team. We have learnt so much from our visits.” (From care provider to quality team)

“What a difference [Name] made...”

...to the last months of my dad's life; it was due to him going that extra mile to take my dad a hearing device. He was in hospital to enable him to communicate while he was there and also with his carers once he got home. It made such a positive difference to him.” (Sensory team)

“[Name] made me aware of the benefits...”

...I thought I was not entitled to and also applied on my behalf for them; can't recommend [name] enough, very informative and knowledgeable.” (Income Maximisation team)

“Knowing that they are there...”

...all I have to do is press my button and someone answers straight away at any time. In July I had to press my button and from that moment they made sure someone was with me until I was picked up by the ambulance people. Just knowing they are there makes my life much easier and safe.” (Care Provider Services)

## How we involve people in shaping our work – some examples

People are experts in their own lives and their voices are at the heart of Health and Adult Services. Throughout 2022/2023 we worked closely with people and communities, including expert by experience groups and networks, to shape our services. We also continued our work to enable a wider range of people to speak up and be listened to. We are very grateful to all the people who contribute their time and experience to help us develop and improve what we do.

**Carers break service - review:** over the summer in 2022, we engaged with carers who used the carers break service, and some who didn't, via focus groups and guided conversations. As a result of the feedback, the service was renamed from 'sitting service' to 'carers breaks', the volunteer aspect was retained and strengthened, and flexibility to meet individual needs built into the specification. 17,000 hours of support were provided to carers during 2022/23.



"It sounds too simple that it gives me some time to myself – but that's what it does and that is so important for me."



**Learning from COVID-19 – our communities' experiences:** during 2022, we worked on the Director of Public Health Annual Report 2021-22. We wanted to include our communities' voice and experience of the pandemic, and to do this we used lots of different methods to gather their feedback, including conversations, case studies, art work and poetry. Their contributions helped to shape the report's recommendations. You can see the report here: <https://www.nypartnerships.org.uk/dphar2022>

**Voice of people with experience of mental ill-health:** in early 2022, we shared the findings of a review of ways for people to get involved and have their voice heard. Since then, the HAS Participation & Engagement team have met with various groups across the county who support adults with lived or living experience of mental health. People told us that they want to be involved in places where they feel safe and they have built up trust. The team are working with people to scope some ideas around a network of practice that will help to create connections and build trust.



Self-advocate presenting at forum about employment

### **Conversations about the Mental Capacity Act (MCA):**

we held two workshops with self-advocates, facilitated by Inclusion North, looking at how to enable people to have conversations about the MCA. Self-advocates shared what they wanted to know about the MCA and the ways they would like information. An easy read case study has now been coproduced with self-advocates.

### **Learning from digital engagement:**

in 2021, the HAS Participation and Engagement Team worked with citizen groups to create a report to share our learning about effective digital engagement. In July 2022, the team delivered a good-practice training session for staff, co-delivered with a self-advocate. Top tips generated from the report have been shared with the VCSE Equality and Inclusion Partnership.

### **Healthy ageing – finding out from people aged 50+ what matters to them:**

to inform future priorities around healthy ageing, we carried out engagement events and a survey to find out what is important to older people and how we can support people to age well in later life. This coincided with celebrations for International Day of the Older Person where we held coffee, cake and art sessions and launched the new North Yorkshire Age Friendly Network. 450 people responded to the survey and many have signed up to the [North Yorkshire Age Friendly Network](#) so that they can be involved in shaping work.



We hold virtual discussion sessions with the Director of Health and Adult Services and representatives from North Yorkshire Disability Forum , North Yorkshire Learning Disability Partnership Board, older people’s groups, carers and mental health groups, between three and four times a year. Issues raised by citizen voice groups are followed up by the Director and his teams, and fed back.

### **Disability Awareness Training for councillors:**

Following conversations/ feedback from North Yorkshire Disability Forum (NYDF) members, we co-produced a Disability Awareness session with people with living experience of disability. We produced videos, interactive activities and information for Councillors, and delivered the session in February 2023.



### Learning from our LGBTQ+ community:

we were privileged to hear from two members of North Yorkshire's LGBTQ+ community at our Festival of Practice in 2022: a session delivered by an older trans man on their lived experiences, and a session on dementia including the experiences of an LGBTQ+ person caring for their partner. Community members have worked with us on a range of issues to help improve LGBTQ+ inclusion, including recording of gender diversity and pronouns.

### LGA COVID-19 response peer review – People's Panel:

when organising the sessions for our peer review, we included a people's panel with 9 participants including representatives from self-advocates, disability forums and the care home visiting task group. This was so the peer reviewers could hear from some of our communities most affected, as well as from colleagues and partners.



### Making our Practice Framework accessible:

our Practice Team have developed a practice framework to support practitioners. This includes a public-facing section to explain our standards and what people can expect. We worked with self-advocates on the easy read version, and acted on their feedback about how to make the document clearer.

### Accessible Transport Group:

accessible public transport is a big issue for North Yorkshire. In 2021, responding to discussions with North Yorkshire Disability Forum, we established the accessible transport group with disabled people and NYC colleagues whose work relates to transport, to coproduce solutions to transport issues faced by disabled people. The group continues to meet, and recently influenced the new council's taxi policy (a key means of transport for disabled people in the county).



### World Mental Health day:

sharing our experiences: to help open up the conversation and tackle stigma, two adult social care colleagues, Rebecca and Karen, shared their own experiences of mental ill health for World Mental Health Day. Telling their stories in a press release and case studies, they highlighted the personal impact of mental ill health, and what had helped them to recover and stay well.



### **Involving people with serious mental illness in developing services:**

the NHS and partners, including NYC HAS & Stronger Communities teams, have been working together to transform mental health services for people with a serious mental illness, with an emphasis on coproduction and active engagement of those with lived experience. Piloted in Harrogate & area, a new programme called 'Changing the Conversation' aims to enable people with lived experience of using secondary mental health services to increase their knowledge, skills and confidence to influence local service transformation plans.

### **Accessible Information Standard**

**(AIS):** during 2022, we supported Healthwatch North Yorkshire to share their survey about accessible information, including linking them with citizen voice groups that we work with/support. Actions we have taken so far in response to the feedback include: in-depth easy read training for 23 HAS colleagues to develop skills as a directorate; reviewing processes for meeting AIS; improving our processes to ensure that communication requirements are flagged; developing an Accessibility Easy Guide for colleagues for our customer case management system.



**Friendships and Relationships:** for our Festival of Practice 2022, we spoke with self-advocates from the North Yorkshire Learning Disability Partnership Board about what mattered to them. They said that friendships and relationships are a priority for them, and suggested inviting the charities Stay Up Late and Supported Loving. This was arranged, and self-advocates took part in the sessions, sharing their experiences and views about the importance of relationships and being able to socialise at night.



# Our challenges – some examples

## **Support with the cost of living and staying warm – increase in demand:**

increasing energy costs meant that the [Warm and Well service](#) saw a big increase in referrals from people struggling to cope with their bills. The majority of people referred needed energy advice to support them with higher than normal energy bills, including assistance with energy debt, support to purchase fuel top-up vouchers and what to do when their energy suppliers ceased trading. This has meant more pressure on the service's budget whilst continuing to save residents of North Yorkshire substantial amounts of money.

## **Continuing to respond to outbreaks of infectious diseases:**

a key role of Public Health is to support the management of outbreaks, providing assurance and advice with national colleagues. However, the complexity of these incidents has remained challenging and there is a level of unpredictability in terms of infectious disease, including

COVID-19. We continue to apply our learning from the last two years of outbreak management and we are developing 'business as usual' approaches within Public Health and Business Continuity teams.

## **Sustainability of the care market:**

Overall quality of the care market in North Yorkshire\* is at, or above, the regional and national averages. However, there are significant quality and cost challenges for publicly-funded care provision. From 1 November 2021 to 31 October 2023 there have been 9 care home closures due to a range of issues, including financial sustainability and quality. In the same period there has been an overall loss of 27 beds, with the market reducing from 205 care homes with 6,373 beds to 197 care homes with 6,346 beds. Further expansion in the market is expected over the next couple of years, linked to successful planning applications. As these new developments tend to be larger in size they should continue to keep pace with any beds lost from the market due to

provider failure. In the same time period there have been 6 domiciliary care providers have closed; recruitment and retention of staff continues to be a significant challenge for these providers. \*as defined by Care Quality Commission ratings

## **Reducing waiting lists for assessment or changes to support:**

post-pandemic, there are still many pressures on health and social care. This includes hospital referral levels at 50% or more above pre-pandemic activity, long-term staffing pressures across health and social care, and reduced resilience and capacity amongst local care providers. As a result, there are more people waiting for an initial Care Act assessment, or for additional interventions due to a change in their needs. These pressures have also made it harder to move people on to the next step in their customer journey, which has increased some waiting times. This is an improvement priority for 2023/24 (section 6).

### Number of people choosing direct payments:

the number of adults across North Yorkshire with eligible social care needs who choose to manage their own care and support with a direct payment has been static for a number of years. This is despite evidence showing improved outcomes for people directing their own care and support through direct payments and an ambition in North Yorkshire to increase take-up. This is an improvement priority for 2023/24 (section 6).

**Supporting unpaid carers:** our support for unpaid carers is important in its own right, but also because it is a way of helping people to stay in their own homes for longer. We know from engagement with carers and performance data that we need to improve our offer to carers, including carers assessments, reviews and preventative support. This is an improvement priority for 2023/24 (section 6).

### The number of people going into short-term care placements following discharge from hospital:

an increasing number of people are not able to return home following a stay in hospital and are instead placed in residential care. Evidence suggests that short stays in residential care, particularly if therapy and reablement input aren't available, often become permanent, and this impacts on people's wellbeing and quality of life. It also impacts on the council's budget. The main reasons for the rise in numbers are a shortage of home care staff, and inefficient systems and processes – these combine to cause delays in finding support for people to go home. This is an improvement priority for 2023/24 (section 6).



# What we're working on

**Support with the cost of living and staying warm:** in 2022/23, £1.4m was invested in the North Yorkshire Local Assistance Fund (NYLAF) household support scheme, an increase on previous years.

11,947 application forms were approved over the financial year directly supporting those deemed most vulnerable across the County; 20,032 individual awards approved including essential furniture, white goods, food and energy vouchers for those fleeing domestic abuse, those with complex mental health needs, those homeless, families under exceptional pressure etc; a further 903 food parcels specifically delivered across the Scarborough town area.

The FEAST programme (also known as the Holiday Activity and Food Programme) provided activities for children who qualify for free school meals during the Easter, Summer and Christmas holidays. Children and young people who are not on benefits-related Free School Meals who face disadvantage can also be made eligible by their school. This might include, for example, young carers, refugees and asylum seekers and those with SEND.

**Health protection and outbreak management:** in April 2022 we established a Health Protection team within the local authority public health team. This replaced the North Yorkshire Outbreak Management Hub which had provided a centralised public health response to COVID-19 since autumn 2020. As a result, North Yorkshire remains well placed with skills and resources to respond to COVID-19 and other infectious diseases, in collaboration with Local Resilience Forum partners.

**Improving access to screening and immunisation:** to reduce the significant health inequalities identified in Scarborough during the pandemic, local partners are working together to increase take-up of immunisation and screening programmes. Led by the Public Health team, the focus is on community links and engagement via schools, primary care and local groups, and working with local communities to understand vaccine hesitancy. This is now being expanded to include more engagement activities and to create tailored communications to address barriers around immunisations.



### Schools' healthy lifestyles event:

in March 2023, the Public Health team held an online event for primary schools, to boost wellbeing and understand the importance of healthy eating and being physically active. More than 2000 pupils and 100 members of staff took part in interactive workshops broadcast live into their classrooms around the themes of active lifestyles and healthy food. Pupils took part in live online voting on important questions, including what makes their life good and happy – top answers were family, friends, nature, football and pets. North Yorkshire Council schools and academies can sign up for free to take part in the Healthy Schools Award programme and attend training and events, as it is funded by the Public Health grant.



Phunky Foods Ambassadors from Camblesforth Primary Academy, Selby, showing off their healthy eating handbooks

### Working with care providers to help to maintain social care provision:

in addition to the national funding schemes that provide support to social care providers, the council has implemented a Sustainability and Hardship funding scheme. This allows care providers to request one-off financial support or fee increases in line with specific criteria. In 2022/23, the Council funded an additional £1.7m in supporting care provider sustainability, which resulted in extra help for over 40 providers (pre-pandemic, this level would have been approximately five providers each year). The recent procurement of the Adult Social Care Approved Provider List gave care providers the opportunity to refresh their care costs to support future sustainability, with clearer contractual terms and conditions in line with national guidance and best practice.

## What we're working on continued

### **Quality Team – working with partners to improve quality of care:**

building on collaborative working during the COVID-19 pandemic, the council and NHS partners piloted an integrated approach to quality assurance and quality improvement of care. This has now developed into the Integrated Quality Team. This team works across traditional organisational boundaries to improve the quality of care locally, reduce duplication, and enhance the support offered to care providers. This has improved care providers' ability to support people, and helped services which would otherwise struggle.

### **Waiting well - reducing and managing our waiting lists:**

following the pandemic, the numbers of people waiting for an assessment or changes to their support increased. We have worked hard to reduce and manage the waiting lists through a range of interventions. As a result, we managed to consistently reduce the number of people waiting for an initial assessment by a third, with

around 600-650 people waiting each month compared to 970 in June 2021.

### **Preparing for Adulthood – the transition from children's services to adult social care:**

on average we see 60 young people each year coming through the Health and Adult Services Preparing for Adulthood pathway. However, some young people are still not being referred in enough time to ensure a smooth and coordinated transition for them into adult services. We held 3 workshops with partners and people with lived experience to explore how to work more closely together to meet the needs of young people. Work is currently underway to ensure that all the pathways connect at the right time in a young person's journey, and referrals are now starting at age 14 to improve the timeliness of outcomes. Young people themselves are developing a Preparing for Adulthood passport to ensure they have the information they need as they approach adulthood.

### **New Carers Support Service – all ages:**

following engagement carried out in 2021 and implemented from July 2022, the Carers Support Service now provides an 'all age' service, offering practical and emotional help for all those who are looking after a loved one. This means that younger carers no longer face the prospect of moving from one service to another as they become adults, and it will also help improve support for parent carers of children with additional needs. The Carers Support Service is run by Carers Resource in Harrogate, Craven and Selby, and Carers Plus Yorkshire in Scarborough, Ryedale, Hambleton and Richmondshire.

### **Improving our Direct Payments offer to increase uptake:**

we began a comprehensive review of the direct payments offer in North Yorkshire in late 2022. We ran focus groups with assessment staff, managers and people using care and support, we contacted all direct payment recipients for their feedback, and we conducted a deep dive into a random



sample of cases. Through this work, we have developed a 12-month service improvement plan, with actions including making our processes more efficient, updating training for all frontline staff, co-producing information with people who receive Direct Payments and tackling Personal Assistant recruitment challenges.

**Care Provider Services – autism accreditation:** during 2022/23, in-house Care Provider Services were working really hard to complete their autism accreditation. This is a set of national standards, offering a framework for provider teams to rebuild services as part of a recovery plan. The standards focus on person-centred care, goal setting, emotional wellbeing, independence, communication and sensory requirements for the people that use our in-house care services. The assessment for accreditation will take place in summer 2023.

**Extra care housing supporting people to live more independent lives:** North Yorkshire has one of the most extensive Extra Care housing programmes in the country, with over 28 schemes across the county developed in partnership with housing associations, the former district and borough councils and Homes England. The 1,500 apartments and bungalows for rent and sale have design features and support services that enable older and disabled people to live more independent lives. The schemes are part of the community and include facilities for use by the residents and the wider locality. Evidence shows that a 60-unit Extra Care scheme will prevent costs of approximately £300,000 per year against residential care.



In July 2022, Bowland View in Bentham welcomed its first residents – helping people to continue to live within their local community.



Eller Beck Court's 1st birthday celebrations (September 2022)

# What we're working on continued

**Care Provider Services – Summer Olympics:** our in-house Care Provider Services teams took part in the first Summer Olympics, a summer-long programme of events and activities to encourage physical activity. Residents and staff had great fun taking part in different accessible challenges such as chair basketball and paper plate discus, and we were really proud that two of our services were the winners and runners up in the older adult's category. You can see more here: [NHS Vale of York Clinical Commissioning Group - North Yorkshire and York Care Provider Olympics \(valeofyorkccg.nhs.uk\)](https://www.valeofyorkccg.nhs.uk)



The Orchards,  
Northallerton



Kirkwood Hall,  
Leyburn

**Income Maximisation team – helping people with their financial health and wellbeing:** this team works with people to ensure they are in receipt of all welfare benefits/income they are entitled to, whether cash or non-cash based. This helps to address food and fuel poverty for some people, and to promote their independence. Since its beginning in January 2015 the team have obtained £56m in additional income from welfare benefits for citizens of North Yorkshire; of that, £7,642,574 was generated in 2022/23. The team has seen an increase in demand for its service year on year, reaching its highest level in 2022/23 with a 12% increase compared to the previous year.

Benefits, Assessments and  
Charging team, 2023



# Our workforce

**Citizen panels for recruitment:** during 2022, people who access support took part in recruitment panels for several roles in HAS, including senior roles. People shaped the questions they wished to ask, shared their feedback on candidates, and also their ideas on good practice for future citizen panels. Their feedback was used as part of the decision-making process about who to appoint to the role. Feedback after each panel was used to shape and improve the structure of the next panel.

**Recruiting newly qualified social workers:** a person with lived experience took part in a 1:1 interview to express her views on social work. Her key messages were: **the quality of social work matters to individuals; good social work changes lives; the importance of relationship based practice.** The interview was recorded to be played at social work recruitment events, to help us recruit newly qualified social workers with the right value base and aspirations.

**Workforce recruitment and retention:** On any given day, there will be at least 1000 vacancies across the North Yorkshire care market; this position intensified as COVID-19 restrictions were lifted in July 2021 and the local labour market saw fierce competition between the care, hospitality, retail, tourism and logistics sectors. Within NYC adult social care, we saw a shortage of social workers, occupational therapists and care and support workers.

Recent interventions to support the care sector have included:

- Joint agreement with Integrated Care Boards to bring forward the National Living Wage increases by 4 months in 2022
- Inflation award to ensure providers can recruit and retain experienced care sector workers
- Investment in technology to support staff (e-rostering)
- Pay increases for NYC care workers
- NYC recruitment of social workers from South Africa and Zimbabwe
- Plans to support the recruitment of overseas care workers by care providers





**Festival of Practice 2022:** Our Festival of Practice is an opportunity to come together to highlight great practice, inform ourselves and celebrate the value of social care. In May 2022, 30 exciting sessions were offered to colleagues, focusing on topics relevant to adult social care and delivered by people with lived experience and other experts in their field. The sessions covered a wide range of topics such as assistive technology, housing adaptations, dementia, diversity and wellbeing, LGBTQ+, domestic abuse, homelessness, self-care and mental health. Throughout the month, overall attendee numbers reached over 1500 with 487 unique audience members.

**For Safeguarding Adults Week 2022,** partners from Safeguarding Adults Boards, Children's Safeguarding Partnerships, Community Safety Partnerships across North Yorkshire, the City of York and East Riding came together to develop an extensive programme of learning events, seminars and interactive sessions which all underpinned the theme for 2022: 'Safeguarding is everybody's business'.



There were over 50 sessions on offer, with the majority open to interested members of the public as well as professionals.

Covering topics such as support for children and young people impacted by domestic abuse, signs of radicalisation, suicide prevention, homelessness, keeping children safe on-line, fraud awareness and protection, and the power of the bystander amongst many other safeguarding areas, the sessions were designed to stimulate discussion, spark innovation and share best practice.



“ Awareness raising weeks like this give us the opportunity to focus.

3,572 people registered to attend, with average attendance of 60%, and 99% of attendees said that the week provided a good learning opportunity.

“ All sessions I've attended have been excellent and very helpful and informative.

“ I can't wait until next year! So many learning opportunities!

# Section 4 – How did we do?

## Adult Social Care Performance

### In 2022/23:

**14,960** people used social care support, 72% of those (10,640) were aged 65+.

**32%** (1,400) of people aged 18-64 who used support (4,300) had a learning disability recorded as their primary support reason.

**6.7%** of North Yorkshire's population define their ethnicity as other than White British. Where ethnicity information is provided, 2.9% of people referred to adult social care and 2.5% of people using services identify as other than White British.

Looking at ethnicity and age, **5.5%** of people aged 18-64 who were referred identified as other than White British and for those aged 65+, it was 1.6%.

**58.5%** of people referred to adult social care were female and 41.3% male. 0.2% identified in another way.

**9,730** people used long-term support during 2022/23, 34% (3,340) of those people received long-term residential or nursing support during the year.

**87%** of people using long-term residential or nursing support were aged 65+, this reduced to 61% for people using long-term community-based support.

**3,320** people used short-term support during 2022/23, 62% (2,060) of those people used short-term residential or nursing support during the year.



**94%** of people using short-term residential or nursing support were aged 65+, this reduced to 90% for people using short-term community-based support.

The pattern of support provided during 2022/23 reflects a period of relative stability after the general increase in numbers across all categories in 2021/22 as local care systems continued to recover from the impact of the pandemic.

Sustained high levels of hospital discharges, continuing workforce pressures for health and social care providers and some significant provider failures all affected the availability of care provision across North Yorkshire. As a result, local care systems have been over-reliant on the use of short-term residential and nursing care home provision, and this is reflected in the lower numbers of people supported via long-term community-based packages.



The number of people receiving long-term support via residential packages in care homes also increased during the year, and the significant increase in the use of bed-based care is a key driver in the overarching “home first” focus of the improvement priorities for 2023/24 (section 6).

During 2021/22, we supported the following number of people:	
<b>10,333</b>	with long-term support services
<b>6,884</b>	with community-based packages
<b>3,449</b>	with residential packages
<b>1,538</b>	with extra care places
<b>3,962</b>	with contact from the Living Well Service
<b>1,598</b>	with Direct Payments

During 2022/23, we supported the following number of people:	
<b>10,033</b>	with long-term support services
<b>6,390</b>	with community-based packages
<b>3,643</b>	with residential packages
<b>1,540</b>	with extra care places
<b>3,866</b>	with contact from the Living Well Service
<b>1,575</b>	with Direct Payments

The 3,866 contacts to the [Living Well](#) service (a free service that aims to improve the health, wellbeing and independence of adults) during 2022/23 show a decrease of 2% from the previous year, but the service largely maintained the 36% increase achieved in 2021/22.

The activity of our reablement delivery teams has not yet recovered to pre-pandemic levels. 1,418 reablement involvements were completed in 2022/23, showing an 8% reduction year on year, similar to the 9% reduction reported for 2021/22. A significant proportion of the available reablement delivery capacity continued to be diverted during the year to provide domiciliary care in response to provider failures and workforce pressures in local care markets. At the start of the year 42% of capacity was being used to deliver reablement, by the end of the year this had increased to 65%.

In relation to our Care Quality Commission (CQC) ratings, 92.3% of our residential care settings and 95.8% of our domiciliary care services were rated as “Good” or better overall.

Based on our assessment of our performance in 2022/23 against the Adult Social Care Outcomes Framework (ASCOF) and the Local Authority Health Profiles:

### Our strengths are:

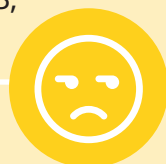
- 1 The proportion of people who said they were satisfied with their care and support (69.5%, ranked 18/152);
- 2 The proportion of people who use services who say those services have made them feel safe and secure (93.6%, ranked 2/152);
- 3 Proportion of people who use services who reported that they had as much social contact as they would like (50.0%, ranked 16/152);
- 4 Procuring NHS Health Checks for adults aged 40-74: the proportion of the eligible population receiving NHS Health Checks is below the national average in 3 out of 4 quarters for 2022/23. However, there has been a substantial increase in the first three quarters of 2023/24; and
- 5 Healthy Child Programme: for the year 2022/23, North Yorkshire achieved completion rates above the England average and above the average for 9 similar rural counties (“statistical neighbours”).

### Our areas for further development are:

- 1 A high level of permanent admissions to care homes for residential and nursing care;
- 2 A low proportion of people using social care who receive direct payments;
- 3 A low proportion of people aged 65+ who are offered reablement following their discharge from hospital;
- 4 A currently low proportion of smokers engaged in the stop smoking service; and
- 5 A high proportion of children classified as overweight or obese, as measured by the National Child Measurement Programme.

## Complaints

**336 complaints** were received in 2022/23; this is a 10% decrease compared to 2021/22.



**72 complaint reviews** were received, the same as 2021/22.

## Local Government and Social Care Ombudsman

During 2022/23, we received a total of **15 cases** from the Local Government and Social Care Ombudsman, which is 1 less than last year.



**27 cases were closed** in 2022/23 against 14 cases closed in 2021/22. This increase was due to the Ombudsman dealing with their backlog as a result of the COVID-19 pandemic. 15 of those 27 cases closed had a decision against us and all were fault found with maladministration and injustice.



## Compliments and commendations

During 2022/23, **984 compliments** were recorded for Health & Adult Services. This is 100 more than last year.



## MP Enquiries

During 2022/23, **81 MP enquiries** were received. This is a 13% decrease from last year.



# Safeguarding

5,224 safeguarding concerns were received in 2022/23, a 42% increase compared to the previous year. Data analysis and case reviews have indicated that this is due largely to changes in recording practice, with more reports of the same incidents being captured rather than an increase in the number of underlying incidents.

## Keeping people safe - our safeguarding work

### The safeguarding year in numbers

<b>3,990</b>	information gathering exercises completed in response to safeguarding concerns, a 27% increase on 2021/22.
<b>92%</b>	of enquiries had risk reduced or removed, up from 91% in 2021/22.
<b>44%</b>	of reported abuse occurred in the adult at risk's own home, the same as reported in 2021/22.
<b>41%</b>	of reported abuse occurred in care homes, down from 43% in 2021/22.
<b>72%</b>	of adults at risk felt their outcomes were fully met, down from 75% in 2021/22.
<b>4,596</b>	Deprivation of Liberty applications were received, up 32.6% year on year.





# Section 5 - How much did we spend?

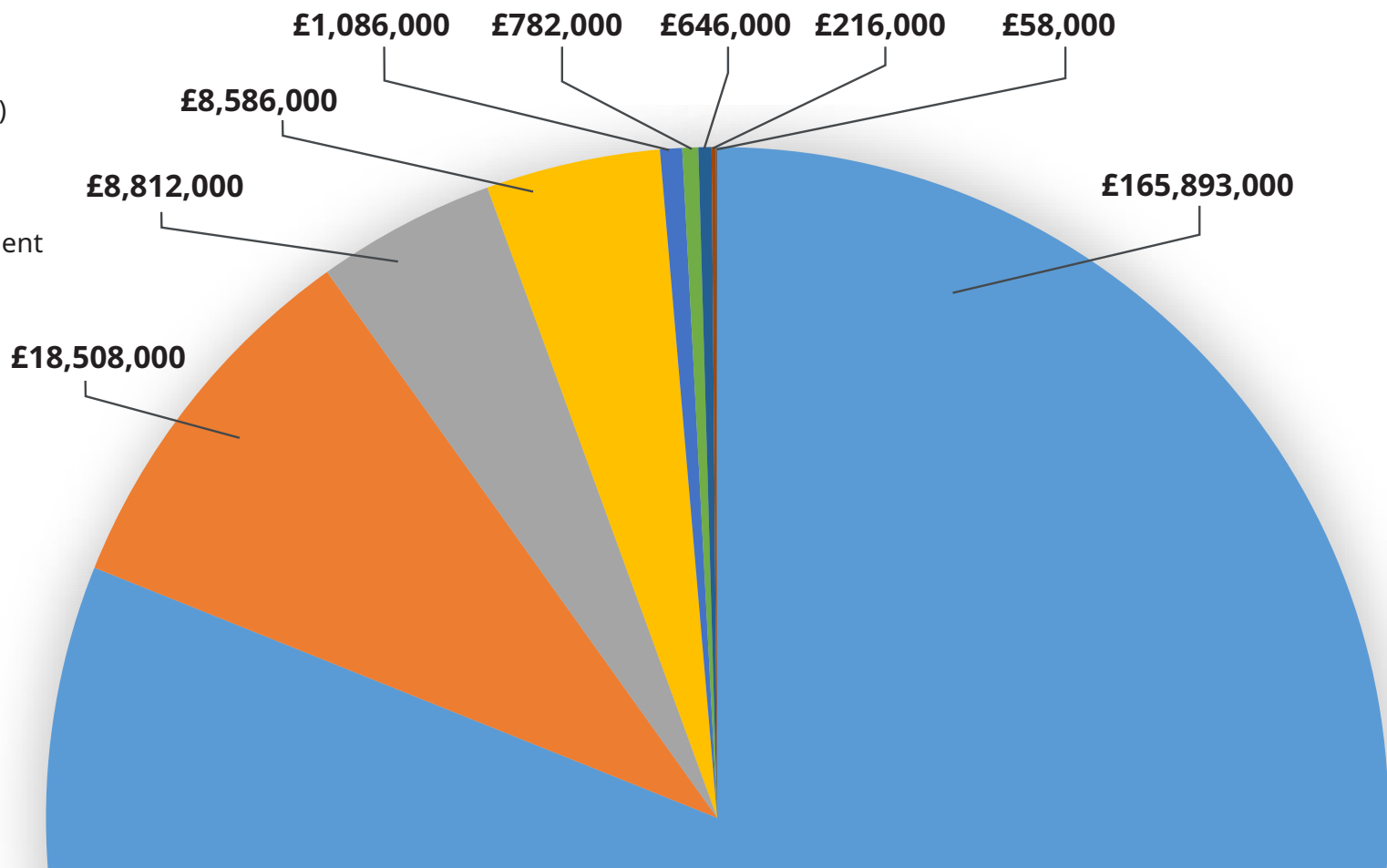
## From the CQC self-assessment



The adult social care (ASC) net spend for 2022/23 was £204,597,000. It was invested in a range of services as illustrated below:

### ASC Net Spend 2022/23

- Care & Support (including commissioned services)
- Provider Services & EC/PCAH
- Prevention and Service Development
- Mental Health Services
- Quality
- Integration & Engagement
- Resources Unit
- Director & Cross-Directorate
- Winter Plan



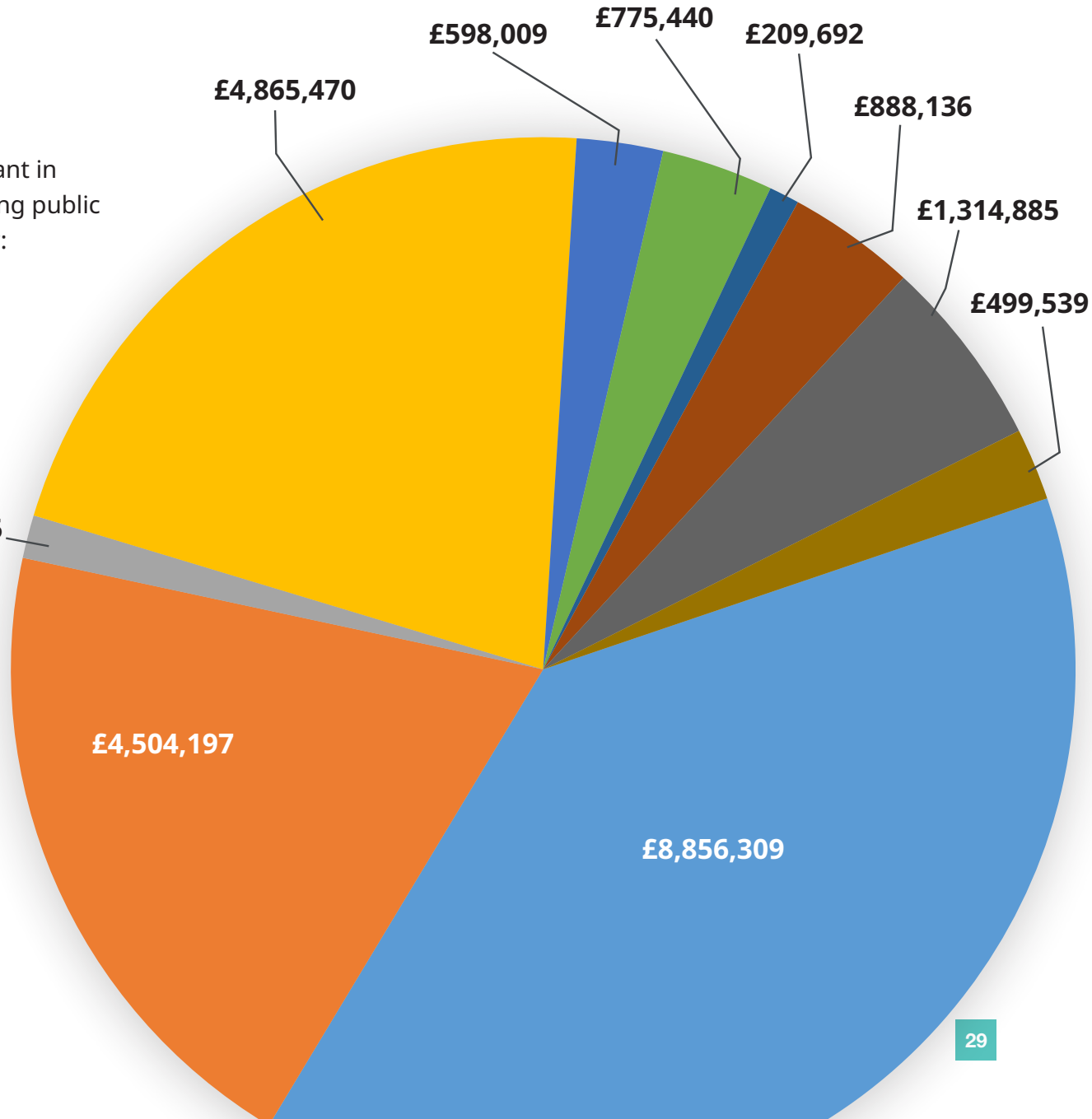


The Public Health spend against the Public Health Grant in 2022/23 was £22,809,964. It was spent on the following public health services and interventions as illustrated below:

### Public Health Spend 2022/23

- Children’s public health programmes
- Sexual health - STI testing & treatment
- NHS Health Check programme
- Substance Use
- Weight Management & Physical Activity
- Stop Smoking Services & Tobacco Control
- LA role in surveillance & disease control
- Stronger Communities Programme
- Targeted Prevention
- Services with focus on Older People

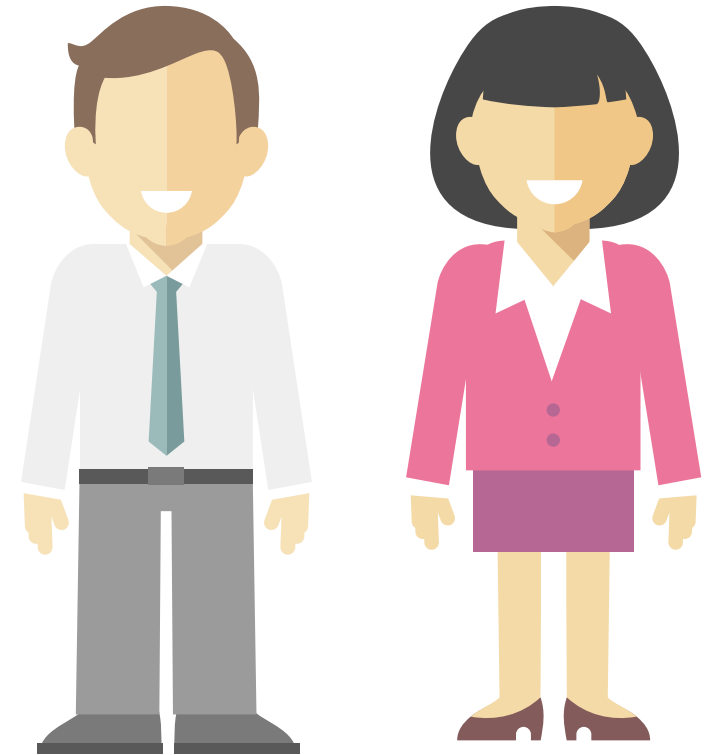
**£298,285**



# Section 6 - What are we doing in 2023/24?

## North Yorkshire Council

North Yorkshire Council came into being on Vesting Day, 1 April 2023. The new council offers many opportunities for public health and adult social care to collaborate with other services in order to reduce health and social inequalities and support people to live longer, healthier, independent lives. We will work with colleagues across the council to make the most of these opportunities, particularly in areas such as planning, housing, culture and leisure services, and community development.



## Adult social care: CQC assessment framework for local authority assurance

Since 2021/22, CQC has been developing a new assessment framework for local authorities' adult social care functions. Working with colleagues at all levels of the Directorate and with partners, we are building our approach to self-assessment to ensure that we fully understand and can robustly evidence our performance. This includes our focus on continuous improvement, which, as outlined in our [HAS 2025 plan](#), is a core element of 'how we do things'.

As our next step on our journey of continuous improvement, we have agreed our **Top 10 areas** of focus for 2023/24:

### 3 Public Health priorities

- 1 **Having the best start in life**
- 2 **Getting people moving more**
- 3 **Healthy ageing**

### 7 Adult Social Care Improvement Priorities

- 4 **Waiting Well** - active management of people's waiting time throughout their care journey
- 5 **Reviews** - refocusing and re-embedding proportionate review practice and recording
- 6 **Direct Payments** - consistent consideration of the option of a direct payment by adult social care staff and source additional personal assistants
- 7 **Carers** - a clear and consistent support offer everywhere, with sufficient support and involvement, to ensure unpaid care is sustainable
- 8 **Reablement** - continuing to support the recovery of the reablement offer post-pandemic
- 9 **Home First** - growing sustainable home care provision to help reduce reliance on short-term bed use
- 10 **Complex Care** - a clear and consistent support offer with excellent services available everywhere across the county



# What we're going to do in 2023-24: some examples

**Creating a North Yorkshire Healthy Ageing plan:** feedback from the engagement and the draft priorities will be used to develop a programme of work, in partnership with the North Yorkshire Age Friendly Network.

**Working with care providers to help to maintain social care provision:** we consulted with social care providers through the Independent Care Group (ICG) to inform inflation cost increases for 2023/24. This has resulted in an agreed position for increases being implemented, with an investment of £21m to support providers throughout the year.

**Waiting well - continuing to make improvements:** our new Advanced Practitioner colleagues will work closely with managers to identify and target further areas for improvement. They will also support people who have complex cases to release teams' capacity to focus on people with more routine cases on the waiting list. The new assessment hubs are having a

positive impact and we will explore whether this model could be expanded further over the coming months. We will continue with the data quality work to check progress, and look at opportunities for Occupational Therapy teams to work more creatively with Housing teams to better support people in our communities. We will also implement the online Care Act assessment offer.

**Launch of the Countywide Reviewing Team:** this new team will complete all reassessments and reviews for people in long term residential/ nursing settings. This will improve the service provided to people in these care settings and help to manage waiting lists.

**Continue to implement improved pathways for young people transitioning to adult social care:** we are working to develop the care market to ensure that specialist provision for young people is available.

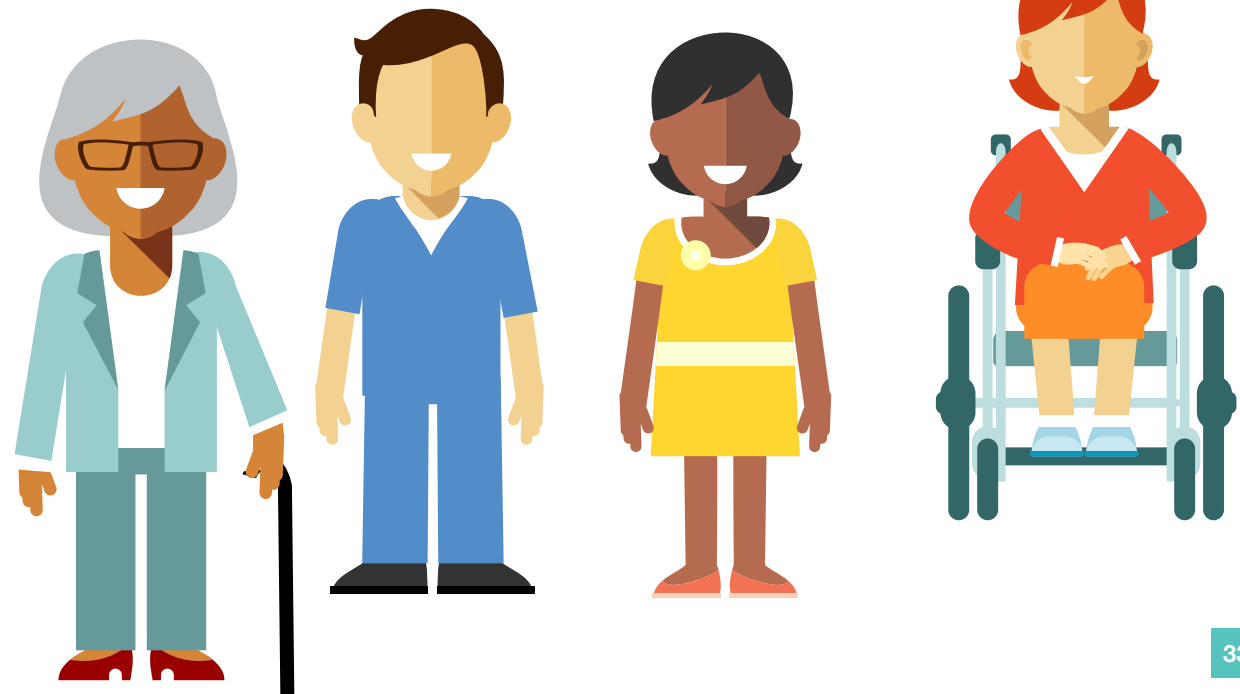
**More actions to increase the uptake of Direct Payments:** we will continue the actions started in 2022/23, including delivery of the new training with 24 classroom sessions available in 2023; supporting the development of peer networks, online and face to face for people to share their experiences and discuss creative use of Direct Payments, including pooled budgets; investing in the Personal Assistant (PA) market including a review of the PA rate and developing a digital platform for self-employed PAs. We saw a 120% increase in the number of self-employed PAs over 2022/23.

**Improving our offer to unpaid carers:** we intend to develop an innovative offer across North Yorkshire to improve the wellbeing and resilience of carers, supporting them in having a life outside caring. An action plan for practice improvements has been developed and is being implemented by the Adult Social Care Practice Team. This includes

developing the respite offer, reviewing the direct payment offer to carers, reviewing the implementation of carers initial reviews and improving practice. We have already commissioned all-age carer support services from July 2022, and the carers break service has been recommissioned with new services starting October 2023. We will refresh the Carers Strategy with carers, and involve carers in strategic planning and commissioning.

**Strengthening our Home First offer to reduce short-term care placements:** we intend to work with the voluntary sector to develop pilot schemes around community-based support, support the care sector to recruit and retain care workers, develop Home First training and guidance, and review our systems and processes to make sure that they are as efficient as possible. We want to work with people with experience of using home and community-based services to help us with our improvement plans.

**Responding to workforce shortages:** a sponsorship licence was acquired to recruit 30 social workers and 5 occupational therapists from South Africa and Zimbabwe. A recruiting agency was appointed to support this work and interviews took place online. NYC have successfully managed to appoint 25 social workers. 13 had joined us by the end of March 2023, with more colleagues joining us throughout the year.



## Contact us

Online: [northyorks.gov.uk/contactus](https://northyorks.gov.uk/contactus)

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You can request this information in another language or format at  
[northyorks.gov.uk/accessibility](https://northyorks.gov.uk/accessibility)