

NORTH YORKSHIRE COUNCIL

EXECUTIVE

28 MAY 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 County Council performance on a quarterly basis. The Summary below captures the key points in this Quarterly update as set out in the main body of the attached report.

2.0 Performance

- 2.1 The quarter 4 performance report covers the period 1st January 2024 to the 31st March 2024 and concludes the first year of performance reporting for North Yorkshire Council. Providing a wide-ranging picture of performance across North Yorkshire.

3.0 Revenue Budget 2023/24

- 3.1 There is an overall net underspend of £11.3m against budget for 2023/24 (**paragraph 2.2.1**). This should be seen in the context of the savings required in 2024/25, with a number of savings being delivered ahead of schedule, for example £5m utility savings, and a number of savings delivered early through service restructures, standing us in good stead for the coming financial year.
- 3.2 The key drivers of the financial position are outlined in the sources set out below:
1. A breakdown of each of the Directorates outturn variance is provided in **Appendices B to F** with the financial position for NYES provided in **Appendix G**.
 2. Detailed HRA outturn position is provided in **Appendix H** which is reporting a £1.8m surplus.
 3. An overview is provided on spending relating to the transition to the new unitary council (**Section 2.5**). The welcome revenue underspend has increased from Q3 mostly as a result of revenue savings due in 2024/25 delivered in advance and some unitarization windfalls identified as greater understanding of the Council's budget needs have developed. All recurring opportunities will be able to help reduce the forecast deficit for 2025/26 and beyond.
 4. A reserve of £10m is recommended from the one-off revenue surplus to provide for the risk of cost over-run on capital projects given a high number of significant capital projects (**paragraph 2.1.6**).

5. A draft Productivity Plan, which is a new requirement coming out as part of the final finance settlement for Local Government is provided in **Appendix I**

4.0 Annual Treasury Management and Prudential Indicators

- 4.1 For North Yorkshire Council External debt stood at £377.7m at 31 March 2024. The average interest rate of this debt was 3.76% (**paragraph 3.7**).
- 4.2 Investments outstanding at 31 March 2024 were £549.57m of which £42.0m belonged to other organisations who are part of NYC's investment pool arrangements. (**paragraph 3.42 & Appendix A**).
- 4.3 For cash invested the average interest rate achieved in 2023/24 was 4.98% which marginally above the 7 day benchmark rate of 4.96% and below average bank rate of 5.03%. (**paragraph 3.33**).

5.0 Capital Plan

- 5.1 Overall capital expenditure for 2023/24 is £178.2m against a budget of £231.9m – an underspend of £53.7m. When capital receipts and grants are taken into account the net position shows an underspend of £12.9m (**paragraph 4.3.1**).
- 5.2 £2m is recommended for allocation from the Strategic Capacity Reserve to fund the Ripon Leisure Centre project given an increase in the estimate of costs for ground stabilisation (**paragraph 4.3.5**).
- 5.3 A total carry forward of £53.2m worth of schemes (gross) to 2024/25 is required (**paragraph 4.5.2**).
- 5.4 Financing of the 2023/24 capital plan largely through grants, contributions and revenue contributions, the remaining element of £20.9m is funded from internal and external borrowing (**paragraph 4.6.1**).

RICHARD FLINTON
Chief Executive

GARY FIELDING
Corporate Director, Resources

County Hall
Northallerton
28 May 2024

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Executive Performance Report

Quarter 4 2023-24

Report produced by Strategy and Performance



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Executive summary

Introduction

Welcome to the quarter 4 performance report for the period 1st January 2024 to 31st March 2024.

The report layout is as follows:

- Executive summary of Main points
- Main text covering the NYC directorates.
- Customer feedback

Data Collection

Quarter 4 performance report concludes the first year of North Yorkshire Unitary Council. This will give a solid benchmark for future years performance as a single authority. As teams and functions are consolidated and harmonised, a much more stable performance landscape is emerging, on which that future performance can be built on.

The team will continue to develop the quarterly performance report over the coming months, with the aim of having a new version available later in the year.

Appendix of Key Performance Indicators (KPI)

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

Central Services

Emergency Messages are getting through to the public.

The Council's Social Media pages gained 4,040 more new followers during Q4, with over 5 million messages being viewed. Messages about adverse weather conditions and staying safe were the most popular.

Apprenticeships

There are currently 329 apprenticeships active with the council this quarter. This is a significant increase of 54.5% from the same period for 2022/23 when there were only 213 apprentices and demonstrates both growth and progression in line with the size of the authority since LGR.

Reduction in Gender pay Gap for 2023

The high-level figures show a positive trend: the mean gender pay gap is down from 9.8% to 7.7% and the median is down from 11.7% to 8.8%. The proportion of women in the upper quartile (which covers Grade J and above) has increased from 67.6% to 69.7%, and the percentage of women in the lowest quartile has dropped again from 73.6% to 72.8%, representing a steady reduction in the proportion of women in the lowest paid roles.

Translation and Interpretation

The service continues to be in demand in quarter 4 with increases in both Interpretation and Translations requests. Community language and BSL interpreters were used on 575 occasions for 38 community languages plus BSL, which is an increase of 11.4% from Q3 (516). There were 136 requests for documents to be translated into 24 community languages, an increase of 19.3% from Q3 (114).

Customer Service

Demand for the service has increasing by 23.7%, with the total number of contacts being just under 245,000. This follows a trend in seasonal demand with Q4 being the busiest time in the calendar due to a combination of winter pressures and annual billing. As a result, call answering times within the 4 minute KPI time fell to 80% compared to 86% in Q3.

Health and adult services (HAS)

Pressure from hospital discharges

Hospital discharge activity averaged 16.1 discharges per day during Q4 compared with the 15.8 per day recorded for Q3. For the whole year, discharge activity was up by 11.3% or 561 referrals. Localised surges in the number of discharges continue to be a key driver of pressure on care assessment and planning teams and can quickly use up available care capacity amongst local providers.

Care market pressures

Against the backdrop of sustained demand from hospital discharges and localised issues with care providers, key areas of activity continued to show good progress in their recovery whilst others continue to show the impact of staffing pressures across health and social care:

- Occupancy levels in the care homes that work with the authority was up slightly at 95.3% in Q4 compared with 94.5% at the end of Q3. Occupancy levels have largely remained well above the optimum of 90% over the course of the year.
- the number of unsourced care packages at the end of the quarter reduced from 15 to 9 between quarters, returning to the Q2 position. Having started the year at 47, the level during the second half of the year has remained broadly in line with the typical range achieved pre-pandemic (9-12);
- the proportion of the council's reablement teams' capacity being redirected to provide domiciliary reduced to 23% in Q4 compared with 32% in Q3. The number of reablement packages started was up 32% year on year (456 extra packages of support), compared with 30% rise in Q3; and,
- the number of people supported during the quarter via short-term bed-based placements reduced again in Q4, down from 408 in Q3 to 393 in Q4.

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 25% against 2019/20 levels

Assessment activity is down 4% or 190 assessments on Q4 2022/23, but activity was still 25%, or 1,034 assessments, higher than in 2019/20 pre-pandemic levels. Assessment activity continues to be a significant pressure point due to the continuing higher level of hospital discharges and national expectations related to the timeliness of discharge processes.

Annual review completions above target

Overall performance on annual reviews showed significant improvement during Q4, increasing above the target trajectory (60%) to 62%, a 3.2% increase between quarters. The improvement reflects the refocusing of the work of the countywide Review Team on targeting care home homes with the highest numbers of overdue reviews and on completing proportionate reviews and, where possible, virtual reviews, to reduce the backlog.

Increasing cost of care home placements

The average cost of a care home placement for someone aged 65+ increased to £1098 per week at the end of Q4, up by £141 per week compared with 2022/23 (+15%). Admissions of people aged 65+ to permanent care home placements (680 per 100,000 of population) were lower than for Q3 (722 per 100,000) and lower than for the same period in 2022/23 (713 per 100,000). Despite the reduction, the 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 has seen continued improvement in Direct Payments take-up, increased delivery of reablement, and sustained reductions in the 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 exceptionally high across all services; however, performance remains excellent in many areas.

- 8,207 contacts received at the front door – highest number of quarterly contacts ever received.
- 1,565 households receiving support from the Early Help service – 10th successive month over 1,500.
- 95% of Early Help Initial Assessments completed within 20 working days.
- 97% of Early Help Assessments reviewed within 6 weeks.
- 1,513 referrals to Children's Social Care – 5,745 in 2023/24. 1st time over 5,000 in a year.
- 96% of Children & Families Assessments completed in 45 working days.
- 4,877 Education, Health & Care Plans were being funded a 9% (+435) increase compared with the same period in 2022/23.
- 500 Children in Care – an increase of 10% (+46) compared Quarter 4 2023/24.

Key Issues this Quarter

The number of children, young people and their families who need our help and support continues to increase.

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 8,207 concerns about the safety or wellbeing of a child received. In the 12 months to the end of March 2024 we received 30,834 contacts - this is an increase of 12% (+3,423) compared with the 12 months to March 2023.

Families Receiving Support from the Early Help Service

At the end of the quarter there were 1,565 households receiving support from the Early Help service. This is 42% higher (+465) compared with the end of December 2021. The number of households receiving support reached 1,500 for the very first time in May this year and has remained above this level in each subsequent month.

Referrals to Children's Social Care (CSC)

Linked to the very high number of safeguarding concerns received at the front door, we continue to see an unprecedented number of referrals to CSC, with 1,513 received during Quarter 4. During 2023/24 we received 5,745 referrals - the first time we have recorded more than 5,000 referrals to CSC in a year.

Education, Health & Care Plans (EHC Plans)

The number of EHC plans funded by North Yorkshire rose again this quarter to 4,877. This is a 9% increase (+435) on the same point in 2022/23 (4442). The most common primary need continues to be Autism, accounting for 39% (1879) of current EHC plans.

Suspensions and Permanent Exclusions

There was a marked increase in the number of children being excluded for either a temporary period or permanently from North Yorkshire schools during the 2022/23 academic year. 95 children were permanently excluded from mainstream schools (16 from primary schools and 79 from secondary schools) - an increase from 54 from 2021/22. There were 7,449 suspensions from mainstream schools (762 from primary schools and 6,687 from secondary schools).

This trend has continued into the new academic year with 71 permanent exclusions (14 from primary schools and 57 from secondary schools), compared with 66 in the same period last previous year. There were also 6369 suspensions to the end of March 2024 (583 from primary schools and 5786 from secondary schools), compared with 4,762 in the same period of 2022/23 - an increase of 34% (+1,607).

Children in Care

The last 3 months has seen the pressure on families in North Yorkshire continue to feed through to rising numbers of children coming into our care. At the end of March 2024, this had risen to 500 (including 53 Unaccompanied Asylum-Seeking Children (UASC) - 6 more than at the end of December 2023 September and 46 more than at the same point last year (+10%).

The number of UASC in our care will climb further in the coming months because of our obligations under the National Transfer Scheme.

Environment

No Waste to Landfill During Quarter Three

Waste data that is reported a quarter in arrears due to the time taken to collate and validate national data, shows that during quarter three, no waste went to landfill. This is the first quarter that this has been achieved, with the average for the third quarter over the last 3 years being just below 8%. A number of

factors have contributed to this including no planned or unplanned maintenance at Allerton Park, enabling the plant to work at 100% capacity.

Updating the Bus Service Improvement Plan (BSIP)

The authority has until the 12th of June 2024 to submit a refreshed BSIP to the DfT which will then unlock £3.5M of Network North funding to improve local bus services during 2024/25. The refreshed plan will go to the first meeting of the York and North Yorkshire Mayoral Combined Authority in order to meet the deadline and will include a detailed delivery programme for bus service improvements in 2024/25 and an outline framework for improvements in the 5 years after that.

Good Performance Regarding the Repair of Streetlights

During quarter four there were 1,712 repairs to streetlights, this is slightly more than normal for this time of year, but despite this, 96.3% were repaired within 7 days: well above the target of 92%. Although performance in this area is good, work is ongoing to further improve performance in this area, with a focus on the faults that cannot be rectified immediately, these include electricity company supply failures, faults on bespoke (decorative) columns and those that need enhanced traffic management or road-space booking.

Improving Operator Risk Compliance Score (ORCS)

The ORCS 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; the scores assess roadworthiness, compliance with drivers' hours regulations and other road traffic criteria. The current score for North Yorkshire Council fleet vehicles is improving and is rated as Green – low risk.

There have been some challenges to the service in Q4.

Excessive Rainfall Increasing the Damage to the Highway Network

High levels of rainfall over the winter have led to increased damage to the highway network, thus increasing demand for repairs whilst at the same time delaying those repairs. There was a 27% increase from the previous quarter in customer service requests, resulting in the highest number of requests received for at least 3 years. Linked to the increase in customer service requests there was an increase in the number of highways dangerous defects being reported, with 3,359 defects being classed as dangerous and therefore needing to be repaired within two hours; this is 741 or 28% more than the previous quarter.

Community Development

The services within the directorate approach their one-year anniversary of being a part of North Yorkshire Council it must be recognised that despite far-reaching change, alignment of services and restructures, performance has continued to improve in many areas. In many cases both the means of recording data and the results are showing greater degrees of integration; in part due to a much clearer structure and dedicated roles to scrutinise the data and establish a true 'one council' approach.

Despite this, Q4 has seen yet more change within the services as the restructures conclude. The appointment of managers and teams under the previously appointed heads of service means there is now far greater clarity over roles and responsibilities. Given the scale of the change required it was inevitable that there would be a degree of slowdown in activity as individuals have moved around the service and handed over previous briefs to new incumbents. Therefore, the service is well positioned to move into the new year with a much clearer structure, a better understanding of its goals and a greater potential to achieve them in 2024/25.

Planning

Performance remains ahead of statutory targets regarding key performance indicators; however, the most significant work this quarter relates to development of the Local Plan and the framework and timescales for delivery.

Other plans have also continued to move forward apace; particularly the development of the Selby Local Plan where public consultation has been ongoing and due to close in Q1 2024/25. There has also been progress on the Maltkiln Development Plan which has been submitted to the Secretary of State for Examinations; the authority is now awaiting details of hearing dates.

Culture, Archives, Leisure & Libraries

Significant work has taken place to implement the vision and desired outcomes from the Strategic Leisure Review. This includes a programme for the integration of services, in a phased way, into a single in house management model and work to establish a clear Target Operating Model (TOM) for the new Sport and Active Well Being Service, which has a renewed focus on health and wellbeing and inclusion. The TOM is focussing on the detail of how the desired model for the service will be delivered, with early priorities around customer experience, technology solutions and efficiencies through integration.

The household support fund was launched in January 2024 to provide assistance to households facing financial challenges; By 23rd February 520 people from 3,700 eligible households used the library service to assist with the redemption of their vouchers. This is a great success for the library service and continues to demonstrate its position as a valuable community resource and local service access point.

Economic Development

One of the significant challenges facing the Economic Development & Regeneration service to date is aligning data and intelligence to provide a consistent view of how the service is performing following on from the combining of 8 former Council Teams. Many former KPIs were often annual or strategic in nature and do little to help establish how the service is performing and what it is achieving. Consequently, work has been undertaken throughout Q4 to establish a suite of KPIs for use from Q1 2024/25. These indicators draw on the list to be used for OFLOG, alongside those that will provide value to the wider council and align with the work of the Mayoral Combined Authority in terms of KPIs and data collection. This means that greater understanding of the funding received, the rates of business births and deaths and creation of floor space will all feature in future reporting. Consideration has also been given to creating clear baselines for performance reporting which will provide greater opportunities for scrutiny and challenge.

The economic growth strategy was approved in November, and it is expected that following the completion of restructures in Q1 there will be considerable progress on the delivery of its aims and ambitions. Furthermore, the Council is delivering on its UKSPF ambitions and is on track to complete its spending commitments across all the strands.

Branding for the new service areas has also been a particular focus which will help to enable better promotion of NYCs Economic Development offer.

Housing

The housing service is also undergoing the final stages of its restructures, which will support improved performance reporting over coming months. In terms of day-to-day performance, the ongoing Housemark returns are helping establish priorities and challenges alongside highlighting areas of excellence; in particular, rent recovery continues to excel and would position the authority within the top quartile. Despite this there are still concerns around the accuracy of some of the data (for example just 68.46% of properties have an up-to-date electrical safety certificate compared to a benchmark of 99.0%, and responsive repairs completed in target time reporting 72.06% compared to the benchmark of 82.96%). There is now greater assurance on some of the data held; for example, there is increased confidence in the reporting of valid gas safety certificates with 99.79% in target; and although this would place NYC in Quartile 4 the score is just 0.19% outside of the median benchmark.



Central Services

Devolution

The first York and North Yorkshire Mayoral election is taking place on Thursday 2 May 2024. Residents in York or North Yorkshire can take part to appoint a mayor for the region with a range of decision-making powers and access to millions of pounds in additional funding.

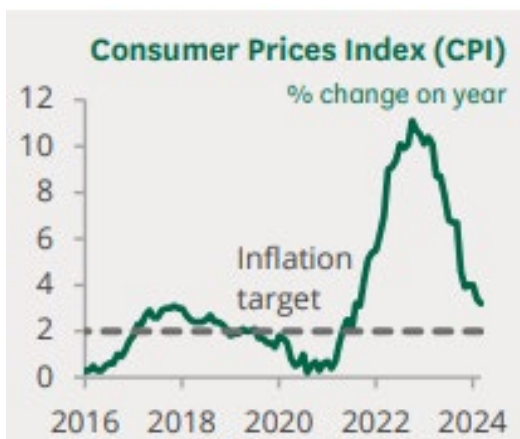
The mayor, who will serve a four-year term, will act as an influential figurehead for York and North Yorkshire, developing close links with the Government to secure more funding and decision-making powers as the devolution deal evolves.

The mayor will oversee a combined authority for York and North Yorkshire, which launched at the start of February 2024. The authority will co-ordinate key strategic projects including major transport improvements, boosting skills and adult education, to providing more affordable housing in York and North Yorkshire. The devolution deal for York and North Yorkshire includes an investment fund totalling £540 million over a 30-year term.

The mayor also has responsibilities for community safety and to appoint a Deputy Mayor who will carry out many of the duties currently held by the Police, Fire and Crime Commissioner.

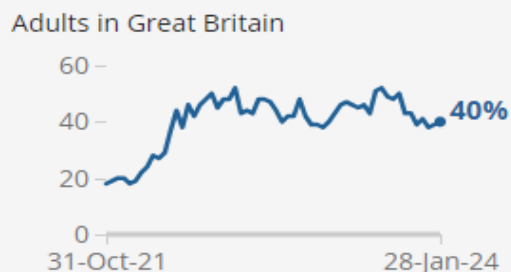
Cost of living

After peaking at a 41-year high of 11.1% in October 2022, the UK inflation rate (the change in consumer prices over the past 12 months) fell from 4.0% in January 24 to 3.2% in March 24. This was the lowest rate since September 2021, when inflation was on the way up, as shown in the chart below.



The falling inflation rate is due to lower energy prices compared with a year ago, as well as slower increases in food prices in recent months. The Bank of England expects inflation to drop slightly below the 2% target in the next quarter up to start of July 24. The falling inflation rate is due to lower energy prices compared with a year ago, as well as slower increases in food prices in recent months. The energy price cap for households will fall in April, bringing down the inflation rate further. Inflation is expected to remain around 2% for the remainder of 2024 according to the Bank of England

4 in 10 adults reported having to spend more than usual when food shopping to get what they normally buy

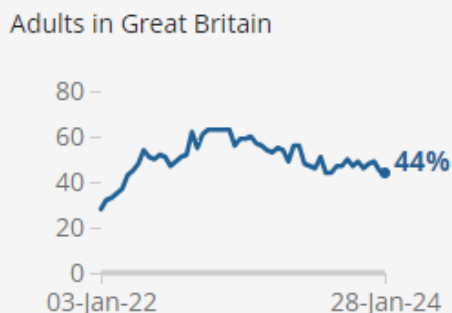


Source: Office for National Statistics

As prices remain high compared with recent years, 40% of 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.

The latest survey also reveals that more than 4 in 10 (40%) adults said they were buying less food when shopping in the last two weeks. Rising food costs was the most reported reason among the 49% 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. Around 1 in 25 adults (4%) have reported that their household had run out of food and could not afford to buy more in the past two weeks.

Around 4 in 10 adults are using less fuel in their homes because of cost of living increases

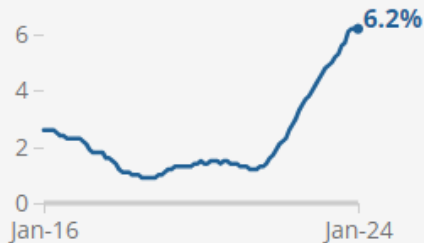


Source: Office for National Statistics

44% of adults in Great Britain are using less fuel, such as gas or electricity, in their homes because of the rising cost of living. Of the 49% of adults who reported that their cost of living had increased over the last month, 81% cited rising gas or electricity bills as a reason for this.

The UK annual private rental price growth remained at 6.2% in the 12 months to January 2024

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

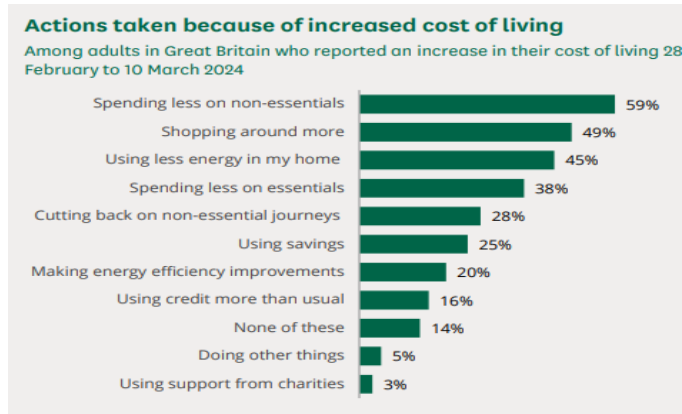


Source: Office for National Statistics

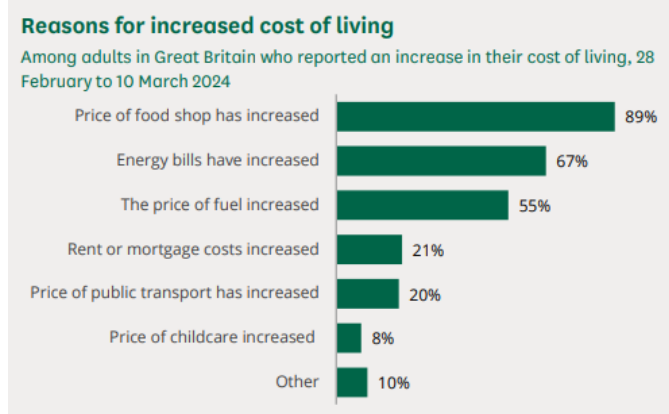
Private rental prices continued to grow at a record high rate in the UK, rising by 6.2% in the year to Jan 2024, unchanged for the second consecutive month. This remains the largest annual percentage change since this UK data series began in January 2016.

Impact on Households

In a recent ONS survey, 46% of adults in Great Britain reported an increase in their cost of living in February and March 2024 compared to a month ago. 142 Of those who reported an increase in the cost of living in this period, 89% said it was because food shopping had increased in price, while 67% cited an increase in gas and electricity bills and 55% saw an increase in fuel prices. From the actions taken because of increased cost of living, 59% of those who reported a rise said they are spending less on non-essentials as a result, while 45% reported using less energy at home and 38% report cutting back on essentials like food shopping. 3% were being supported by a charity, including food banks.



Source: ONS, [Public opinions and social trends, Great Britain: household finances](#), 15 March 2024



Source: ONS, [Public opinions and social trends, Great Britain: household finances](#), 15 March 2024

Impact of the recent budget on the cost of living

In the budget on 6th March was a cut in the rate of National Insurance (NI) paid by 27 million employees across the UK. The rate, already reduced from 12% to 10% in January 2024 for employees paid between £12,571 and £50,270 a year, is further fall to 8% in April 2024. Someone earning £25,000 a year will save another £249 a year from the latest change.

However, income tax thresholds have been frozen since 2021 and will remain so until at least 2028. The Office for Budget Responsibility (OBR) has estimated that, 3.7 million more people will be paying income tax and 2.7 million will move into the higher bracket by 2028.

In addition, there was further funding for the Household Support Fund which councils use to help those in need pay for essentials items, including energy bills, water bills and food. This will be extended until 30.09.24. Other changes to benefits including universal credit, an increase of 6.7% in April 2024 with the state pension increasing by 8.5%. The National Living Wage for over-23s will rise from £10.42 an hour to £11.44 an hour in April 2024, alongside increases for younger people. Fuel duty remains frozen saving the average car driver an estimated £50 next year.

Resources

Legal and Democratic Services

Legal Services

Legal has addressed the court in proceedings regarding a challenge to the Whitby Harbour accounts and defining the land and property which comprises the statutory harbour undertaking, and the treatment of income associated with it.

People services ran a successful prosecution for school non-attendance. In addition, the litigation team secured NYC's first ever freezing injunction in order to recover outstanding monies, this was in addition to some significant settlements/recoveries on debt recovery cases one of which was in excess of £100,000. The children's team reached a successful conclusion on a care claim which had previously been before the Court of Appeal and had the potential to be a difficult and elongated set of proceedings.

During this quarter, the legal team has also provided support and advice relating to the procurement of all high value contracts including the bus provider and home to school transport contracts; the provision of hard and soft facilities management service contracts; and healthcare contracts under the new provider selection regime regulations.

The team has continued to provide support to existing and new regeneration projects across the Council including the Catterick town centre project which has the benefit of £19m of government funding and the Towns Deals for Scarborough and Whitby

Democratic Services

Democratic Services continues to provide governance and clerical support to the mayoral combined authority for York and North Yorkshire, which generates an income to the Council.

The migration of 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](#), is underway. This will lead to savings as number of committee management systems is reduced from eight to one.

The restructure of Democratic Services has been completed and the new structure was implemented as of 12 February 2024. The restructure has led to savings as staff numbers overall have reduced.

Supporting the Mayoral Combined Authority

Democratic Services continues to provide governance and clerical support to the mayoral combined authority for York and North Yorkshire, which generates an income to the Council.

Historical Committee Papers soon to be accessible in one place

The migration of 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](#), is underway. This will lead to savings as number of committee management systems is reduced from eight to one.

The School Admission Appeals Service

The School Admission Appeals Service is administering the bulk admissions appeals for primary and secondary schools ahead of the start of the September school term. The work will continue through to the

end of the summer school term in late July. Typically, 350 appeals are heard each year over this period in addition to the 'in-year' appeals.

Elections

The focus of the elections team this quarter has been on the delivery of the first mayoral election for the York and North Yorkshire Combined Authority. The team have supported Richard Flinton as the Combined Authority Returning Officer in checking and accepting nominations from 6 mayoral candidates and working with NYC’s communications team in the preparation and delivery of a mayoral election address booklet. The focus this month has been on staff training and appointments for all 538 polling stations across North Yorkshire; ballot box preparation and dispatch; postal vote dispatch and processing; and preparation for the count on 3 May at Northallerton, Scarborough and Harrogate.

On the core function of running elections, in Q4 Electoral Services have run further polls including the Stray, Woodlands and Hook stone division by-election; a Helmsley Town Council by-election; and an Eastfield Town Council by-election.

Legal Property, Planning and Environment Team

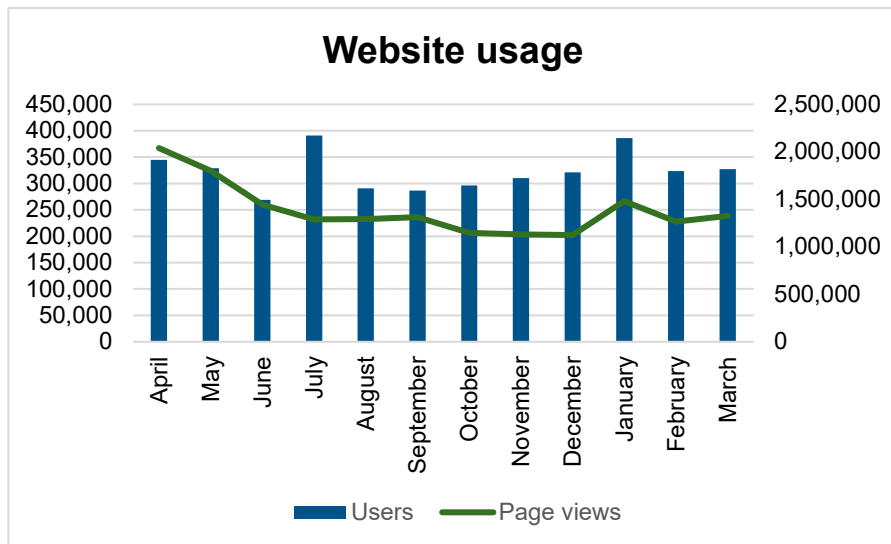
Included in the work carried out by the team in quarter four are the following key areas:

- 19 Planning Committees covered by the team in the last quarter.
- Progressing the complex land transfer for the new free school at Osgodby
- Completion of 8 leases and 11 purchases for the Afghan relocation and assistance scheme
- Legal support for the submission of the Malkin DPD and Selby Local Plan for Examination
- Undertaking training on significant planning changes because of the introduction of Biodiversity Net Gain
- Preparation of key S106 agreements for forthcoming major planning applications.

Communications

Website

Use of the corporate website was higher during Q4 with pages being viewed, on average, over 1.3 million times a month and the average number of users reaching nearly 350,000 a month.



Although use of the site was up across all months compared to the last quarter, the increase was notably higher in January. Likely this is a combination of information about changes to services over the festive period, combined with the success of the new single bin calendar that launched shortly before Christmas.

As predicted last quarter, the new bin calendar has immediately become the most viewed information on the site. This page alone and the information pages around it are now the three most

popular pages on the entire NYC site.

Ongoing improvements and additions continue to be made across the site, with just under 1,800 requests for updates, amendments or improvements completed during Q4. This included the launch of the new garden waste service and work on the North Yorkshire and Selby local plans. The end of the quarter also

saw a huge amount of work done to schedule in changes to the vast majority of the council's fees and charges which went live on 1st April.

Social media

Q4 was another excellent month for social media with messages seen over 5 million times during the period. The number of followers across the corporate channels also increased dramatically as it attracted just over 4,000 new followers, around ten times the number normally expected.

	Number of times messages seen	Followers	Followers (increase)
Q1 total	852,968	96,296	1,776
Q2 total	4,114,128	161,764	65,468
Q3 total	5,176,284	165,080	2,558
Q4 total	5,196,946	169,120	4,040

This was mostly due to Storm Isha in January and snow events in February, showing again how social media is key for getting emergency messages out to residents about staying safe, and the latest road closures and any service disruption.

Other popular topics during the quarter included the launch of the new garden waste service, news of the introduction of the second homes council tax premium, the combined authority launch and the announcement of the £3.5m of bus funding.

Consultation and engagement

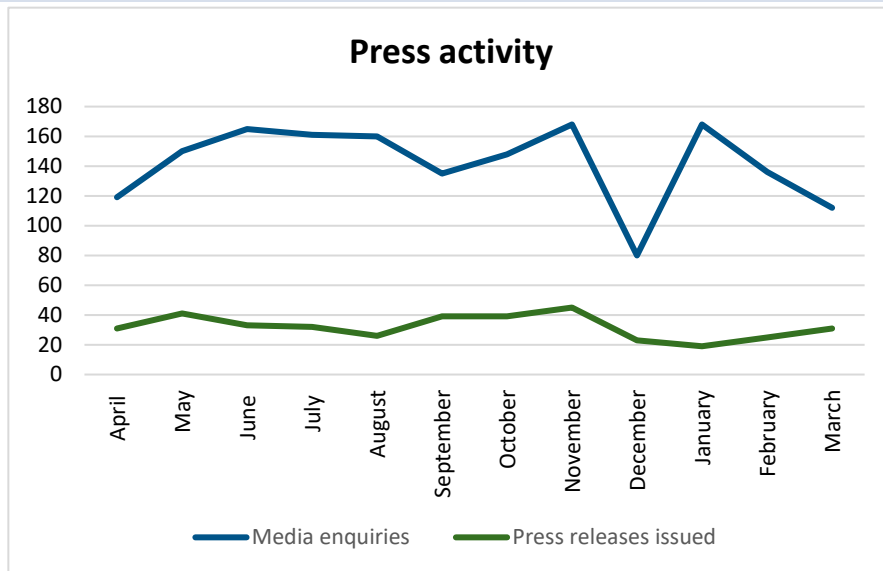
At the end of Q4 there were 112 public surveys running. The majority of these, 93, were ongoing, longer-term surveys. These are surveys such as the website feedback form, which is constantly open for residents, through which are received hundreds of responses a month on average, where visitors to the site can tell us their experience of the website and suggest possible improvements.

During Q4, 20 time-limited surveys closed with a total of 5,794 responses from the public, stakeholders and partners. The most popular consultations during this time were on our housing strategy and allocation policy, the local nature recovery strategy, feedback on the Scarborough Lights festival and Zest Leisure.

The biggest engagement exercise during Q4 was the latest in the council's Let's Talk series about healthy food and food waste. The consultation closed on 1 April just over its target response rate having been completed 2,053 times.

Press

The first 12 months since the launch of the council have been extremely busy, with 416 media enquiries during the Q4 period and a total of more than 1,700 since the authority was established.



A total of 384 press releases have also been issued in the first 12 months of the council, with 75 releases issued during Q4. 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 6,000 to about 149,200. The open rate has averaged more than 48 per cent for the three editions over Q4.

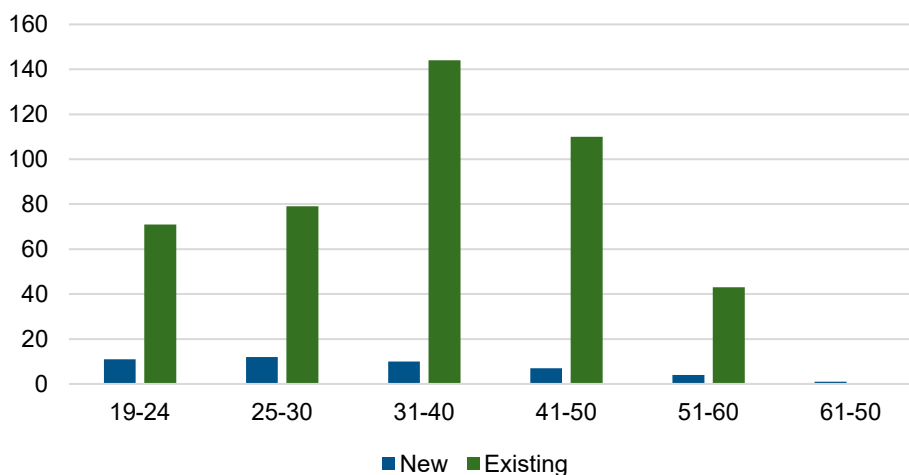
The Team North Yorkshire campaign celebrating the county's volunteers has been a key feature of the first 12 months of the council. Local content has increased, with variations on the newsletter targeted by postcode and area information.

Human Resources

Apprenticeships

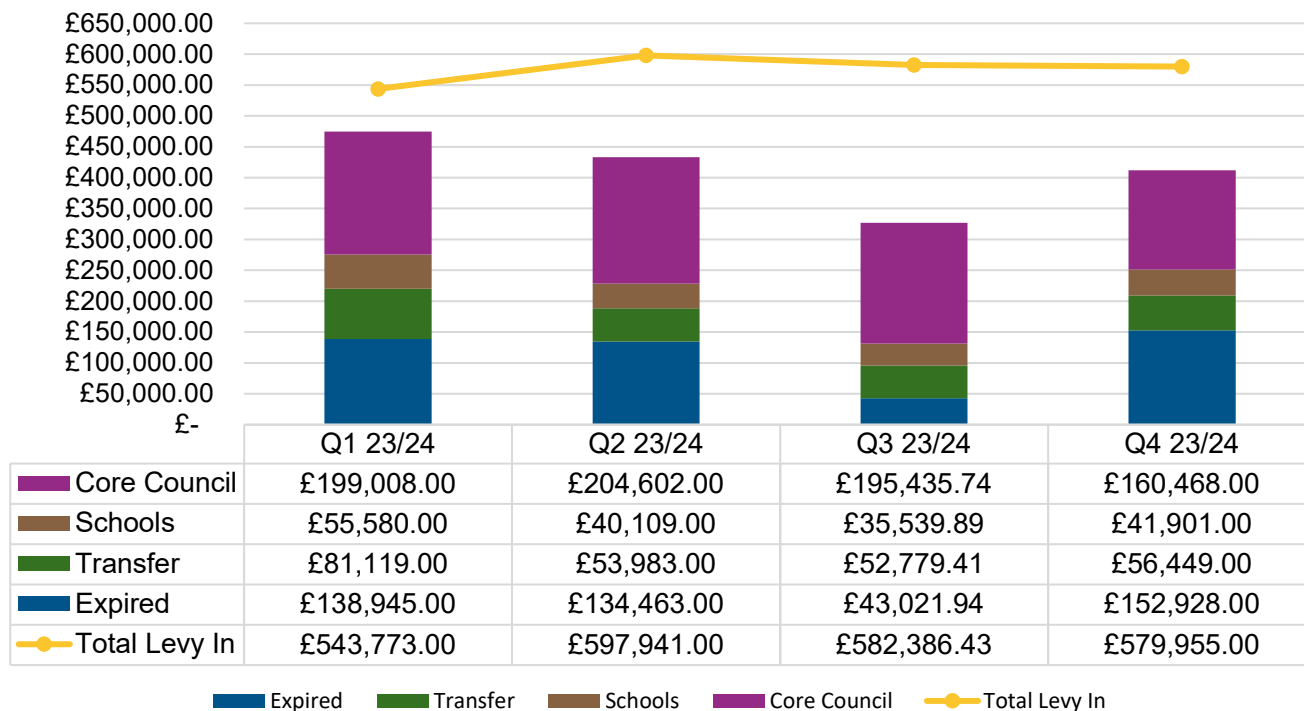
The total number of apprentices on the programme currently stands at 329 however this number can change weekly according to registrations and completions.

Age Range of NYC Apprentices



Levy In and Spend

Levy In and Spend



Unspent levy returned in Q4 jumped up to £152,928 with £85% relating to schools. This is particularly high in relation to the previous quarter but levy funds both in and out relate to 2 years ago when the picture was very unpredictable and disrupted due to the impact of Covid, with Feb '22 seeing both a jump in money in and a dip in money out which was not reflective of other months.

The council continues to support other employers with levy transfer funds. Q4 has not seen any additional starts so the number of starts funded continues to stand at 263. A total of £2.19m has been allocated with a total spend of £998,360.

As part of the Spring Statement, Government has made some changes to levy transfer rules, making it easier for small businesses to access full funding for some apprenticeships directly and without the need for a transfer of funds from another organisation. This is likely to decrease our transfer applications slightly going forward. However, government has also increased the amount of levy an organisation can transfer from 25% to 50%. The council is considering our approach to this.

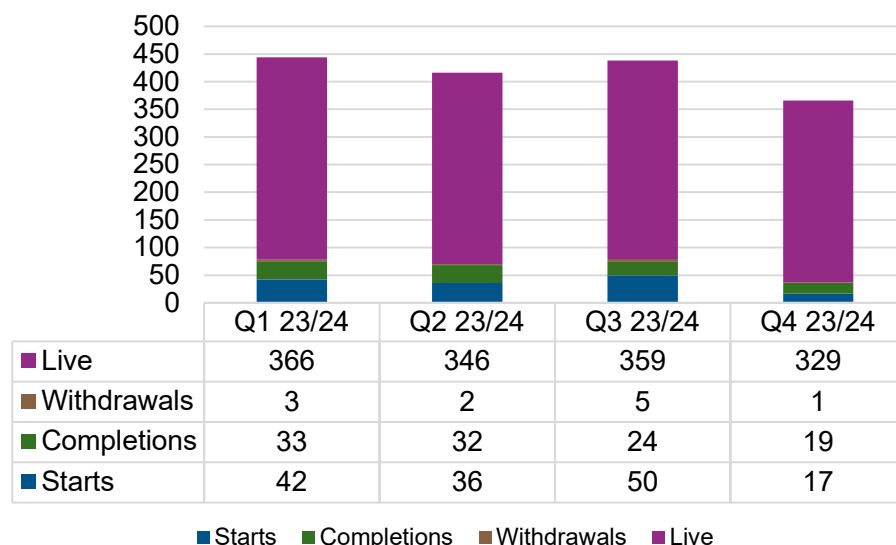
To ensure more holistic support for other businesses, links have been made with the small business support teams based within NYC and the York and North Yorkshire Combined Authority to promote the levy transfer offer.

See table below for levy transfer recipients by sector:

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

Starts, Completions and Withdrawals

Starts, Completions, Withdrawals and Live



Despite a low number of starts in Q4 with 17, the total number of starts for the full year is excellent at 145. The Lack of starts in Q4 is due to the continued focus on re-structures and should improve as service areas confirm their new structures and processes going forward. The use of apprenticeships as a training solution has not diminished and conversations with service areas continue in preparation for the conclusion of the re-structures.

The council currently have 9 care leavers undertaking apprenticeships.

Graduates

In Q4, the council have appointed 10 graduate trainees to their Graduate Development Programme; 7 in Transformation roles and 3 in Technology.

Gender Pay Gap

the Gender Pay Gap is reported one year in arrears; therefore, the figures below are for 2023 and have been reported in March 2024. Public sector bodies with 250+ staff are required to publish mean and median pay gaps and the proportion of men and women in each quartile of the pay structure.

2023 Gender Pay Gap (2022 figures in brackets)

- Mean gender pay gap 7.7% (9.8%)
- Median gender pay gap 8.8% (11.7%)

	Men %	Women %	£/Hour	Band
Upper quartile	30.3	69.7	£18.35+	J+
Upper mid Q	21.3	78.7	£12.93 - £18.35	G - J
Lower mid Q	15.9	84.1	£10.98 - £12.93	D - F
Lower quartile	27.2	72.8	Apprentice - £10.98	A - D

This will be the last report of the former county council's gender pay gap with next year's report reflecting the larger combined North Yorkshire Council. In the six years of reporting of the gender pay gap the mean gap has reduced from 12.0% to 7.7% and the median from 14.6% to 8.8%. The proportion of women in the upper quartile has increased from 65% to nearly 70%, and in the lower quartile has reduced from 78.6% to 72.8%

Equality, Diversity, and Inclusion

Annual Reporting

Annual EDI reports have been completed and approved. These include the Budget EIA report, EDI Scrutiny report and the Public Sector Equality Duty (PSED) Evidence of Compliance. As a local authority, we are subject to the Public Sector Equality Duty (PSED) as set out in the Act to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act
- advance equality of opportunity between people who share a protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not

We are also covered by the specific duties contained in the Act which means that we must:

- publish information to demonstrate how we are complying with the Public Sector Equality Duty annually and
- prepare and publish equality objectives (at least every four years)

Our evidence in support of compliance with the [Public Sector Equality Duty for 2023-2024 can be found here \(pdf / 329 KB\)](#)

Equality Objectives

The council has a legal duty to prepare and publish one or more equality objectives at least every four years. Equality objectives help us focus attention on priority equality issues to deliver improvements in policymaking, service delivery and employment, including resource allocation. The objectives are due for renewal, and it has been agreed that work will begin on this project within the next few months. Progress will be reported in Q12024/25.

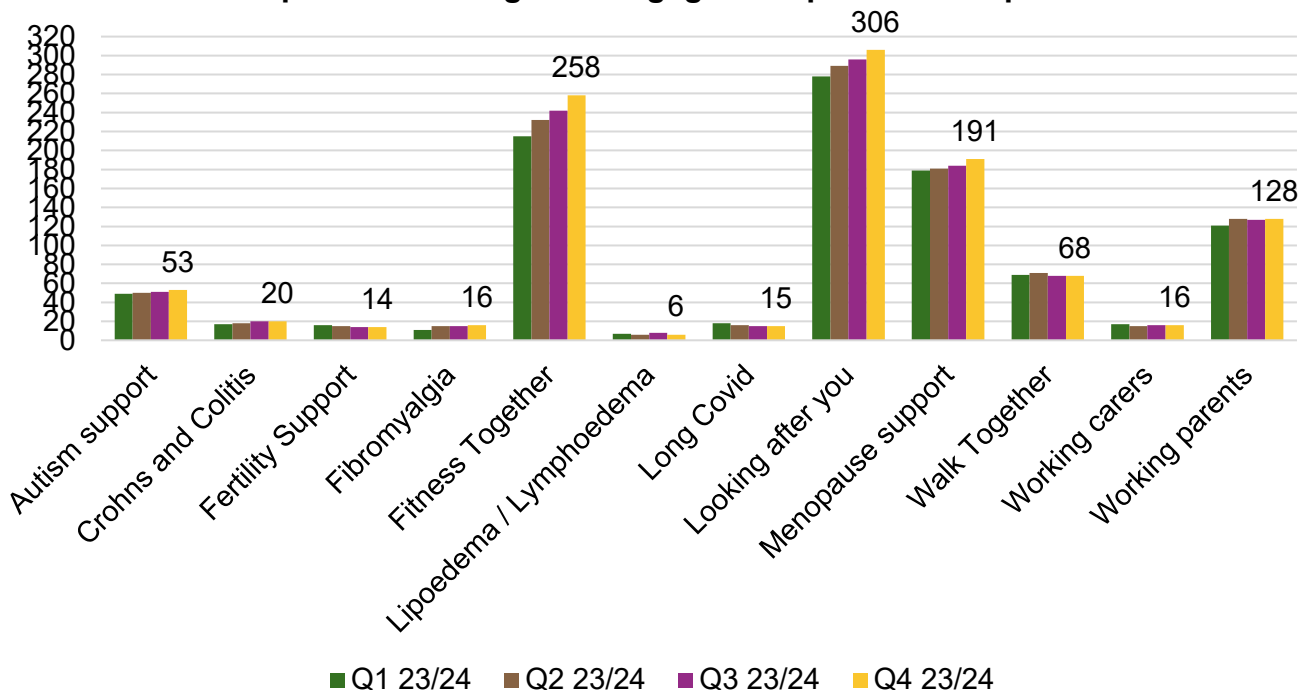
EDI Network Groups

The groups continue to meet on a regular basis and are further supported by community groups on Viva Engage which includes allies and wider colleagues.

EDI networks Name of group	Q2 members	Q3 members	Q4 members	% change from previous quarter
Disabled Employee Network	51	59	56	• -5%
Pride Network	33	38	40	+ 5%
Value in Racial Diversity Network	31	36	31	• -13%
Gender Equality Forum	10	14	15	+7%
Inclusion Forum	21	32	32	-
Total	146	179	174	-3%

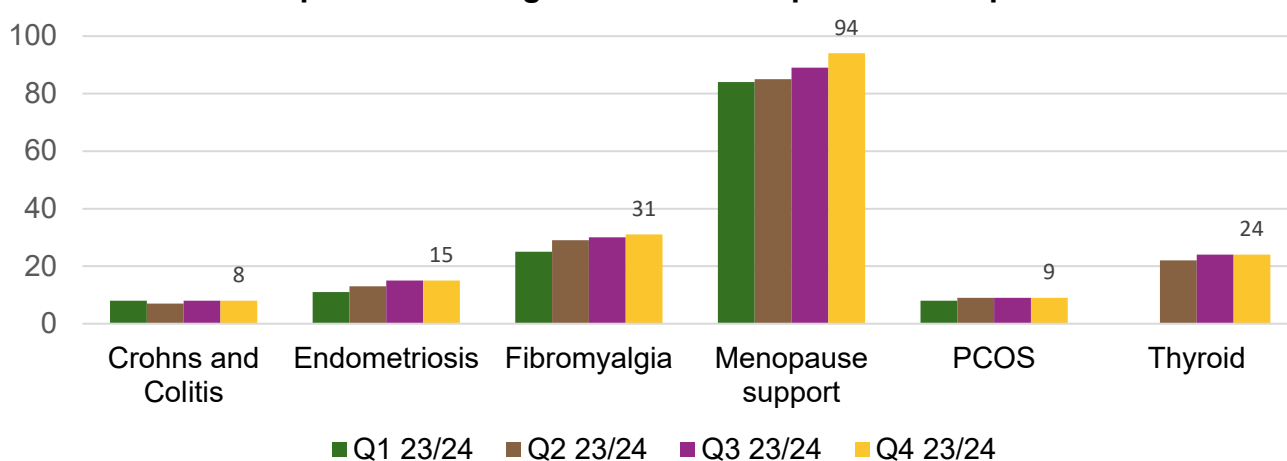
The total membership of Viva Engage Groups has seen a 3% increase on the previous quarter, now at 1091 members.

Workplace Wellbeing Viva Engage Group Membership 23/24



The MS Teams Wellbeing Group membership has also seen an increase of 3% from the previous quarter, now 181

Workplace Wellbeing MS Teams Group Membership 23/24



Customer Services

Demand for customer service has hugely increased in Q4 with 244,544 customer contacts compared to 186,639 in Q3, an increase of 23.7%.

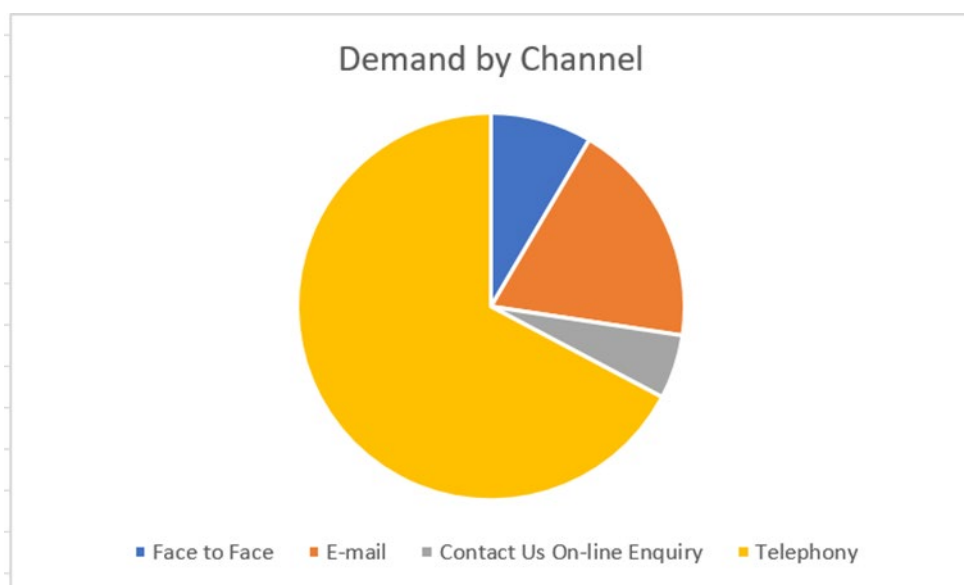
The full year’s data set for demand shows that Q4 and Q1 are the busiest times in the customer service function. Top 5 demands for the customer service function in Q4 by service area are: -

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

Social care, housing and homelessness have moved in Q4 to the 3rd and 4th highest demand which aligns with the seasonal increase in demand we have seen in previous years. In Q4 we normally see an increase in demand for social care services. However, this year we have seen a 13% increase in demand. Further analysis is currently underway with Children Social Care to understand the increase and attempt to predict the future demand.

Customer Demand by Channel

In Q4 we have seen an increase in all channels as expected.



Channel	Demand by Channel
Face to Face	18,940 7.7%
E-mail	38,850 15.9%
Contact Us On-line Enquiry	13,145 5.4%
Telephony	173,609 71.0
Total Number of Contacts	244,544 100%

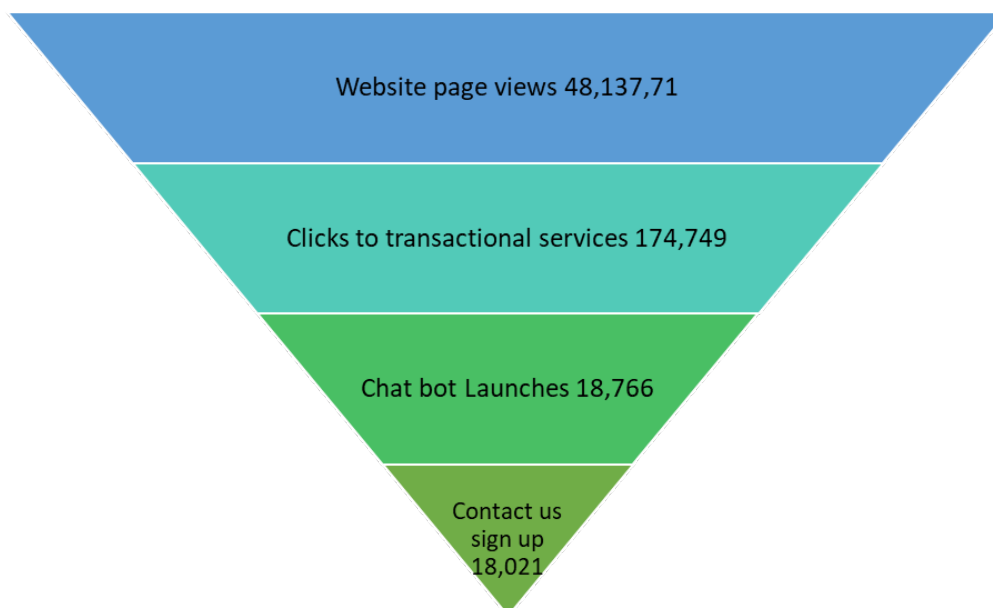
Telephone interaction was the highest at (173,609). The remainder was split across electronic (51995) and face to face (18,940) channels. Q4 is the busiest quarter in the customer service function with a combination of seasonal demand linked to winter pressures, subscription services for Garden Green Waste and Annual billing.

Telephone calls answered within 4 minutes which resulted in a reduction in performance due to seasonal demands. Overall, 80% of calls were answered within 4 minutes compared to 86% in Q3. Performance by month was: January - 86%; February - 80%; and March - 75%.

The number of calls abandoned by customers in Q4 increased to 13% and the customer average time to abandon increased 1 min 23 seconds.

Customers Applying for Services on-line.

The service continues to develop the online offer for customers, including 'one front door' which shows the volume of customer traffic across all our on-line tools, together with ensuring services are accessible to customers through the contact channel of their choice, whilst promoting and developing online services so this becomes their first choice where possible.



Garden Green Waste

Garden Green Waste was launched in January this year, this was earlier than last year to avoid annual billing. 10,886 additional calls for this service were received in the Customer Service Function. This is the first service that the customer service function has been able to share across all 8 customer service centres. Overall, 87.1% of customers subscribed to the service on-line.

Revenues Collection

The collection of Council Tax and Business Rates for North Yorkshire Council is an important part of maintaining the overall financial stability of the Council.

Council Tax

The current annual Council Tax liability to be collected for 2023/24 is £532,963,159. In Q4 the Council Tax collection rate stands at 97.87% an increase from 89.52% the previous quarter. This equates to a total amount collected by the end of Q4 of £521,602,816. This is slightly below the Q4 target of 98% and is likely impacted by the cost of living crisis and the country going into recession in the last quarter. Whilst legacy district performance information was not collected consistently as it is now, the closest comparison to the combined collection rate for Q4 last year was 97.91%.

Business Rates

The current annual Business Rate liability to be collected for 2023/24 is £199,867,303. In Q4 the Business Rate collection rate stands at 97.85% an increase from 85.71% the previous quarter. This equates to a total amount collected of £195,567,481 by the end of Q4. This is slightly below the Q4 target of 98% and is likely impacted by the cost of living crisis and the country going into recession in the last quarter. Whilst legacy district performance information was not collected consistently as it is now, the closest comparison to the combined collection rate for Q4 last year was 97.68%.

Unlike Council Tax where payments are more linear due to the large number of payees on direct debits re-paying 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.

Benefits Processing

Housing Benefit

In Q4 the average time to process Housing Benefit new claims was 19.33 days, this is consistent to the Q3 average of 19.4 and is below the cumulative average for the year of 20.32 days. An improvement in performance has occurred from Q3 for the average time to process Housing Benefit change of circumstances, in Q4 the average processing time was 1.85 days, a 2.21 day improvement to the Q3 average of 4.06 days. The change of circumstances average for Housing Benefit is skewed in Q4 due to the service being notified of annual rent and benefit uprating changes for the new financial year, subsequently, the Q1 2024/25 average may be impacted. In addition, the cumulative average for the year is 3.47 days, which has again been skewed by the Q4 data, so only Q4 has an average below the cumulative average for 2023/24. Whilst this improvement for housing benefit change of circumstances was vast this quarter, there has been a consistent improvement since Q1. Q4 has continued to see the extended support through combining resources across the service which began in Q2 and subsequently performance has been maintained across the service for the three quarters for new housing benefit claims and improved each quarter for change of circumstances.

Council Tax Reduction

In Q4, the average time to process CTR (Council Tax Reduction) new claims was 18.27 days, an improvement of 0.04 days to the Q3 average of 18.31 days, showing consistency within the service performance. The average time to process CTR change of circumstances has also remained consistent, from 4.79 days in Q3 to 4.28 days in Q4, a variation of 0.51 days. The CTR performance seen within Q4 is similar to both Q3 and Q2, indicating that collectively across the county processing has been maintained at the improved level, showing the service is continuing to work well to ensure claims are processed quickly and residents are receiving the correct entitlement.

Technology

Technology Services has made significant progress achieving key milestones and implementing several new systems and applications across the authority.

Significant work carried out has been to upload, migrate, upgrade, and integrate various systems and data to support Finance operations. Re-negotiating licensing costs has saved the council £150k, digitised invoicing with Govnotify and implemented direct debit collections. Within the Highways, Transport, Property, and Environment departments several software and hardware solutions for managing claims, property, EV charging, document management, and waste collections have been implemented.

The Symology and Aurora projects made significant progress, and the council is now onboarded to Whitespace successfully to bring Selby Waste services on board.

Various applications and systems for enhancing staff and client safety (B-safe and People safe devices), finance, and learning for Education and Social Care have been launched and refined, together with SEN 2 processes and workflows. For HR, People, Pensions, and Business Support payroll, recruitment, maintenance and upgrade tasks for several systems and platforms have been implemented. Signed contracts with external providers and migrated data from legacy systems have also been negotiated. The internally designed and developed archive solution will save the council over £180k over- buying in the functionally from a supplier.

A tender for 42 new schools through a major Multi Academy Trust Tender was successful which will deliver the 'Connecting the Classroom'

The setup and implementation of a brand-new IT Infrastructure, software and equipment for the newly formed York and North Yorkshire Combined Authority within two months of the order being laid in Parliament has been successful.

To support all staff in the new organisation IT support is now centralised both online and in person at all main sites. Corporate wi-fi and SharePoint file storage to support connectivity and data sharing has been rolled out and supported property moves so that people can effectively work together. Microsoft Teams telephony is now being used by almost all services.

Overall, it has been a successful year for Technology Services with much progress made in all departments.

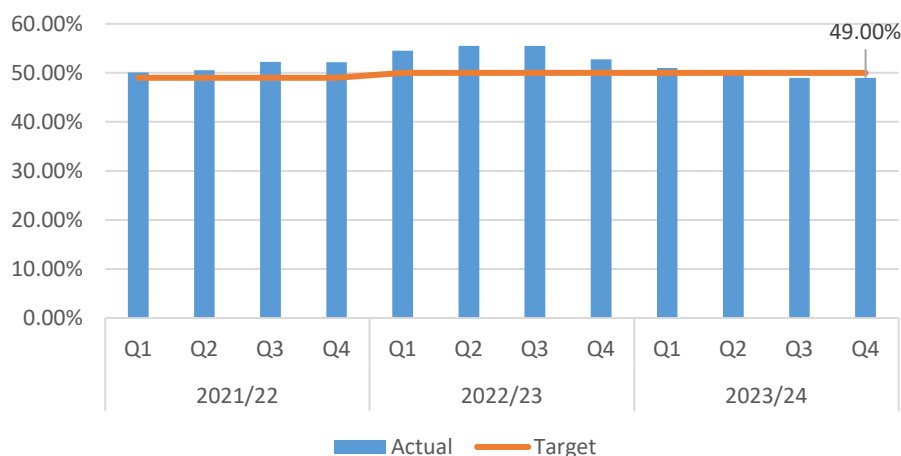
Procurement

The percentage utilised on contract spend this quarter is 59%, with the cumulative percentage for the financial year at 60% (£500m) which is below the target of 70%. This is due to the migration of the remaining supplier's data from the ex-borough and districts which did not include details for on/off contract spend so will require a large piece of work to categorise. Furthermore, the ex-borough and districts had minimal centralised contract records which will further delay the process of accurately determining which suppliers are on/off contract.

Contract management is a key driver for achieving additional savings and / or service improvements, such as all staff within the procurement and contract management service are to complete the contract management training available on the LearningZone. At the end of this financial year 100% of staff have now completed the training.

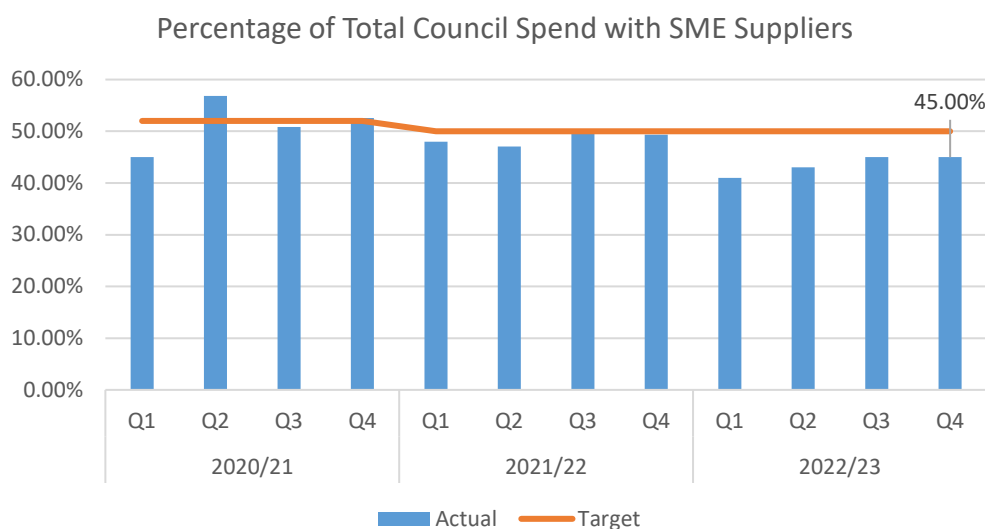
As of the end of this financial year, procurement and contract management have recorded ~£1,400,000 of cashable supply chain savings along with ~£528,000 of non-cashable supply chain savings.

Percentage of Total Council Spend with Local Suppliers



The percentage spent with local suppliers in Q4 was 49% (£102m) against a target of 50%. However, the total for the year was 50% (£412m).

The total spent with small, medium enterprises (SME), was 45% (£94m) against a target of 50%. The shortfall being those SME from the former districts not yet fully classified as SME.



Local Engagement Community Anchor Organisations (CAOs)

The 24 place-based organisations from across the county continue to work with Stronger Communities to progress a Community Anchor model for North Yorkshire; in Q4, this included the progression of organisational development action plans. A UKSPF funded collaborative support programme for CAOs, delivered by Community First Yorkshire (CFY) and Better Connect was also commissioned in Q4; this will be tailored to meet the needs of each organisation and will broadly include the development and delivery of resources and training, one to one support meetings, partnership events and networking opportunities. For the nine 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 CAOs also continues; following reporting back in Q4, a further stage of work is being undertaken to explore how the model can be configured in urban areas.

The small scale Inspire grants scheme has continued to run, with 40 awarded in Q4. The team have also continued to work alongside various voluntary and community groups to support organisational development and capacity building activity.

Community Partnerships

In Q4, the team continued to develop the ambition of supporting local partnership and multi-agency working through the establishment of local Community Partnerships, focussing on principal towns and surrounding areas, and reflecting natural communities. This is taking a phased approach, with the team working in five pilot areas: Easingwold, Leyburn and Middleham, Ripon, Sherburn in Elmet and Thornton-le-Dale and rural hinterland.

Holiday Activities and Food (HAF) Programme

The HAF programme continues to develop and improve its reach in all areas of the county with additional providers getting involved in the scheme for Easter, allowing for a more diverse programme to be delivered at a local level for children and young people. 12,000 places across 78 activities were on offer in Easter 2024, an increase of 2,300 places compared to Easter last year. Q4 data encompassing Easter provision is currently being collated, with a particular focus on understanding ‘non-attendances’ as well as looking at Special Education Needs and Disability (SEND) provision uptake, and young people’s engagement with the activities available.

In response to a number of updates to the HAF food framework by the Department of Education (DfE) this year, NYC’s Healthy Schools Programme Manager has collaborated with environmental health to develop

guidelines for FEAST providers to follow, whilst ensuring that appropriate support is in place for providers to be able to implement them where needed. The team are also hoping to launch a Flying High SEND Kitemark in collaboration with the NYC Youth Voice and Creative Engagement Team.

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 and two allocations, as well as planning and development work taking place on year three allocations. In Q4, notable progress was made in the following areas:

- The Community Grants and Village Halls and Community Buildings Grants schemes ran, with awards made throughout 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.
- Development of the Digital Inclusion funding offer which will be available in Q1 2024/25. This will be for organisations to access capital funding, development funding and training to build their capacity.

Health and Wellbeing

Stronger Communities continue to work in partnership with the NHS for a third year to transform mental health services for people with a serious mental illness through building capacity within communities and the voluntary sector. The approach includes financial investment, managed by Stronger Communities, working with four place based multi-agency partnerships to develop and/or pilot new community-based services and projects through grant funding to voluntary organisations and community groups with the over-arching aim of enabling people with a serious mental illness to live well in their communities.

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, three online Community of Practice sessions took place in Q3 and Q4, focussing on place based collaborative food access models, cash/income first approaches and more than food (wrap around support available for those accessing food provision). A number of dedicated key stakeholder conversations continue to take place in relation to this work, including with colleagues in Public Health as they continue to develop the North Yorkshire Food Strategy.

Digital Inclusion

Digital Inclusion Investment: In preparation for the UK Shared Prosperity Fund (UKSPF) funding that will be available in Q1 2024/25, the stakeholder co-design phase which the team accessed funding for from the Humber and North Yorkshire Integrated Care System (ICS) is near completion. This research and development will inform the coordination of the UKSPF Digital Inclusion investment programme in 2024/25 encompassing £200,000 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, including from health partners, and NYC services. In Q4, 79 devices have been gifted to socially isolated individuals or those in need of a device to access training or to continue their education. There has also been interest from several larger organisations who wish to donate their corporate devices to Reboot, including a Harrogate based firm who are looking to donate around 200 tablets.

Household Support Fund (HSF) 4

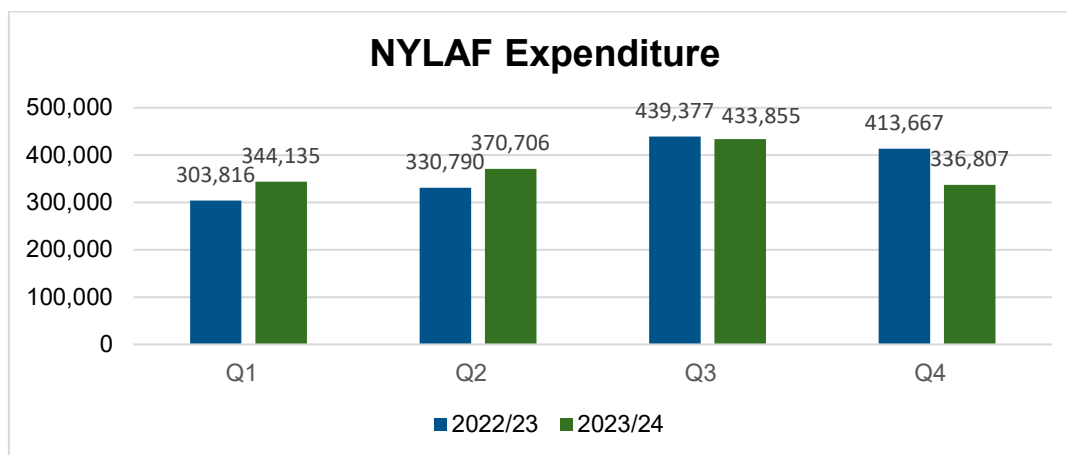
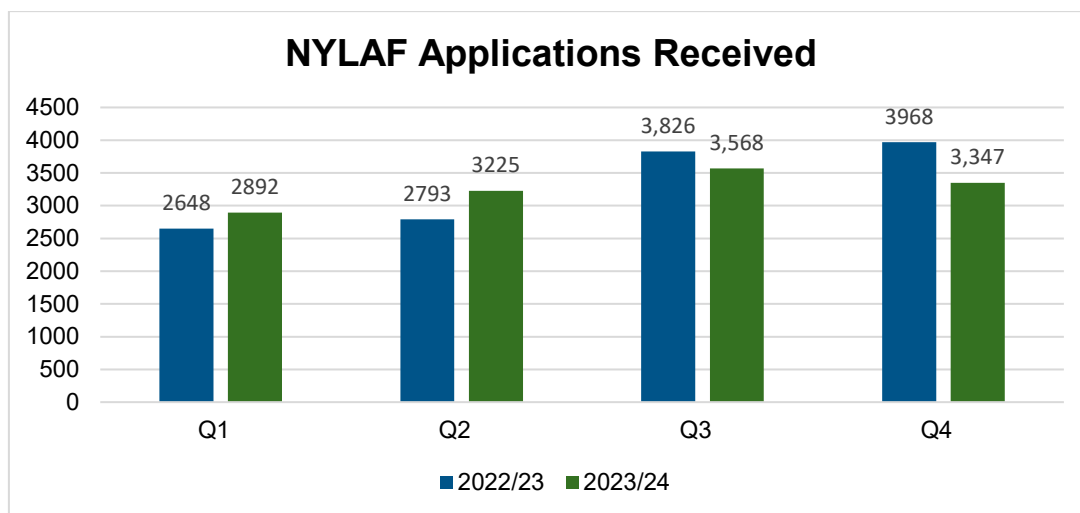
Q4 saw the closure of North Yorkshire Council’s fourth phase of Household Support Fund (HSF), the Department for Work and Pensions (DWP) funded programme aimed to support those most in need with significantly rising living costs between 1 April 2023 and 31 March 2024.

In line with the expenditure guidelines and the agreed eligibility framework, c24,600 households across North Yorkshire received a direct award in the form of a shopping voucher across two live windows (September 2023 and January 2024); with an average 95% redemption rate. 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.

In addition to this, supplementary funding was awarded to North Yorkshire Local Assistance Fund (NYLAF), the HSF Energy Support Scheme, Money and Benefits Advice Service, Care Leavers, and 18 free or low-cost food providers across the County. An HSF Exceptional Circumstances Fund was also delivered, to support those who may have missed out on support due to circumstances beyond their control. In total, 62,817 households in North Yorkshire received support through the fourth phase of HSF.

HSF will continue for a fifth phase between 1 April and 30 September 2024; work is now underway to develop the scheme, building on the learning from previous phases.

North Yorkshire Local Assistance Fund (NYLAF)



In Q4, the number of applications received at 3,347 was lower than the previous quarter when 3,568 applications were received and lower than the same quarter last year when there were 3,968 applications.

with an 89% approval rate. Expenditure was also lower in Q4 with a spend of £336,807 compared to £433,855 last quarter and £413,667 the same quarter last year. Across the year the number of applications (£13,032) is slightly lower than last year (£13,2350), expenditure is similar (£1.486m in 2022/23 versus £1.488m in 2023/24).

	2022/23				2023/24			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Food Voucher	1,783	1,826	1,783	2,783	2,041	2,266	2,589	2,404
Energy Voucher	1,581	1,245	2,196	2,089	1,418	1,441	1,752	2,817
Clothing Voucher	79	114	101	84	78	112	108	468
White goods	231	286	301	84	311	273	287	233
Cash awards	0	0	2	1	0	1	1	0
Other household items	202	207	296	251	174	208	270	148
Furniture	256	263	357	309	411	308	370	288

A total of £336,807.13 was spent, with 48% on food and energy vouchers, and 52% on standard awards. In keeping with previous years, the highest levels of demand are seen in Scarborough (40%), followed by Harrogate, with lowest levels of demand in Richmondshire (8%).

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 Q4, 247 were delivered.

NYLAF has supported the Governments Homes for Ukraine Scheme, with 23 awards going to refugees or host families this quarter to directly support those that have fled Ukraine.

Refugees, Asylum Seekers and Resettlement Homes for Ukraine

North Yorkshire has continued to welcome a small number of arrivals through the Homes for Ukraine scheme during Q4. Although some Ukrainian guests have chosen to move back to Ukraine or another country, many continue to be supported to move on from their sponsor into private rental or social housing accommodation.

In total, since the start of the scheme, 1501 Ukrainian guests have moved to North Yorkshire and of those, 463 remain in sponsored accommodation. The table below reflects the current situation of those that have moved away from their sponsor:

Homes for Ukraine	Individuals
Rematched to another LA	40
Moved to temporary accommodation	2
Returned to Ukraine	224
Moved to another country	52
University	8
Private Rental – in North Yorkshire	486
Social Housing – in North Yorkshire	118
Private Rental – outside of North Yorkshire	108
TOTAL	1038
TOTAL STILL HOSTED/SPONSORED IN NORTH YORKSHIRE	463

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

Refugee resettlement (Afghan ARAP/UKRS)

North Yorkshire resettled 360 persons (73 households) under the Afghan Relocations and Assistance Policy (ARAP)/Afghan Citizens Resettlement Scheme (ACRS) between August 2021 to 31 March 2024, 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 and that scheme has generally stalled across the UK due in part to other pressures being placed upon the supply of affordable housing and the focus on Afghan and Ukrainian arrivals.

Afghan ARAP households (households that contain at least one person who worked with the UK Government in Afghanistan in exposed or meaningful roles) continue to be resettled in North Yorkshire utilising additional Ministry of Defence (MoD) surplus Service Family Accommodation (SFA). For all arrivals from November 2023, the number of SFA properties being used and their location is outside of North Yorkshire Council's control due to the change in the MOD's leasing arrangements. The Council will however have the responsibility of finding replacement properties for those households wanting to stay in the county because the leases on the SFA properties are for a maximum of three years. As at 31 March 2024, 33 Afghan households remain accommodated in SFA properties, with a further two households scheduled to arrive in May or June 2024. Thereafter a further 27 ARAP households might be moved into SFA properties in the county including those located in more remote areas, which would make it difficult for those households to integrate into British society.

A third round of the Local Authority Housing Fund (LAHF) has been announced. This will enable at least a further 13 properties to be sourced to accommodate Afghan households and homeless households in North Yorkshire. However, the specific funding for the resettlement element, which amounts to at least 11 households, will only be for households from the ACRS cohort and not from the ARAP cohort. Consequently, this does not provide a solution for rehousing ARAP households currently in SFA properties in the county, some of whom are large families with a need for a 4 bed property. North Yorkshire Council has raised this concern with central government but to date has not been provided with a solution to this issue. In its submission, the Council has strongly urged DLUHC to give consideration to at least some of the LAHF3 allocation to be given to ARAP households as opposed to ACRS households and to establish whether a greater proportion of the allocation can be given over to temporary accommodation, both in terms of the current and urgent need for more temporary accommodation in North Yorkshire and also the impending future need when the ARAP households are required to leave their current MOD accommodation.

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 for asylum seekers awaiting a decision on their claim) has required the government to use contingency hotels as a stop-gap measure. There remain three contingency hotels in the county – two accommodating single adults and one hotel accommodating families. However, one of the hotels housing single adults will be returned to general public use from July 2024. All three hotels continue to remain at below capacity but conversely the number of dispersal properties being used in the county is continuing to rise, albeit low numbers at present. There also continues to be a high attrition rate in terms of the number of properties put forward but not then purchased by Mears (the Home Office's contracted accommodation provider for the region).



Health and Adult Services

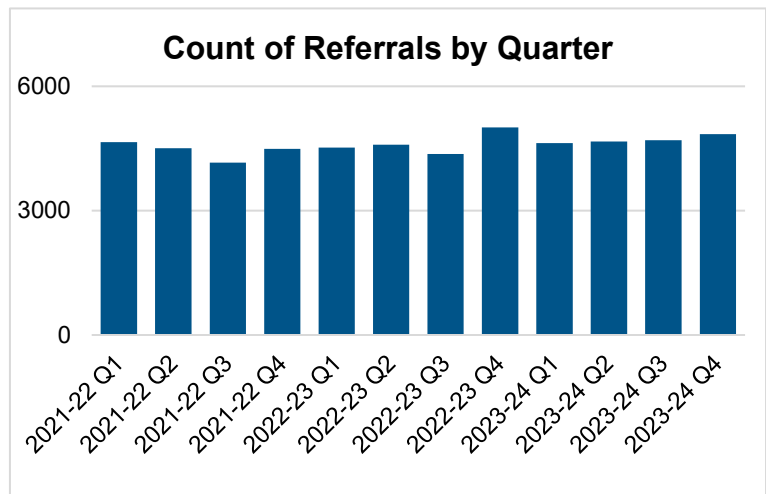
Customer

Referrals

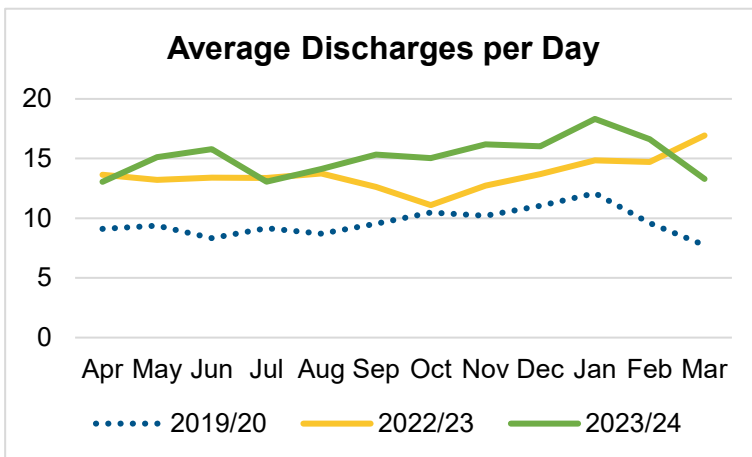
There were 4,845 referrals to adult social care teams during Q4, which is a 3% decrease (166 referrals) compared with Q4 in 2022/23.

Referral activity showed minimal variations between the first three quarters of the year, before a 3.1% rise (146 referrals) in Q4.

The quarterly pattern has been very stable over the last three years, but activity in Q4 was 9.4% higher than 2019/20 activity levels.



Hospital discharge activity averaged 16.1 discharges per day during Q4, which compared with 15.8 per day recorded for Q3. For Q4 in 2022/23, discharges averaged 15.5 per day.



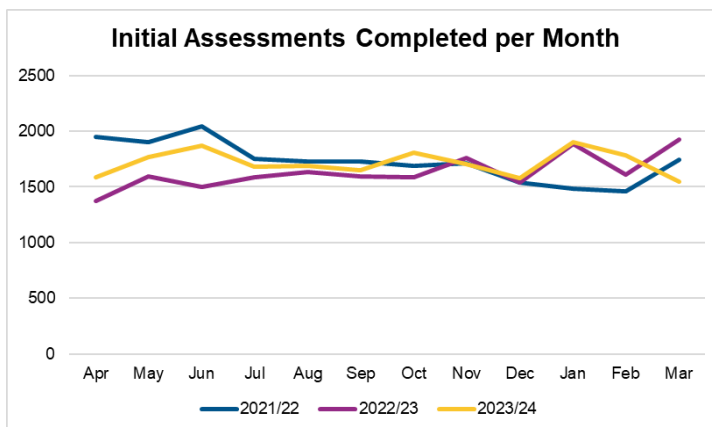
discharges totalled 5,536 during 2023/24, an increase of 561 or 11.3% year on year.

Activity is subject to high levels of volatility day-to-day, with local health and care systems facing localised surges in discharge activity, which can affect different localities on different days, with capacity amongst local care providers being quickly used up. There were 34 days where discharges exceeded 20 per day in Q4, echoing the 35 days reported in Q3. That contrasts with the first half of the year when levels around 25 days were reported for each quarter.

Assessments

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

During Q4 2023/24, 5232 initial assessments were completed for 4,644 people, giving an average of 1.1 assessments per person, the same as Q3. The volume of assessment activity is up 3% or 141 assessments on Q3 2023/24 and down 4% or 190 assessments on Q4 2022/23.



Activity levels are now higher than before the pandemic. In 2019/20 Q4, 4,198 assessments were completed, which means current activity levels are 25% or 1034 assessments higher.

Reviews

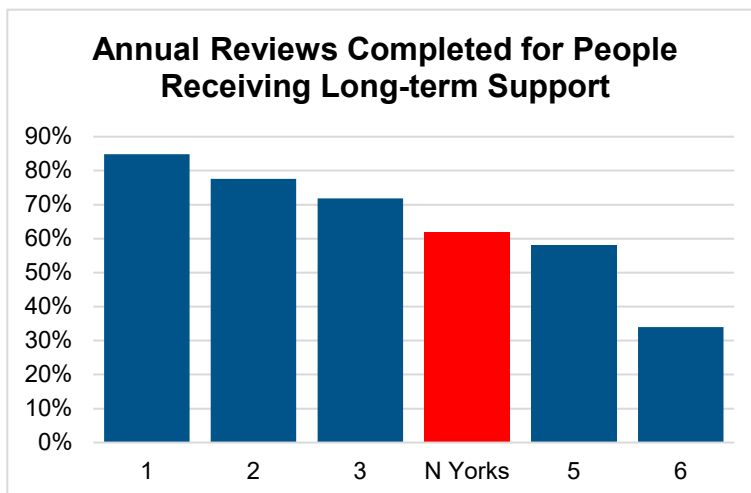
The Care Act (2014) requires that people’s care plans should be reviewed annually. This is important to ensure that the plan continues to meet their needs, but it also provides an opportunity to identify and explore new options for meeting their care needs in a strength-based way that might have emerged 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 Q4, local performance was reported at 62.0%, an improvement of 3.3% on Q3, which remains above both of the most recently available comparative averages mentioned above.

Early benchmarking data for Q4 is limited to data for 6/15 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 Q4 positioned it mid-point in the performance range amongst the authorities’ submitting data, but the low return rate makes it difficult to draw conclusions at the stage in the process.

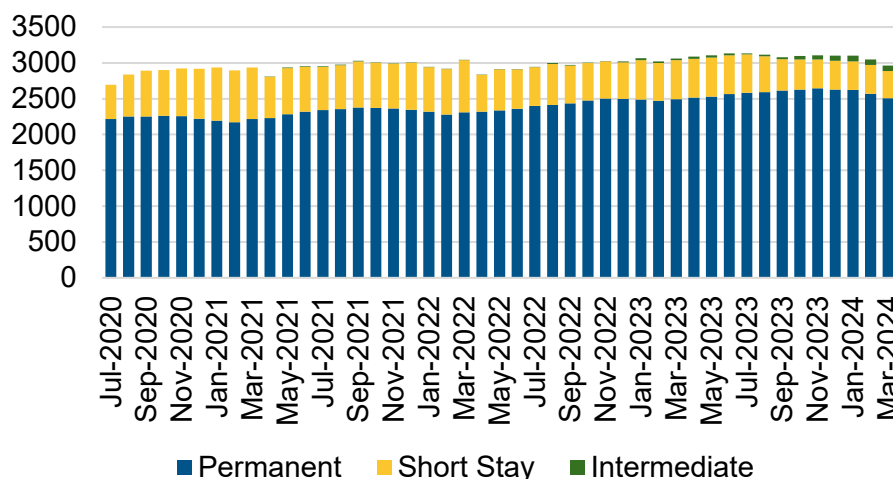


Reviews is one of the directorate’s seven improvement priorities and a number of initiatives are underway to deliver improved outcomes for service users around this area of activity:

- Regular meetings are now in place with neighbouring local authorities to share knowledge and learning on managing reviews and the work of their review teams.
- The countywide Review Team has been focusing on completing proportionate reviews, and where possible virtual reviews, to reduce the backlog.
- The Prevention & Access team have started to complete reviews for people they have contact with, where appropriate.

Placements

Number of Permanent and Short Stay Placements in Month



Permanent residential and nursing placements within the quarter (2,567) decreased by 66 between quarters, however it has increased from 2,303 in Q4 2021-22 (+11.4%).

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 Q4 (3,037) show a 3.9% increase (113 placements) on Q4 2021/22.

Development work continues to

engage with care providers to ensure local care markets are stable and sustainable and offer an appropriate range of care and support options:

- The Home First Bridging Service has been extended until the end of June 2024. Work is being undertaken to identify funding for the continuation of the service beyond that to maintain its links with the intermediate care offer.
- Market share data is consistently updated for each locality to inform the state of the provider market in each area. Locality provider surgery meetings aim to improve communications, giving providers an opportunity to share concerns and co-ordinate responses, and enabling the council to update providers across all portfolios of work.
- A first quarterly Home-Based Support Provider Forum is scheduled for the end of April 2024. The forum will focus on engagement with providers around current Approved Provider List constraints, such as pricing, areas of operation, redefining the live-in care offer and developing 24-hour care services.

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, people's length of stay in short-term care provision, and the related cost to the council:

- The number of people receiving short-term care during the quarter decreased between quarters, down from 408 in Q3 to 393 for Q4.
- work is ongoing to define short stays and develop clear guidance around charging, and this is linked to both hospital discharge and community referral pathways into care and support.

Care Sector Workforce Issues

The biggest current workforce challenge relates to absence from work due to ill health. The number of days lost due to sickness was 14.0 per FTE in 2023/24, which was well above the target of 8 days and an increase on the 13.3 days reported in 2022/23. The main reason for absence continues to be stress, depression and anxiety which has been consistent across the year, accounting for just over a quarter of all absences.

The development of a new corporate Attendance Management Policy is nearly complete, which will bring together a more focussed and consistent management of absence across the new Council, with new refreshed resources, including a focus on Wellbeing Passports to support people back to work earlier.

The HR team is continuing to work closely with managers to ensure proactive absence management and to reduce absence rates. A programme of Wellbeing health checks operated by the in-house Occupational Health Service 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. Another Marketplace event will run on 30 April, and this time will include sessions from Yorkshire Sport in "chair yoga".

A HAS Workforce Wellbeing group was established in Q3 to develop a specific targeted HAS action plan to address (initially) Mental Health related absence. The actions from this group feed into the corporate Workforce Wellbeing Group.

Vacancy pressures continue in Reablement Teams (35fte - 19%). Resourcing Solutions are working closely with the HAS Quality Team to identify opportunities for employees displaced from care providers whose International Sponsorship Licence has been revoked to move into these reablement vacancies.

Vacancy levels in other service areas continue to be much improved - in-house Care Provider Services have a 4% vacancy rate (24.8 FTE) but have some stubborn vacancies in Whitby and Harrogate settings; and assessment teams have just 1.5 FTE vacancies across all localities following the success of the international recruitment campaign.

In response to temporary funding arrangements ending and budget pressures identified in Q3, a significant programme of work has taken place between Finance, HR and Heads of Service to map the base staffing budget and establishment.

A vacancy Management Panel was introduced in February, which meets fortnightly to consider business cases for requests to fill vacancies. This has been a very successful and useful additional level of scrutiny, which enables a level of forward planning, for example, where we have student social workers approaching qualification and social work roles need to be identified for them to progress into.

International recruitment has had a significant 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 an England average of 9.9%.
- Nationally, the number of care worker sponsorship licenses issued is reported as 101,316.
- 141 care providers commissioned by North Yorkshire have sponsorship licenses, and further work is being done to identify the total numbers of international workers in North Yorkshire – Skills for Care Data indicates that 7% of the North Yorkshire care workforce are of non-EU nationality (an increase of 4% from 2021/22)

There are number of changes to immigration policy that will have significant impact on the recruitment of care and senior care workers, such as removing their eligibility to bring dependants, which will make relocation to the UK much less desirable.

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; and,
- **Market Sustainability** - sustainability of trusted and reliable, locally based providers and impact of licence revocation.

These issues are requiring a significant NYC and partnership response.

Given the sustainability issues linked to international recruitment and the growth required in the workforce to meet projected needs in the population, a continued focus on future pipelines of resource and talent and innovative approaches to recruitment is required.

A HAS People Strategy Group was established in Q3, comprising a cross section of HAS managers and officers. The group is engaged in co-producing a workforce development plan for HAS, addressing the key corporate People Strategy Themes, which will include specific actions and plans addressing recruitment and attraction, retention (including employee wellbeing), engagement and delivering a one-Council approach.

Waiting Lists

At the end of Q4, community social care teams recorded 319 people waiting for an initial assessment (290 in Q2 and 330 in Q2), which represented 4.3% of their caseload (7,377) compared with 4.0% in Q3 and

4.6% in Q2. Regular reporting continues to show improved recording of young people transitioning from children's services to adult social care, which increased waiting list numbers from Q2 onwards.

The overall number of people "waiting" for an initial assessment across all social care teams was stable between quarters, down very slightly from 698 to 695 in Q4. 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:

- Weekly reporting at a team-level detailing the length of wait for people waiting for their first assessment and people whose assessment has started but not yet been completed, which raises visibility of the issue and helps managers to manage their waiting lists;
- A mutual aid response to address occupational therapy service pressures in Scarborough & Whitby, with practitioners from other localities helping to progress increased waiting list numbers;
- The equivalent of 12.4 FTE vacant reablement posts are being converted into Occupational Therapy Assistant roles to commence in September 2024 to help address service pressures; and,
- The development of a new early contact operating model to be trialled in Harrogate, which will give Team Managers greater oversight and scrutiny of demand with Advanced Practitioners providing a lead role in supporting decision-making.

Safeguarding

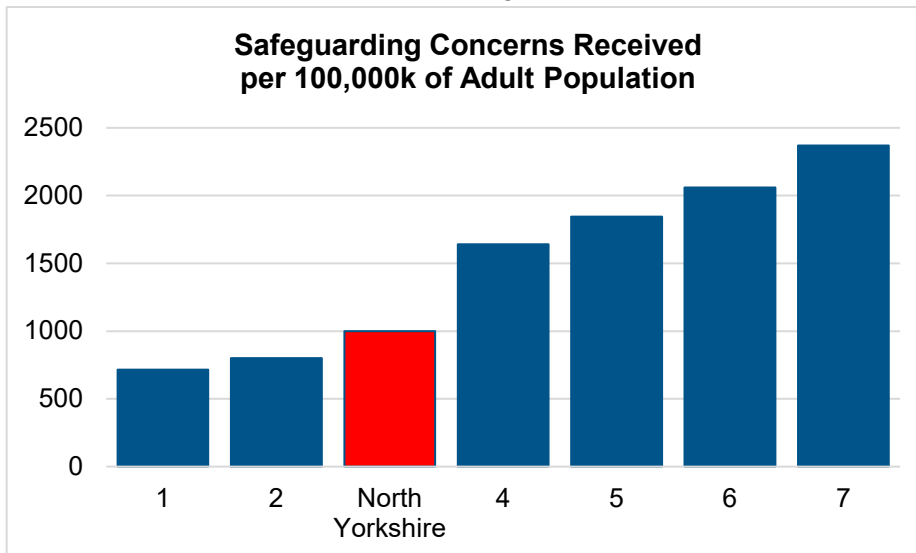
6,921 safeguarding concerns were received since April 2023, increasing the average to 576 concerns per month, compared to 435 per month in 2022/23. This represents a 27% increase in activity compared to the same time last year.

There has been a significant and sustained increase in safeguarding concerns starting in Q2 of 2022/23 and continuing through to the end of Q4, 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 always 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 Q4 2023/24 was limited to seven of 15 local authorities. The chart on the right presents that data anonymised, which shows that North Yorkshire’s performance (1,000 concerns per 100k of population) placed it amongst the areas with the lowest rate of concerns, but it remained near the 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.

Information Gathering Decision	%
Formal Meetings –42	13.9%
Formal Meetings - Other	0.6%
Informal Discussion – Section 42	2.9%
Informal Discussion - Other	0.2%
Not an Enquiry - NFA	9.2%
Following Info Gathering - NFA	62.7%
Signposting NFA	9.3%

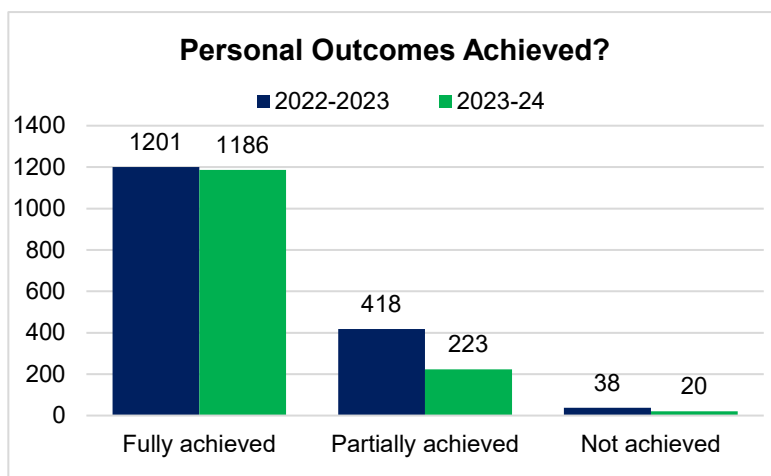
The safeguarding approach seeks to enable people to have their safeguarding issues resolved quickly. It has consistently achieved around 81.2% of cases reaching an early conclusion in terms of no further action (NFA) being required, maintaining that performance throughout the pandemic. This trend has 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.

1,849 people have been involved in a safeguarding enquiry since April 2023. Of these, 77% 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 Q4 2023/24. 83% of people stated that their outcomes were fully achieved, compared with 72% during Q4 in 2022/23.

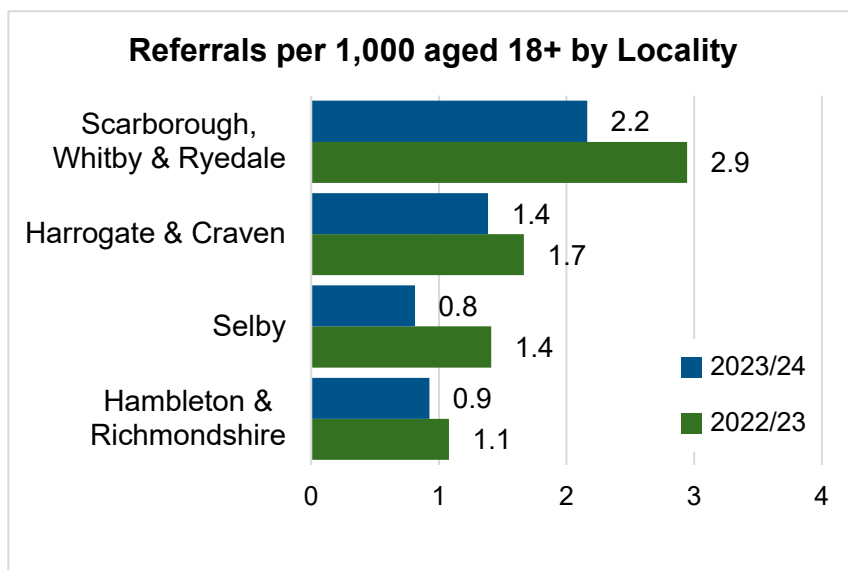
Of the 77% of people that did express an outcome since April 2023, 83% were fully achieved which is 11% higher compared to the same period 2022/23. 15.5% of people said their outcomes were partially achieved. 1.5% of people said their outcomes were not achieved.



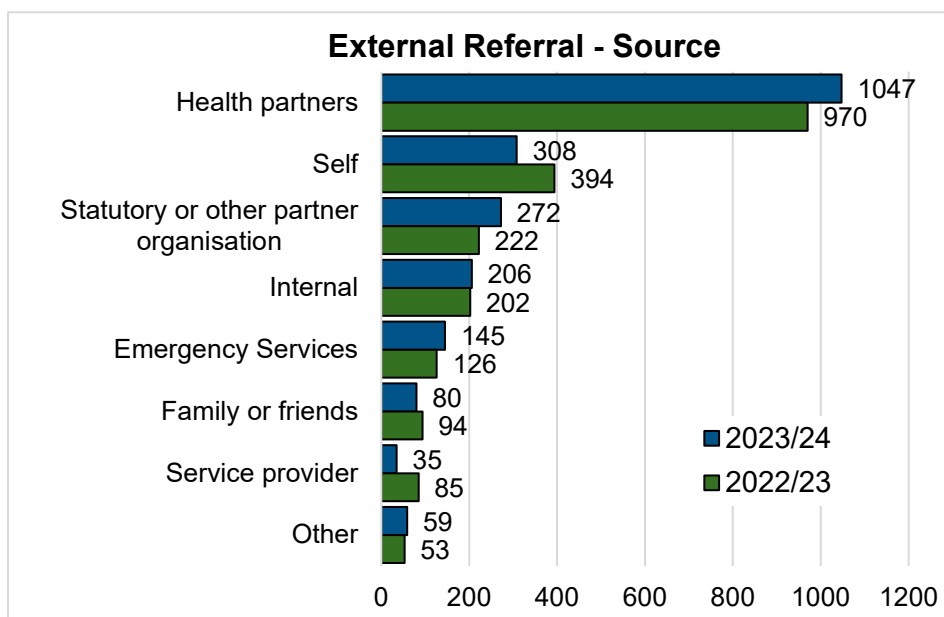
The **Prevention** agenda aims to support people to live longer, healthier lives, independently in their own homes by preventing, reducing, or delaying the need for longer-term social care support.

Living Well

Referrals in March (184) were at their lowest since May 2020 during the pandemic. The number of referrals in January (322) was above the 24-month average (316) but fell considerably in February (to 227) and fell further in March (184) to be at their lowest level since May 2020 when they had been greatly reduced by the pandemic. The average during Q4 2023/24 was 244 referrals per month. The reason for the reduced numbers is unclear but may include issues in new referrals being added to back-office systems; the Easter break coinciding with end of the leave year; and an increase in gatekeeping to reduce inappropriate referrals. A performance deep dive is planned for June.



Scarborough, Whitby & Ryedale saw the highest rate of referrals in Q4 (2.2 per 1,000 population), which was down year on year (2.9 per 1,000 population in 2022/23). Hambleton & Richmondshire had the lowest rate (0.9 per 1,000 population), slightly lower than its rate in 2022/23 (1.1 per 1,000 population).

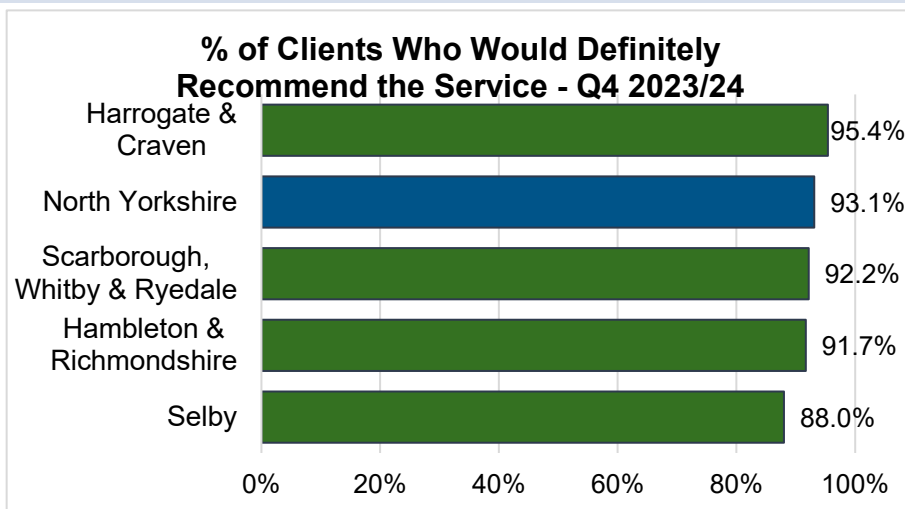


Front door referral numbers are similar to those in 2022/23 (a 0.3% increase). ‘Health partners’ continue to be the most common source of referrals (1,047 referrals in 2023/24 – a 7.9% increase on 2022/23). The greatest increase has been seen in referrals from ‘statutory or other partner organisations’ (22.5% higher) and ‘emergency services’ (15.1% higher). Self-referrals remain the second largest group but have decreased by 21.8% since 2022/23.

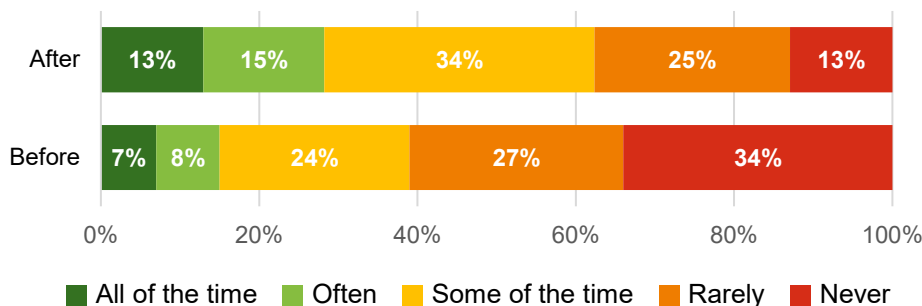
Within the context of integrated care systems, increased engagement with our prevention services can help reduce the escalation of health care support, including admissions to hospitals.

Across North Yorkshire 93.1% of clients 'would definitely recommend the service' (92.0% in the previous quarter).

- Harrogate & Craven has the highest satisfaction rate (95.4% of clients), up from 94.5% in the previous quarter.
- Selby has the lowest rate (88.0%), up from 79.2%.



"I've been feeling good about myself" before and after receiving Living Well service, Q4 2023/24



Before receiving a Living Well service 34% of clients said that they never felt good about themselves. This fell to 13% following a Living Well service in Jan-March. Those who felt good about themselves all the time increased from 7% to 13% following receipt of a Living Well service, while those who often felt good about themselves increased from 8% to 15%.

Reablement

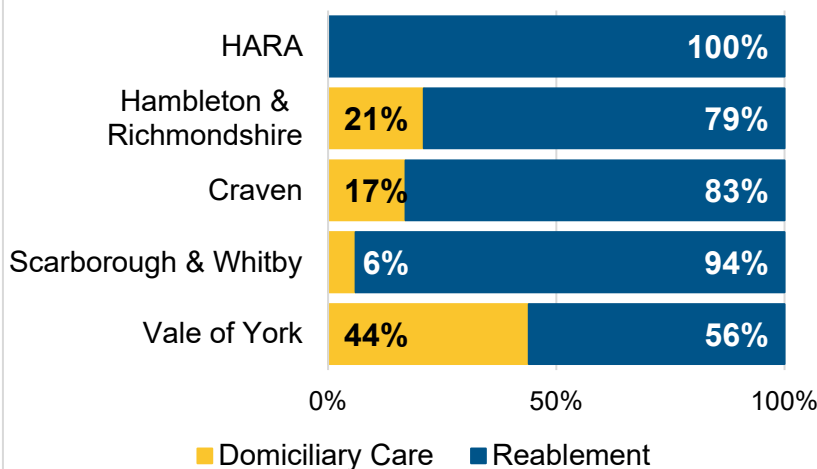
During 2023/24, 1,883 reablement packages were started, which compares with 1,423 in 2022/23 and represents a 32% increase or 456 packages of support (up from 30% and 310 packages in Q3). Activity levels reduced over the course of Q4, but the year-end total still exceeded 2020/21 activity levels (1,765).

Pressure from providing domiciliary care cover continued to be lower in the last quarter of 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, 23% of reablement team capacity at the end of Q4 was engaged in delivering routine domiciliary care, down from 32% at the end of Q3.

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 50% between quarters.

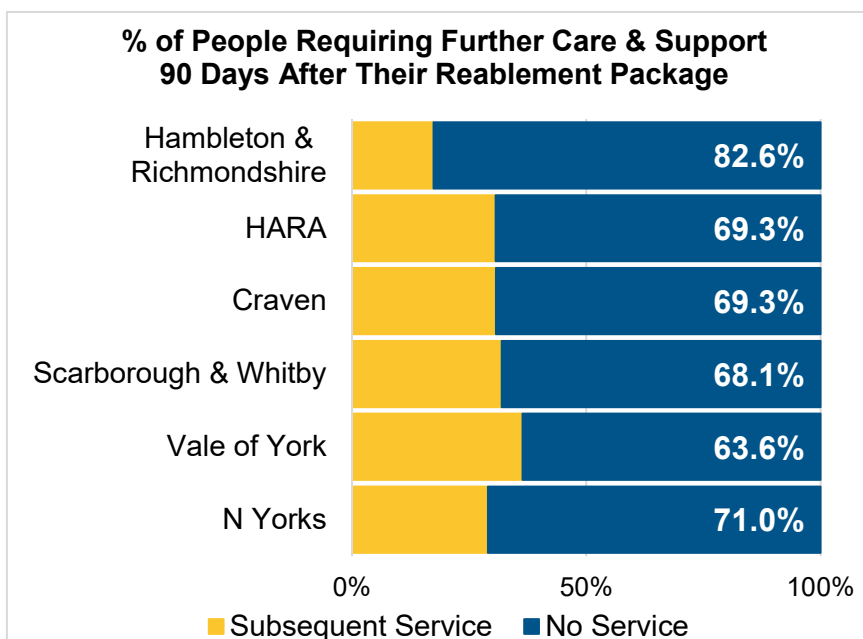
Current Service Provision by Reablement



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.

1,327 interventions were completed April-December 2023. The proportion of these people who had not subsequently returned for social care support by the end of Q4 was 71.0% (942) 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.



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:

- In Q4, reablement delivery activity was sustained at levels well above the monthly average for the 18 months up to the end of Q2.
- Reablement services open for more than six weeks reduced significantly following improvements to the recording requirements to the Reablement Assessment & Outcomes Plan.
- A staff survey has been completed and initial analysis presented to the adult social care leadership team. Further analysis of the feedback will be used to inform service improvement plans.

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 Q4 across the key areas of work is provided below:

Extra Care:

- Work is progressing with the procurement of a scheme in Whitby. The provider is carrying out a financial remodelling of the proposals and will present the report to their board in early summer.
- NYC is working with a developer to bring forward a potential scheme in Harrogate. The site is part of wider housing development plans and could consist of around 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. An Extra care framework event was held in August, with positive feedback from providers. We completed an online survey to seek the views of residents for the proposed extra care site in Harrogate. A face-to-

face event took place on December 2023. Procurement documents are being prepared, with a procurement launch planned around July 2024 pending approval.

- Following the Extra Care Housing conference in November 2023, NYC have been contacted by many other LAs, wanting to discuss our methodology for procuring extra care housing schemes.
- A review of the feedback from community engagement activity in Gargrave has been completed and will inform the future procurement proposal. Procurement documents are being prepared and planned for launch around July 2024 pending approval.
- Work continues on procurement documents for schemes in Malton.

Assistive Technology

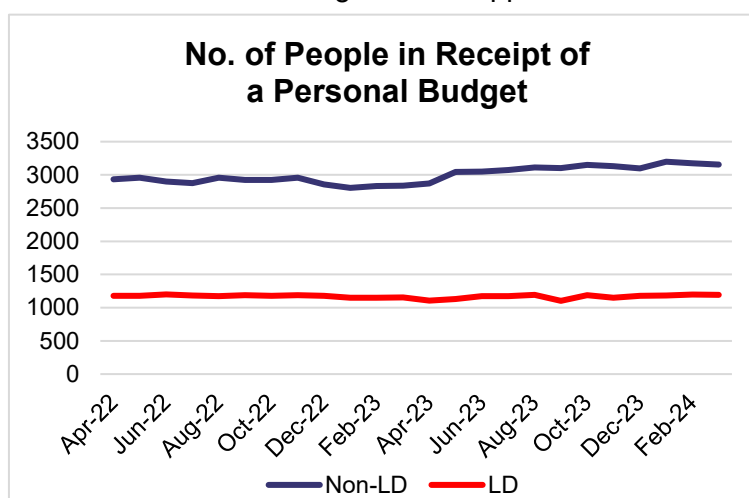
- Work is ongoing with an interim **re-procurement of North Yorkshire's Assistive Technology (AT)** contract. An interim procurement contract was launched in the New Year and the bids received are being evaluated ready for contract award. Procurement and Legal Service are looking into options for a further contract extension, to provide more time to explore the future of AT provision in North Yorkshire.
- **Analogue to Digital switch over (A2D)** – the directorate is working closely with its commissioned service providers to mitigate the risk of lifeline services not working due to the analogue phone lines being switched off. People who may have already had their phone lines switched are being identified so the upgrade of their AT equipment can be prioritised. Approximately 85% of the upgrades have been completed and all the remaining analogue lifelines are schedule to be upgraded by October 2024.

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.

At the end of Q4, the number of people supported via a personal budget was 4,351, which was 9.1% up year on year (363 cases) and compares with a 6.0% rise year on year in Q3.

There were 1,195 LD cases at the end of Q4, an 8.5% increase year on year.



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 £21.9K at the end of March, an increase of £249 against the average PB for Q3. This represents a 7.0% increase year on year (£1,434), compared with an 9.4% increase (£1,862) reported in Q3.

The average PB for a service user with a learning disability was £45.5K at the end of March, a 2.9% increase from £44.2K at the end of December. This represents an 8.7% increase year on year (£3,657), compared with an 6.7% increase (£2,791) in Q3.

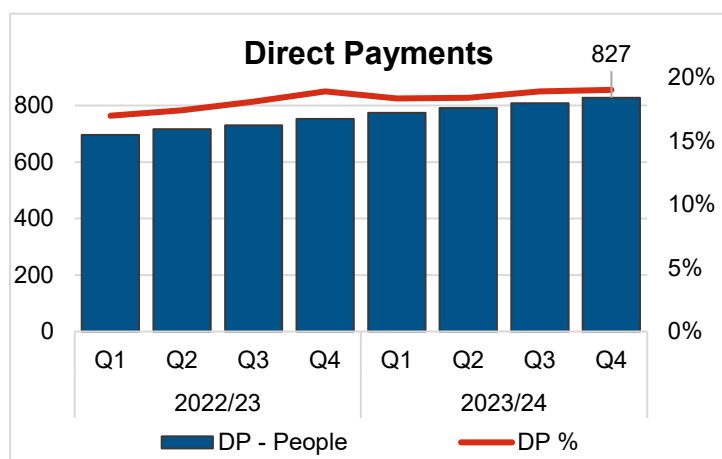
Non-LD service users in receipt of a PB (3,156) span a very wide cost profile. At the end of Q4, 69% (2,455) of these service users had a personal budget that was below the county average (£21.9K p.a.).

On-going development work around the provision of community-based care support includes:

- The revision of quarterly reporting on **high-cost packages of care** to include non-residential packages of care and to provide a clear breakdown of the funding arrangements to facilitate the reassessment of the top 10 high-cost packages in each locality.
- **Service Navigator, Nidderdale & Washburn Valley** – Funding has been secured for a one-year pilot, commencing from September 2024. The project will focus on supporting people with an eligible need for social care support to access community assets, thereby reducing reliance on statutory services, improving care management flows, improving outcomes for the person, and reducing anticipated budget pressures. Although this is a small pilot in a rural area, it will contribute to the wider Community Anchor work being led on by Health & Adult Services.

Direct Payments

Direct Payments (DP) involve service users opting 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 how their needs are met.



The number of people receiving a direct payment (827) has shown small but steady increases in each of the last eight quarters.

Year on year, the number of people receiving a direct payment increased by 74 or 9.8%, whilst the number of people with a Personal Budget (4,351) is up by 363 people or 9.1%. People receiving a direct payment represent 19.0% of the total number of people with a Personal Budget, up 0.1% year on year in Q4. 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.

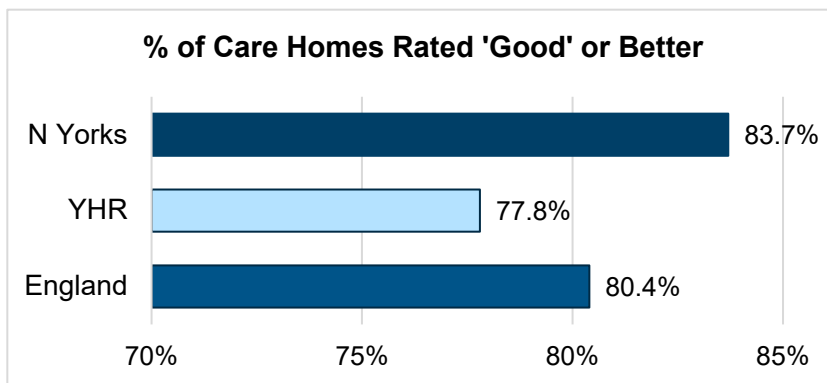
Key points of progress in Q4 included:

- At the start of Q1 the average amount of assessments with DPs offered was 15%, which has now increased in April to 27.5% and continues to increase by around 1% a month. A new survey has gone out to all assessment staff to gather feedback on the Direct Payment service.
- Four drop-in sessions completed with assessment staff to answer questions on the DP service.
- Practice Spotlight session have been completed to share insight on supporting people with chronic substance use and how they can use DPs.

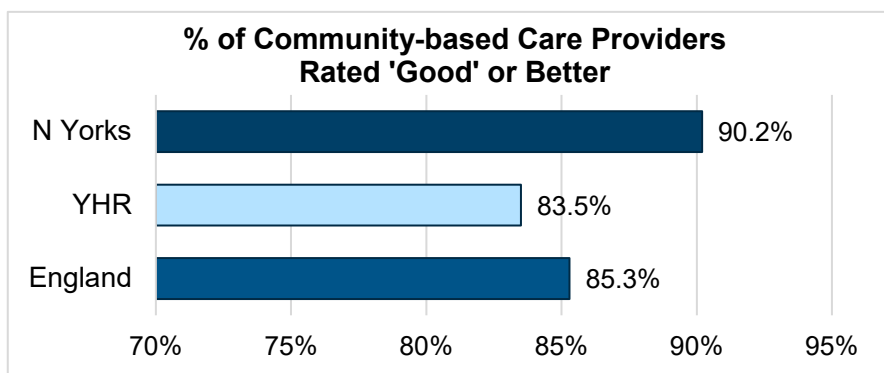
Care Market

Based on published **Care Quality Commission (CQC) inspection ratings**, 83.7% of care home provision across the county was rated as “good” or better at the end of Q4. That was down by 0.4% between quarters, and up by 1.9% (from 81.8%) year on year.

Local performance remains higher than both the regional average, which declined by 1.1% between quarters, and the England average which was down by 1.2%.



Ratings for domiciliary care provision continue to 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 0.9% between quarters and down by 1.0% year on year.

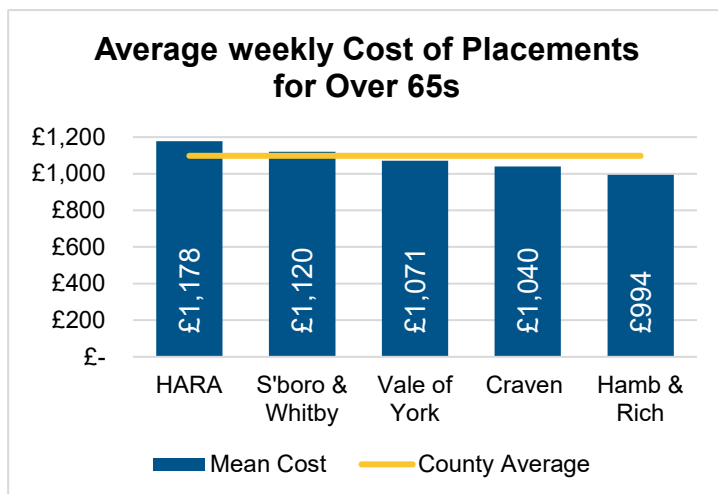
Despite the reduction, local performance remains well above both the England average, which was down by 0.6% between quarters, and the regional average, which was down by 0.8%.

During Q4, the council provided improvement support to 29 care providers across the county, dealing with various challenges such as:

- Quality Assurance Officers made 15 visits to providers to complete a Provider Assessment and Market Management Solution (PAMMS) assessment of their care provision – 9 Care Homes and 6 Home-based Care Providers.
- The Quality Improvement Team supported 14 care providers - 10 Care Homes, 3 Home-based Care Providers, and 1 Supported Living Provider, providing a total of 105 days of support.

There were 4 domiciliary care provider closures in Quarter 4, which were spread across the county. The closures affected 75 people receiving care and support commissioned by North Yorkshire.

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 £1098 per week at the end of Q4, up by £48 per week compared with Q3. That represents a 42% (£324 per week) increase compared with the end of Q4 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.

The process for financial sustainability applications from social care providers was suspended during Q4.

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

- The outcomes of the review of the Approved Provider Lists (APL) have been shared internally and with providers. New processes have been implemented to allow providers to contract packages below their approved rate under the APL and to facilitate expressions of interest for commissioning pilots.
- Workgroups have been established to review the guidance on the use of top-up payments in North Yorkshire and the related public-facing information available on the council's webpages.
- An interim value for money tool is being developed to support the reduction of high-cost placements and usage of 1:1 hours in care home settings. As part of the project, APL submissions are being reviewed to identify themes and anomalies across high-cost residential and nursing providers.
- Providers of residential dementia care are being surveyed to identify their training needs and to provide an audit of the available relevant training to share with providers. In partnership with the Independent Care Group (ICG) a dementia network for providers is being developed, with a first forum session scheduled for May in Scarborough. Information is also being collated about the out of hours support in relation to wrap around/crisis support for care homes across the county to identify any gaps or duplication.

Integration

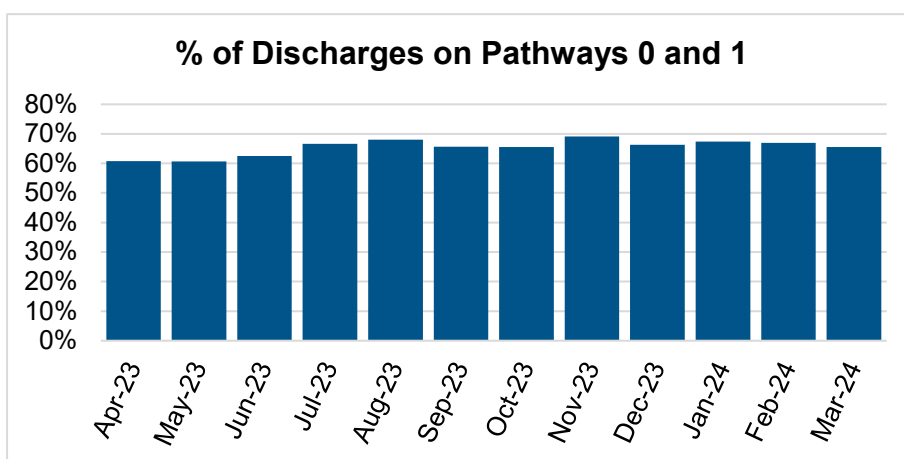
The national discharge pathway includes an underlying premise that 95% of people who leave hospital should be discharged to their home, either with no on-going support needs (Pathway 0) or with a package of support in place to meet their needs at home (Pathway 1).

North Yorkshire 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 461 people per month, which compares with a pre-pandemic average of 300 people per month and was up slightly from a 12-month average in Q3 of 456 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 declined in Q4 falling to 66%, compared with 68% in Q3. Performance reduced in each month of the quarter, starting at the target level of 67% in January and falling to below 65% in March.

For the full 2023/24 financial year, performance was at 65.8% compared with 64.6% for 2023/24.



In addition to the improved performance for this measure, the number of people supported on pathways 0 and 1 also increased year on year up from 3,212 in 2022/23 to 3,644 in 2023/24. The additional 432 people represented a 13.4% rise year on year.

Detailed planning continues 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. The development of an outline business case for the new model is in progress.

A series of workshops, starting in April 2024, are planned to test the proposed intermediate care model to:

- Establish the potential impact on patient outcomes, the cost of care and the efficiency of service delivery.
- Identify critical success factors; and,
- Agree future processes.

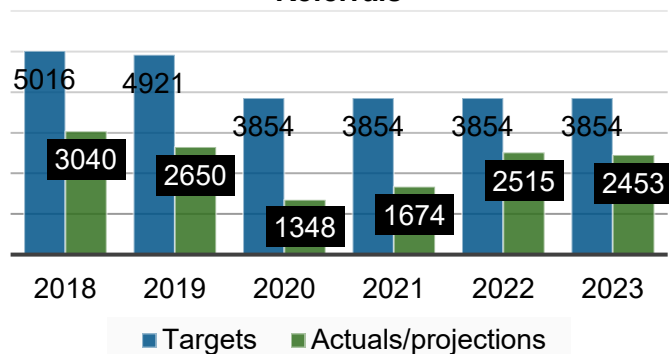
Existing arrangements for the use of block purchased bed provision as part of the intermediate care offer has been analysed and reviewed in partnership with ICB to inform plans for 2024/25. Funding has been confirmed for block purchase bed provision across the county from May onwards, covering both in-house and external provision. New arrangements for tracking and reporting on the use of block booked beds have been implemented to inform future decision making and the development of new models.

Public Health

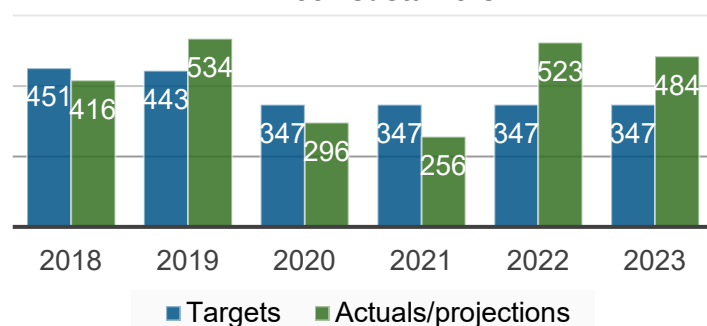
North Yorkshire Adult Weight Management Service

Over contract year 6 the Adult Weight Management service there were 2,453 referrals, similar to year 5 referral numbers (n = 2,515). Work continues to ensure referrals into the service are appropriate and effectively managed by providers. 65% of those that complete a 12-week programme achieve a 5% weight loss target (over double the NICE guidance of 30%), of which 62% of people go on to sustain weight loss at 24 weeks. Weight loss targets (both 5% at 12 weeks and 24 weeks sustained) have been exceeded again at the end of the year 6 contract period (end of December 2023).

Referrals



24 week sustainers

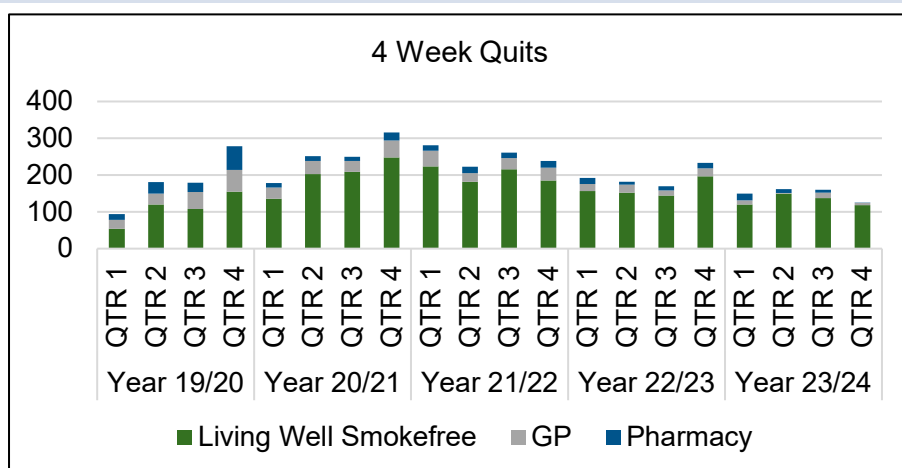


Stop Smoking Services

At the end of Q4 referrals into Living Well Smokefree had increased by 35 referrals (from 564 to 599) compared to the same quarter the previous year. This could be attributed to the increased communications work related to Stoptober 2024. The level of promotion of this event both regionally and nationally had increased on this period the previous year.

Smokers setting a quit date this quarter (261) was down on the same period the previous year (336) this is largely due to the fact that we are dealing with the harder-to-quit cohort of smokers as we reduce our prevalence down year on year and also the absence of Varenicline (one of the most popular stop smoking medications) means fewer smokers are willing to commit to a quit date at the present time.

Looking into the near future, the service will be increasing staff capacity, using government Smokefree generation funding, whilst also utilising e-cigarette starter kits as part of the swap-to-stop scheme. This paired with the potential return/addition of some alternative stop smoking medications should see the throughput and subsequent quit rates of Living Well Smokefree increase.



MMR Vaccination

Since 2023 there have been an increased number of measles cases seen across the UK, particularly in London and the West Midlands. Between 1st Oct 2023 and 8th Apr 2024 there were 56 confirmed measles cases in the Yorkshire and Humber region.

Work in North Yorkshire has focused on increasing MMR vaccination coverage to prevent any potential local outbreaks. Vaccination rates in North Yorkshire are above the national average but remain below the WHO target of 95%. Coverage of one dose of MMR by 2 years old is 91.3% (2022/23), above the England rate of 89.3% but below the 95% target and is the lowest coverage in North Yorkshire in more than 10 years. North Yorkshire Council public health team have been working with NHS partners responsible for the delivery of vaccination programmes to increase efforts to raise awareness and promote uptake of the MMR vaccination, including targeted work in Scarborough where vaccination levels are lowest.

NHS Health Check Programme North Yorkshire

The NHS Health Check programme has concluded 2023/24 strongly. In Q4, 60 out of 69 practices delivered the service to some extent.

From the 60 practices:

- 44 have identified one or more individuals with a CVD risk ≥10% (moderate-high risk)
- A total of 952 individuals were identified with a CVD risk ≥10%
- 3,872 people were invited for an NHS Health Check
- 4,092 people received an NHS Health Check

In comparison to Q4 in previous years (see table below), there has been a far higher uptake compared to new invitations sent out. This can be explained by providers who exceeded their invitation payment cap were tasked with improving uptake of those they have already invited, as only new invitations are counted and paid for. In total, 31 providers have met or exceeded their invitation payment cap. Invitations sent in previous quarters being taken up by residents in Q4 may also be a contributing factor.

	Q4 19/20	Q4 20/21	Q4 21/22	Q4 22/23	Q4 23/24
Invites	9,021	3,357	5,918	7,092	3,872
Uptake	4,305	1,181	2,165	3,057	4,092
% those invited	47.7%	35.2%	36.6%	43.1%	105.7%

CVD risk ≥10%	1,058	171	214	564	952
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Healthy Child Service

0-5 KPIs	Q1 23/24	Q2 23/24	Q3 23/24
Antenatal	90%	96.4%	95.9%
New Birth	94%	96.5%	90.2%
6-8 week	90% (F2f 46% Vir 54%)	95% (F2f 41.6% Vir 58.2%)	94.1% (F2f 40% Vir 57%)
9-12 month	97.7% (F2f 60% Vir 40%)	99.4% (F2f 54.8% Vir 45%)	98.7% (F2f 51.7% Vir 48.1%)
2-2.5 year review	95.7%	97.8%	97.9%

The Healthy Child Programme has 5 mandated appointments: antenatal, 10-14 days, 6-8 weeks, 9-12 months and 2-2½ years.

All 10-14 day and 2-2½ year appointments are face-to-face, as well as all first time mum antenatal appointments. There are some limitations, with a national shortage of Health Visitors as well as with the challenges of a vast geography, which means that some appointments are completed virtually. In reality, almost all antenatal appointments, regardless of how many pregnancies, are face-to-face. Around half of the 6-8 week and 9-12 month ones are also face-to-face, despite around 94% being eligible for virtual. This is audited to ensure that the virtual contacts are as effective as face-to-face and nothing is missed.

0-6 Pillar Update: The overall performance in Q3 remains good with all mandated reviews achieving more than 90% completion rates. The reduction in New Birth contacts remain in place in Harrogate District and Scarborough teams due to staffing capacity. Caseload numbers are large in comparison with contract footprint and regionally. Sustainable working remains a priority and extended HV student placements and associate roles remain under consideration. A consultation has begun to form a virtual team.

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.

All Infant Feeding Peer Supporters are now in place and are delivering proactive calls. This offer is becoming more embedded, 449 proactive calls were made in Q3. Breastfeeding and introduction to solids groups are well attended.

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 Q3 288 referrals received into the pillar 242 accepted (84% acceptance rate) GPs continue to have the highest decline rate at 28%. Screening is completed within 5 working days and a choose and book system has been introduced to reduce waiting times. Demand continues to outstrip capacity.

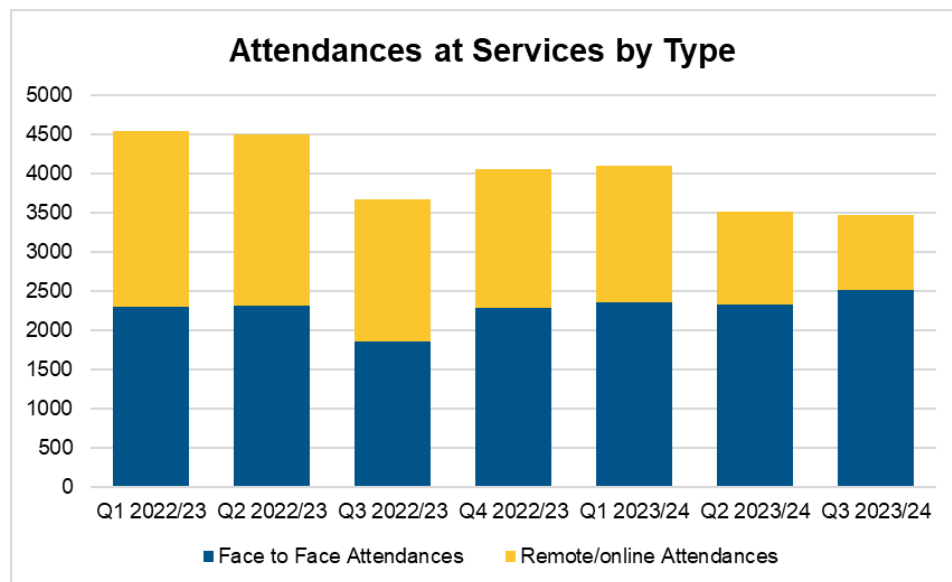
Stronger Communities

Across the county, 24 place-based organisations continue to work with Stronger Communities to progress a Community Anchor Organisation (CAO) model for North Yorkshire, building on the success of community support during the pandemic, and joining us on a developmental journey over 3 years to build on the 7 CAO characteristics. In Q4, this included the progression of organisational development action plans. A UKSPF funded collaborative support programme for CAOs, delivered by Community First Yorkshire (CFY) and Better Connect was also commissioned in Q4; this will be tailored to meet the needs of each organisation and will broadly include the development and delivery of resources and training, one-to-one support meetings, partnership events and networking opportunities. For the nine 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 CAOs also continues; following reporting back in Q4, a further stage of work is being undertaken to explore how the model can be configured in urban areas.

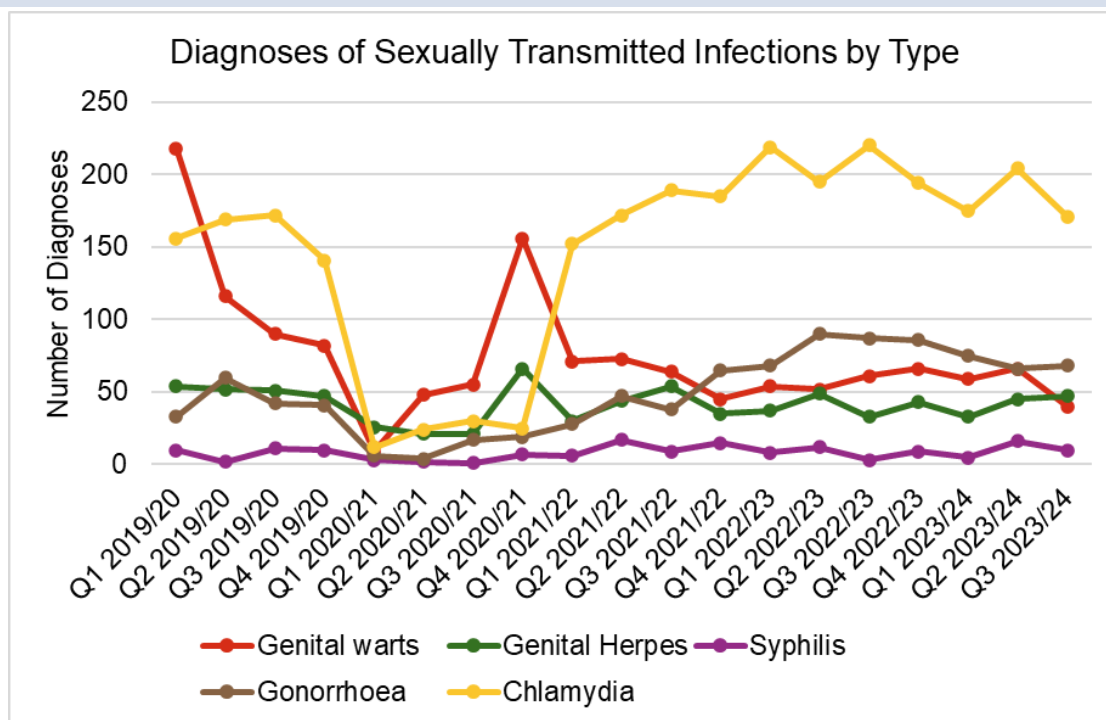
The team continues to deliver on broader work (including on large national programmes) such as North Yorkshire Local Assistance Fund, Homes for Ukraine, Household Support Fund, UK Shared Prosperity Fund, Cost of Living, Food Insecurity, Holiday Activities and Food Programme, and Digital Inclusion.

Sexual Health

The latest attendance figures at YorSexualHealth (YSH) services in Q3 2023/24 were 3,419; this includes new, re-registered and follow up appointments within YSH. This is a 2% fall on the same time-period last year (3,502). However, there has been a 22% increase in face-to-face appointments compared to Q3 last year.



Testing resulted in 336 STI diagnoses in Q3 2023/24, this is a 17% reduction on the same time frame as last year. Chlamydia remains the highest diagnosed STI in Q3 followed by gonorrhoea and genital herpes, genital warts, and syphilis. There were 0 HIV diagnoses in Q3.



GPs across North Yorkshire completed 922 long-Acting Reversible Contraception (LARC) fittings in total in Q3 2023/24; this is a similar number to Q1 and Q2 this year. In Q3 23/24 YSH completed 377 LARC fittings, a decrease from Q3 last year (392). In Q3 2023/24 the service provided 103 contraceptive injections, 70 initiation issues of oral contraceptive pills, 247 repeat contraceptives and 49 issues of emergency contraceptive. Community Pharmacies across North Yorkshire completed 107 Emergency Hormonal Contraception (EHC) consultations in Q3 2023/24 this is in line with usual patterns of use from previous quarters.

Family Weight Management Services

The family weight management service *Healthy Families* commenced in March 2023 and is being delivered by Brimhams Active. It provides healthy lifestyles support to children, young people and families remotely across the county. The service is progressing well and has received referrals for 70 families from all across the county. Most referrals to date have come from the NCMP (National Child Measurement Programme), with some self-referrals and others from GP/primary care, Early Help and Social Care. Evaluation of the service will include monitoring of KPIs, online survey feedback from families, and focus groups/interviews with families.

North Yorkshire Healthy Schools and Early Years Award Programme

The Healthy Schools and Early Years Award programme continues to support schools and early years settings to develop healthier environments for their pupils and staff. Since the Healthy Schools scheme launched in October 2019, 270 North Yorkshire schools have now signed up to take part, which is 75% of the county’s 358 schools of which 129 schools have so far achieved an award (53 Bronze, 37, Silver, 39 Gold). Since the Early Years scheme was launched in November 2021, 114 settings have registered and 17 have so far achieved an award.

A new process for Gold Renewal is now in place – this enables schools that have achieved their Gold Award to provide evidence of continued good practice so they can retain Gold status. City of York Council have bought into the North Yorkshire Healthy Schools programme and are considering joining the Early Years scheme as well. We are exploring options for selling the programme to other local authority areas. The Growing Up in North Yorkshire (GUNY) survey is currently being administered in primary, secondary and special schools across North Yorkshire. So far 257 schools have signed up to take part (72.6%).

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Active Start Early Years Physical Activity Project

Active Start supports Early Years Educators in North Yorkshire to develop their knowledge, skills, confidence, and motivation to include more physical activity and active play into their settings, and also to promote the importance to parents and carers. This project is funded for a year by the ICB health inequalities funding. The Public Health Intelligence team completed data and needs analysis to identify key localities and settings to target, based on excess weight and deprivation data. We have also been targeting settings that have an inadequate or required improvement OFSTED rating.

The initial Active Start training was delivered in October 2023 and a further 6 courses have run since then, with an additional 2 planned. 73 early years practitioners from 57 settings have attended the training. 100% of participants increased their: knowledge & awareness of CMO guidelines, understanding, confidence, skills & knowledge, and inspiration and motivation all increased. 100% would recommend the training. 2-3 months post-training surveys – feedback has been very positive: as a result of the training, children's enjoyment and attitudes towards PA and active play have increased and also their confidence towards taking part in PA and active play:

“Children are more engaged and showing more interest in joining in different physical activities”

“As staff, we are all more positive towards exploring the physical activities”

Healthcare Public Health

The public health team have in September 2023, successfully recruited a Strategic Lead for Population Health and Inequalities in partnership with North Yorkshire ICB.

The NY Place Strategic Priorities focus on Prevention and Public Health; adding life to years and years to life; committing to narrow the gap of health inequalities and healthy life expectancy between our most and least deprived communities.

Between 2022/23 and 2023/24, North Yorkshire Place, ICB received a total of £917,998 to tackle health inequalities. The team have been supporting development of the NY ICB health inequalities projects across Place to support action and delivery of our strategic priorities during 2022 – 2024.

2023/24 Funding:

The 2023/24 investment of £543,045; the Local Care Partnerships (LCPs) came to the forefront to shape projects that would benefit local people in their communities. In partnership the LCPs have successfully received funding for 9 projects. The table below highlights the initiatives that have been funded and the correlating priority area. All projects are at various stages of commencement.

Project / Initiative	Investment	Priority Area
Teenage Pregnancy in Scarborough	£25,501	Best Start
Asthma Friendly Schools: capacity to support schools to achieve the standard in Scarborough schools	£15,000	Inclusion Health, Best Start, Primary Prevention
Supporting people back to work (working age, struggling with economic inactivity)	£30,041	Inclusion Health
Whitby Community Transport Pilot (supporting people to access appointments at James Cook)	£20,000	Inclusion Health / Primary Prevention
Supporting New Parents and Babies	£56,277	Inclusion Health/Best Start
Brain Health Café in Ryedale	£15,106	Primary/Secondary Prevention
Supporting the most socially isolated who are experiencing falls and frailty to access strength and balance provision	£100,000	Primary/Secondary Prevention
Workstream 1: Deprivation, Rurality and Access to Services Workstream 2: Dementia, Rurality and Access to Services	£105,000	Inclusion Health Primary/Secondary Prevention
Reducing rural inequalities	£100,000	Inclusion Health Primary/Secondary Prevention

In the coming weeks, the team is writing an annual report which will describe the outcomes achieved so far, and the impact this has made locally.

CORE20 PLUS5

Next steps in our work plan for tackling health inequalities is to progress addressing [CORE20PLUS5](#), the national approach to direct action for reducing inequalities across the system. As well as exploring opportunities for closer working around population health intelligence functions and data sharing options to continue collaborative approach to addressing inequalities.

Reducing Cardiovascular Disease:

Know Your Numbers – Coastal Communities

This is a project aiming to increase awareness around blood pressure and encourage more people to get theirs checked. The first public event took place at Scarborough Sports Village before a Scarborough Athletic FC match during Know Your Numbers Week. In addition, the first community based 'pressure station' has recently launched in Whitby library and the team soon expect to have a health kiosk for The Street in Scarborough. The project has so far checked 125 blood pressures of which 70 (56%) were above the ideal blood pressure and were advised to visit community pharmacy for follow up.



Scarborough Athletic player and chairman receive blood pressure check.

Pharmaceutical Needs Assessment Steering Group:

The most recent Pharmaceutical Needs Assessment (PNA) was published in October 2022, since then there have been a number of changes to service provision, such as closures and consolidation. The PNA steering group has considered market changes and pharmaceutical need and issued supplementary statements on behalf of the Health and Wellbeing Board to update on pharmaceutical provision across North Yorkshire.

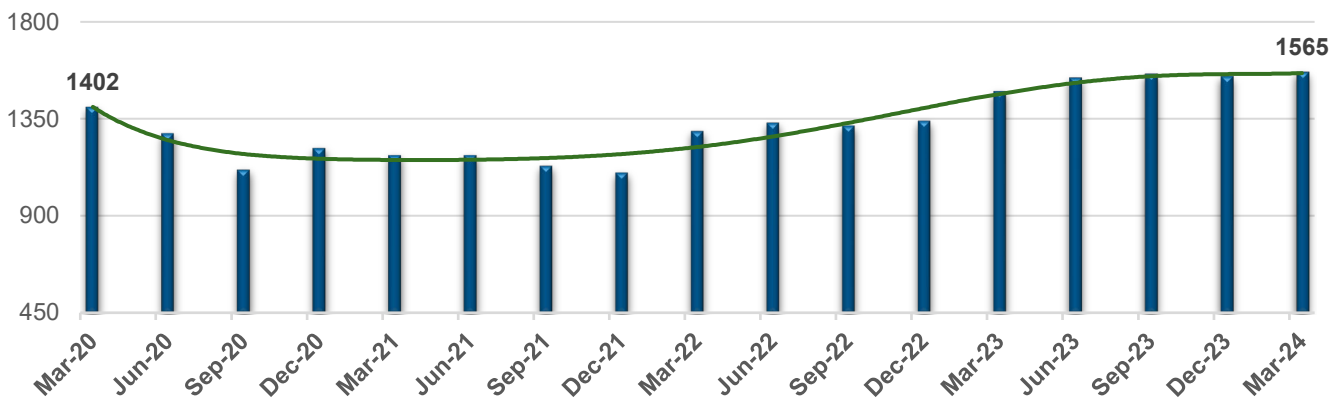


Children and Young People Service (CYPS)

Early Help

The number of households receiving support from the Early Help Service remains high at 1,565 (relates to 3,035 children and young people) at the end of Quarter 4.

Ongoing Early Help Households



The position seen in the last quarter is a continuation of the upward trajectory seen in the last 2 years, with the current total a 42% increase (+465) from the low number (n=1,100) seen at the end of December 2021. This is reflective of the increased demand presenting at the front door. In May 2023 the number of Households open to the Early Help Service reached 1,500 for the first time and has remained above that level in each of the subsequent 10 months.

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 March 2024, the Early Help Service was delivering interventions in 317 cases.

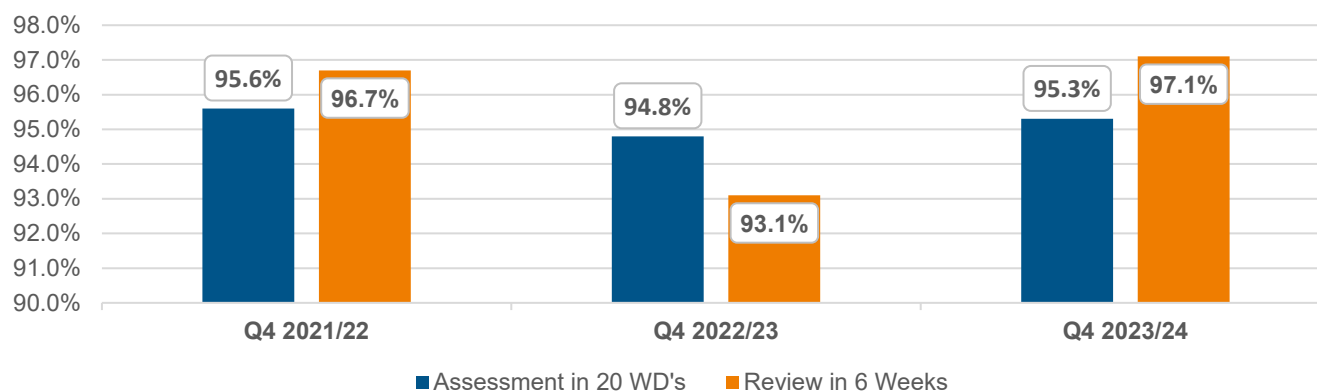
In addition, with effect from May 2021, Early Help Children & Families Workers have been allocated Education, Health and Care Plans where the child is unknown to Children & Families Services to complete the care element of the assessment.

Timeliness – Early Help Assessments

The timeliness of Early Help Initial Assessments continues to be very strong with 95.3% of Initial Assessments completed within the 20 working days target in Quarter 4 2023/24. Whilst this is marginally lower than the figure of 95.6% seen in the corresponding period in 2021/22, the number of Initial Assessments completed has increased significantly, reflecting the increased demand on the Service. In Quarter 4 2023/24, 758 Initial Assessments were completed, an increase of 16% (+103) from the 655 completed in the same period during 2021/22.

In addition, 97.1% of Assessment Reviews were completed within the 6 weeks target in Quarter 4 2023/24, compared to 96.7% and 93.1% during the same periods in 2021/22 and 2022/23. As with Initial Assessments, the number of Assessment Reviews has increased significantly to 2,425 in Quarter 4 2023/24. This is a 38% (+664) increase on the number in the corresponding period in 2021/22 and 12% (+253) higher than seen in Quarter 4 2022/23.

Timeliness of Early Help Assessments



Turnaround Programme

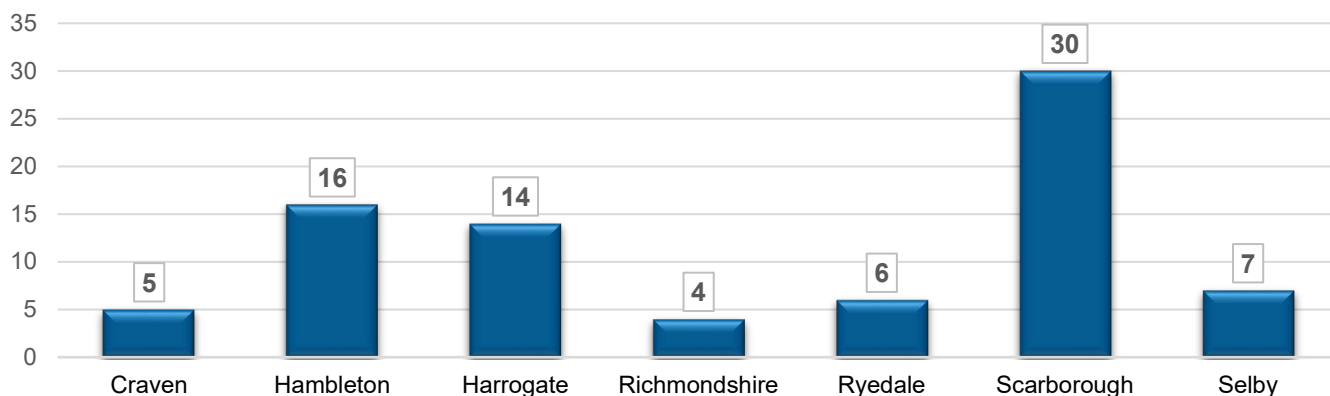
The Turnaround Programme was announced by the Ministry of Justice in October 2022, with funding initially confirmed until March 2025. The Programme aims to improve outcomes and prevent offending for children who are on the cusp of the youth justice system and do not meet the threshold for statutory support.

The programme is based on similar principles to those underlying the Supporting Families programme, including the view that children on the cusp of offending often have complex needs. Turnaround funding is intended to support the Youth Justice Service and their local strategic partners, expand best practice in early intervention.

Due to the timescale for the delivery of the programme, and following discussions with the Procurement Team, delivery of the programme was commissioned to North Yorkshire Youth, using a waiver on the current contract for the delivery of youth services and activities.

As at the end of February 2024, 82 children and young people have been accepted onto the programme. The chart below provides the referral breakdown by location.

Turnaround Programme Referrals



Only 12 of those referred have been involved in the criminal justice system after referral and of these only 1 has received a formal outcome inside of the criminal justice system.

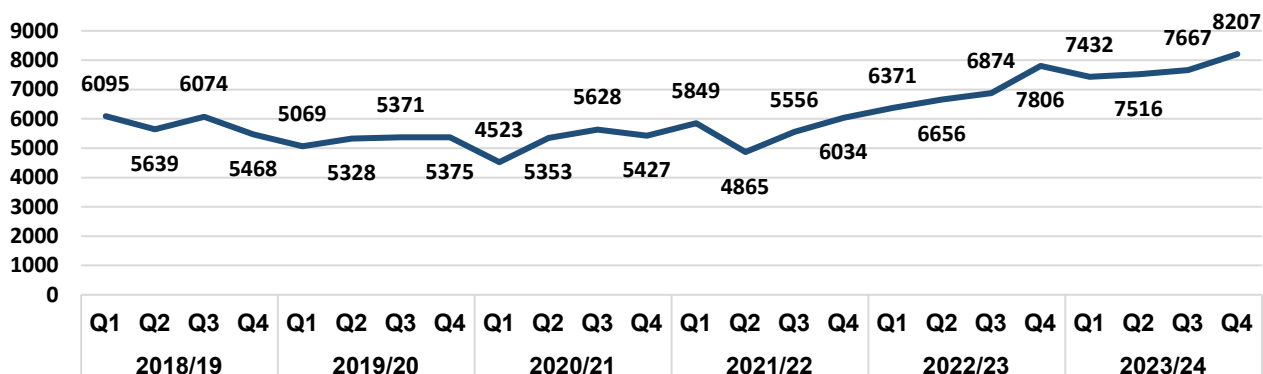
Confirmation has recently been received that grant funding will end on 31 March 2025. We are in discussion with North Yorkshire Youth to plan for the end of the programme by considering the targets left to achieve and support offered to the current cohort of children and young people. We are also exploring other external funding avenues with North Yorkshire Youth that may enable the work to continue.

One of the clear benefits from the Turnaround programme to date is that it has fostered even stronger relationships and pathways to help further early intervention work.

Contacts Received at the Front Door

Demand for services remains exceptionally high and in Quarter 4 we received 8,207 contacts about concerns for a child’s safety and wellbeing. This is the highest number of contacts received in any quarter and follows 12 months of extremely high demand. Compared with Quarter 4 last year, we received an additional 401 contacts (+5%). For the 12 months to the end of March 2024 we received 30,834 contacts. This is an increase of 12% (+3,423) compared to the 12 months to March 2023. It is worth noting that since the onset of the Covid-19 pandemic at the end of 2019/20, we have seen a 46% increase (+9,694 contacts) in demand at the front door.

MAST Quarterly Contacts

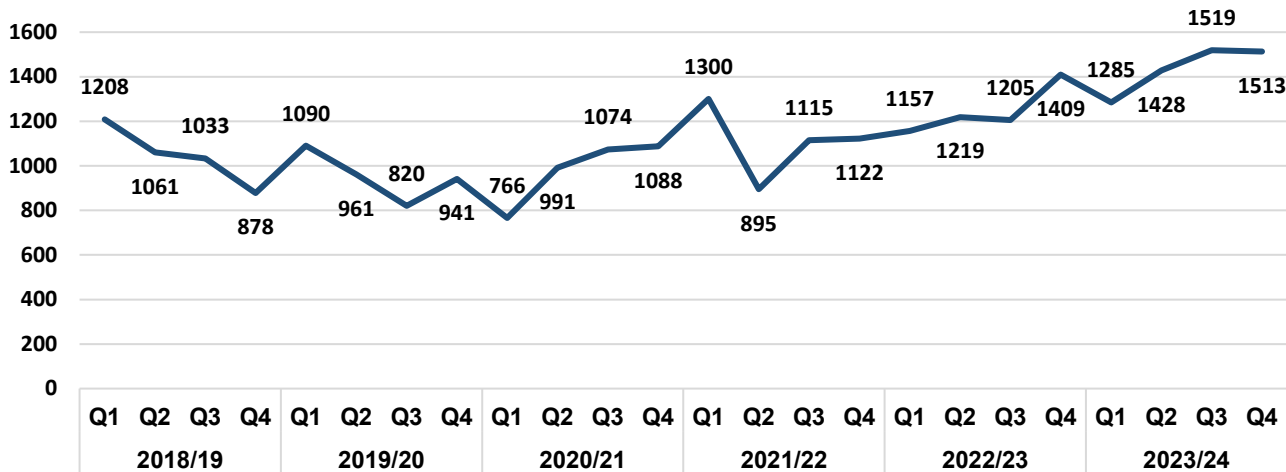


Referrals to Children’s Social Care (CSC)

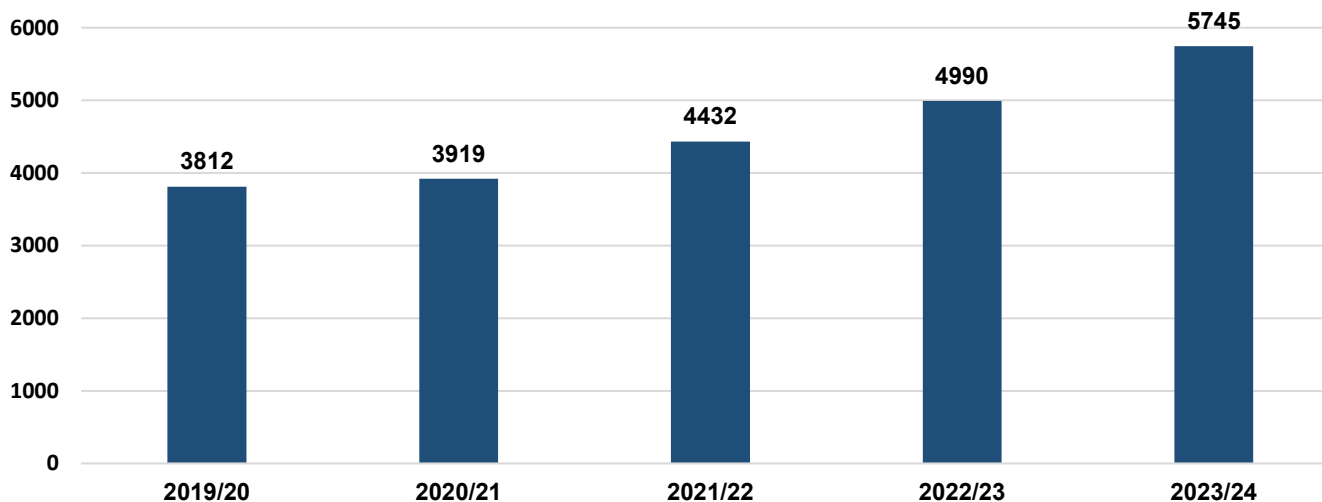
Linked to the very high number of contacts received at the front door, we continue to see an unprecedented number of referrals to CSC, with 1,513 received in Quarter 4. This is the third consecutive quarter in which

more than 1,400 referrals have been received and is 7% higher (+104) than Quarter 4 last year. For the full year we have received 5,745 referrals. This is the first time since the inception of MAST in 2015/16 that we have recorded more than 5,000 referrals to CSC in a year and this represents an increase of 15% (+755) compared to 2022/23 and an increase of 50% (+1,933) compared to the position at the onset of the Covid-19 pandemic the end of 2019/20.

Quarterly Referrals to CSC



Referrals to CSC by Year



This year we have seen large increases (20% or greater) in the number of referrals to CSC in Hambleton, 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” now struggling and presenting to services in need of help and support.

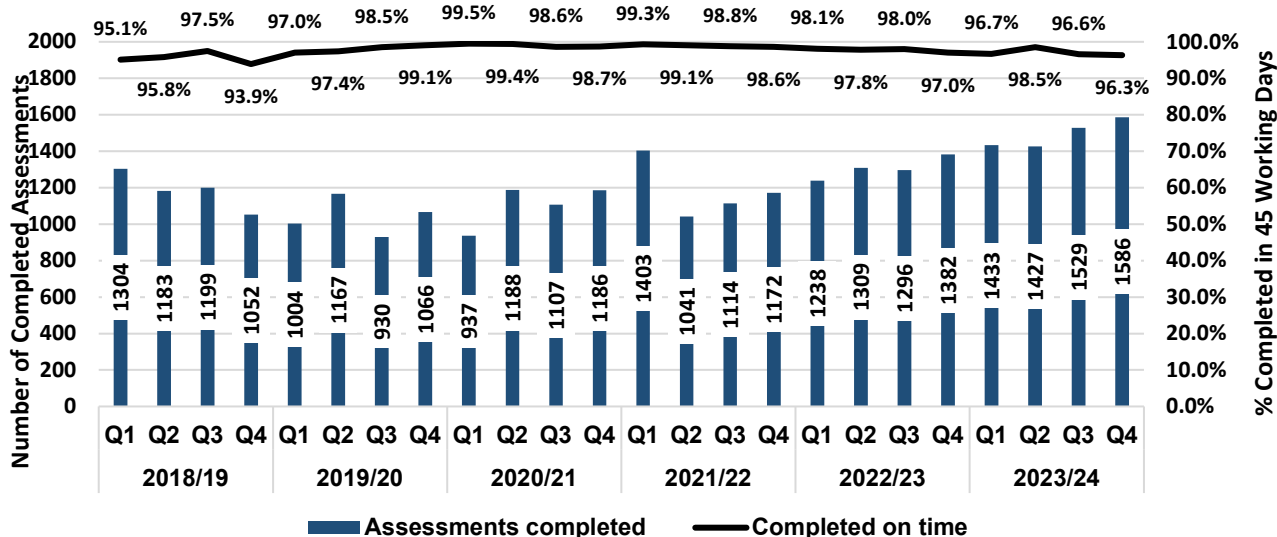
Indicative of families struggling to sustain progress in the face of macro-economic challenges, the rate of re-referral climbed to 22.7% this quarter. This is the third successive quarter to see performance deteriorate, and our performance is now similar to the most recent national average (21.5%).

Timeliness of Children & Families Assessments

Performance remains excellent with 96% of assessments completed within the 45 working day threshold. We have seen performance fall from a peak of 99% in the first half of 2021/22. However, this very modest

dip in performance should be considered alongside the 27% increase (+671) in the number of assessments completed in the last 6 months compared to the first 6 months of 2021/22. Statistical testing highlights that the decrease in performance is not significant and performance remains sector leading, 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

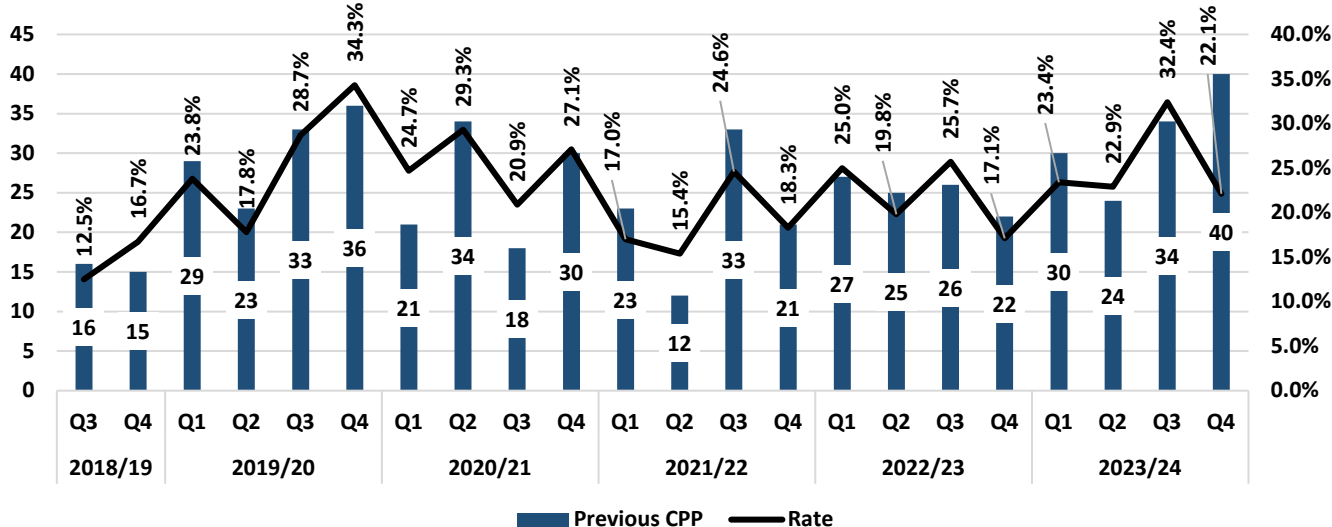


Child Protection Plans (CPP)

There were 181 new CPP this quarter, 52 more (+40%) than in Q4 last year. For the year, there have been 525 new CPP issued, an increase of 11% (n=53). This increase is reflective of both an increase in the number of referrals to CSC and the complexity of the needs of an increasing number of families.

Of the 181 new CPP, 40 (22%) were second or subsequent plans. This is similar to the quarterly average over the last 3 years (21%). Our performance for the full year (25%) is broadly similar to the most recent national data (23%) but slightly higher than the statistical neighbour average (21%). Again, this variation is not statistically significant.

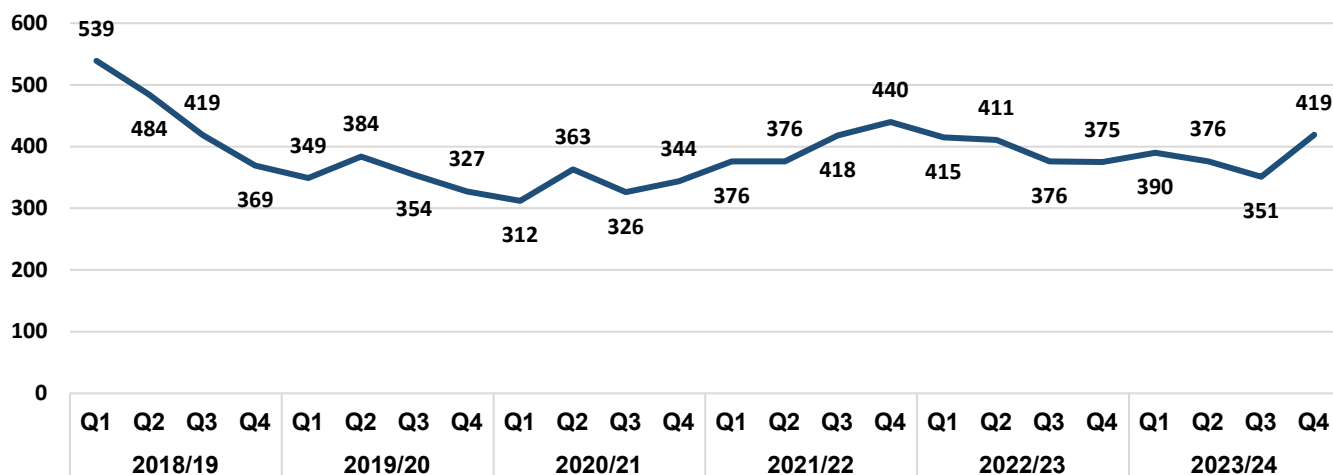
Rate & Number of Second or Subsequent CPP



The overall number of open CPP at the end of quarter was 419, 68 more (+19%) than in the previous quarter and 44 more (+12%) than at the end of Quarter 4 last year. The increase in the number of open CPP at the

end of this quarter was driven by an upturn in new CPP, which in turn is a function of the very high number of referrals received in recent months. However, the overall number of open CPP remains within what has historically been considered a typical range in North Yorkshire of between 350 and 450 open CPP.

Number of Open CPP



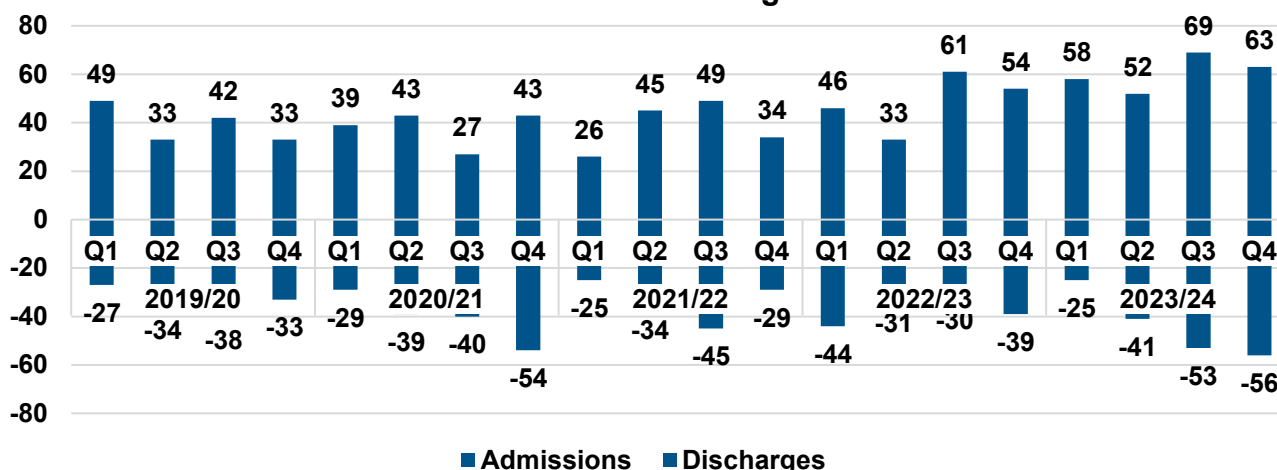
Admissions to Care and Discharges from Care

The number of admissions to care at the end of Quarter 4 2023/24 decreased by 6 to 63 compared with the previous quarter. Although admissions decreased during Quarter 4 2023/24, the number of 63 is an increase of 9 on the number admitted in Quarter 4 2022/23.

During 2023/24, 242 children and young people were admitted into care. This is an increase of 25% (+48) compared with the number during 2022/23. An increase of 9% was reported nationally during the same period, placing North Yorkshire well above the national trend.

The number of children and young people discharged from care in Quarter 4 was 56, an increase of 3 compared with the previous quarter and the highest number seen since the data analysis was recorded in this way. During 2023/24, 175 children and young people were discharged from care from care - an increase of 22% (+48) compared with the number during 2022/23.

Admissions to Care & Discharges from Care



Overall Number of Children in Care

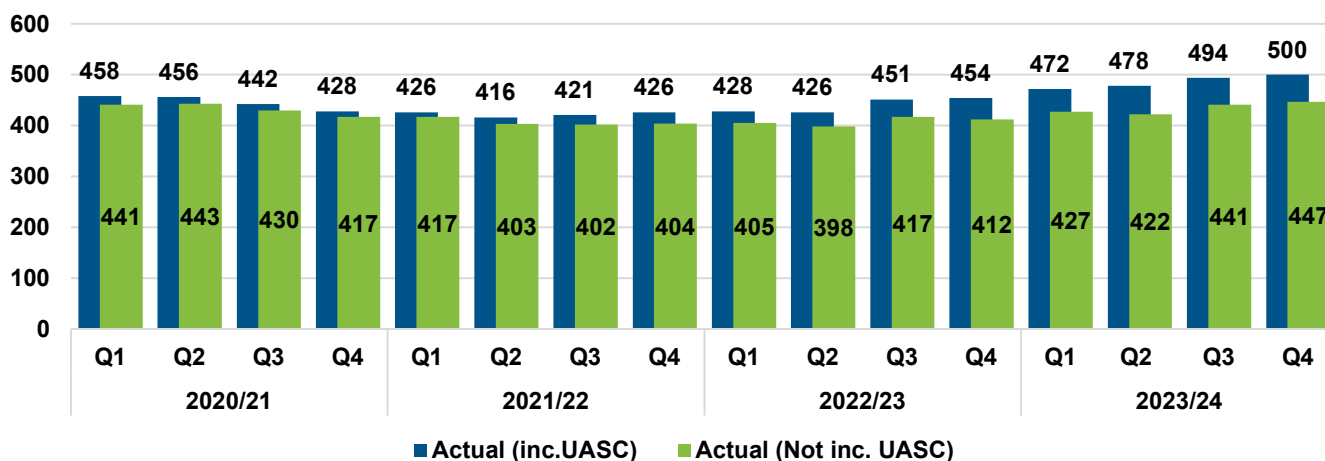
The number of children in care at the end of Quarter 4 2023/24 was 500, an increase of 1.2% (+6) compared with the Quarter 3 figure.

The number of North Yorkshire children in care increased by 6 during Quarter 4 to 447. The increase was less than that seen during Quarter 3 when the number rose by 19.

The number of Unaccompanied Asylum-Seeking Children (UASC) remained static at 53 at the end of Quarter 4. During Quarter 4, 11 UASC young people turned 18 years of age, thus becoming care leavers. There were 11 UASC children and young people admitted into care in this period.

The number of UASC children and young people will continue to fluctuate due to the number of arrivals, as directed by the National Transfer Scheme, and the number who turn 18 years of age.

Number of Looked After Children

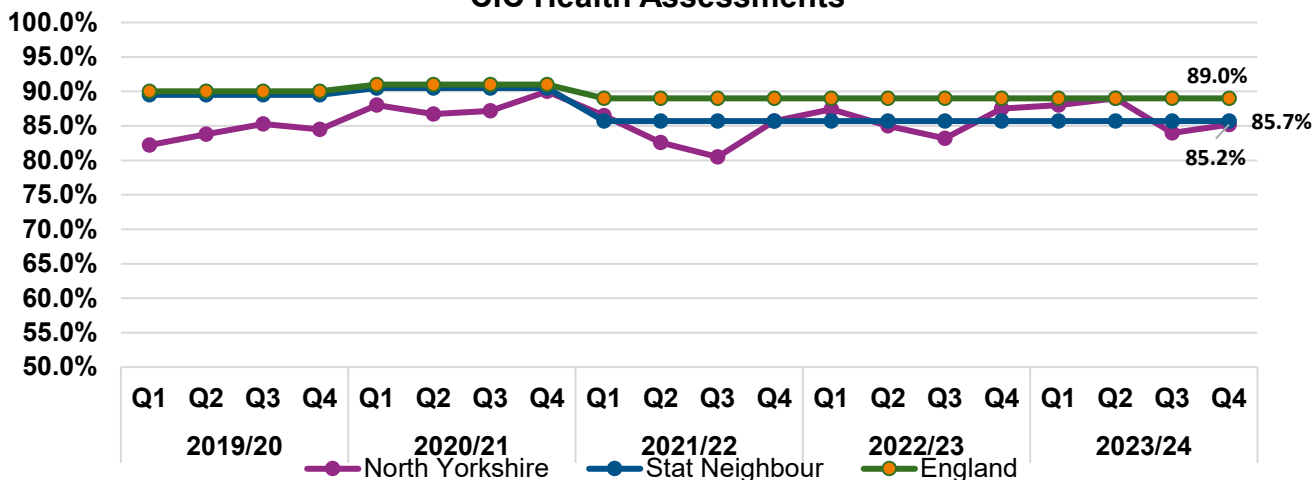


Health & Wellbeing of Children in Care

Health Assessments

At the end of Quarter 4 2023/24, the percentage of children in care with an up-to-date health assessment increased to 85.2% compared with 84% at the end of Quarter 3 2023/24. This is encouraging as the North Yorkshire statistics are now just 0.5% below that of our statistical neighbours at 85.7%.

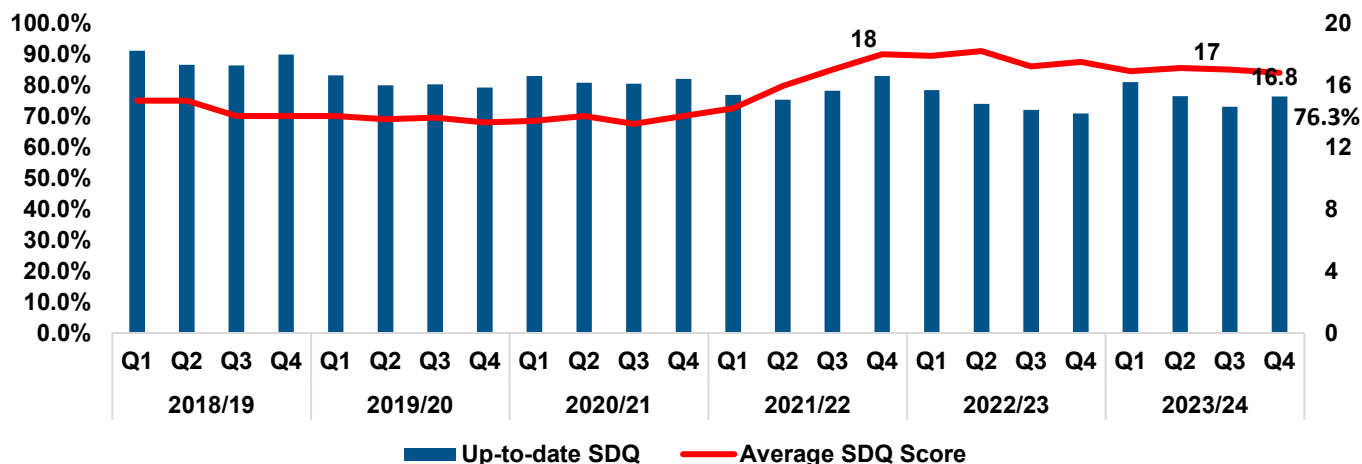
CiC Health Assessments



Strengths & Difficulties Questionnaire (SDQ)

The overall SDQ score has decreased further at the end of Quarter 4 2023/24 to 16.8 compared to 17 at the end of Quarter 3 2023/24, this is encouraging as the overall score peaked post pandemic to 18.1 in Quarter 4 2021/22. However, it is worth noting that this is +2.4 above the national overall SDQ Score which is currently reported as 14.4. Additionally, the percentage of children and young people who have an up-to-date Strengths, Difficulties Questionnaire has increased to 76.3% at the end of Quarter 4 2023/24 compared to 73.0% at the end of the previous quarter.

Up-to-Date SDQs and Average Scores



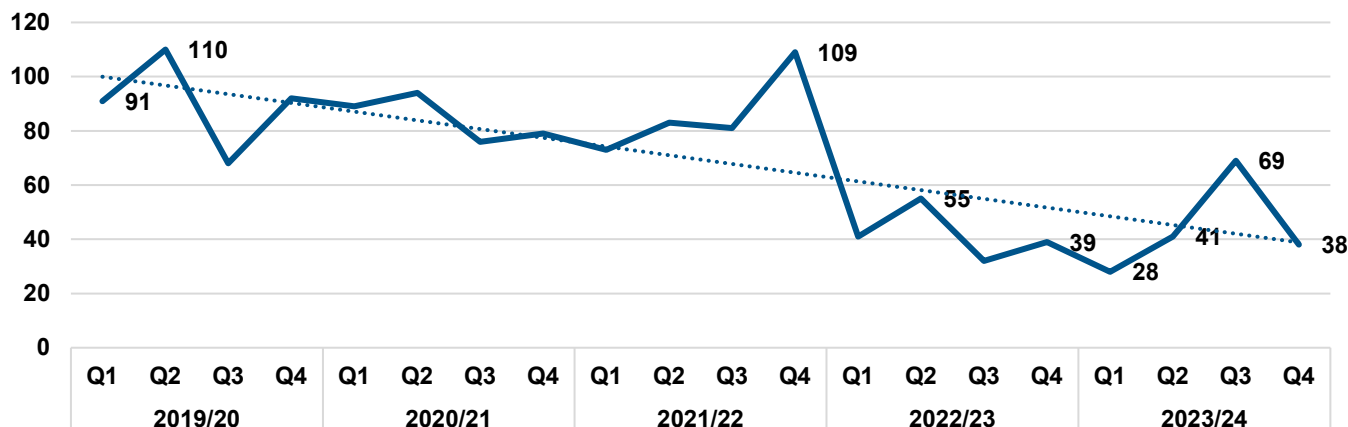
Fostering Service

Occupancy Rates

Occupancy rates for unrelated placements for children and young people in North Yorkshire have experienced a marginal decrease back down to 99%, compared with 100% at the end of Quarter 3 2023/24.

The number of enquiries to become a foster carer spiked at the end of Quarter 3 2023/24, with 69 in total. This followed a campaign aimed at potential carers who had signed up to the Homes for Ukraine Sponsorship scheme which was ending during Q3 2023/24. In addition, another new incentive during this period was offered in the form of a 'golden handshake' payment. At the end of Q4 2023/24 the number of enquires returned to 38 which is in line with the more recent number of quarterly enquires received.

Enquiries - Foster Carers
Q4 2023/24



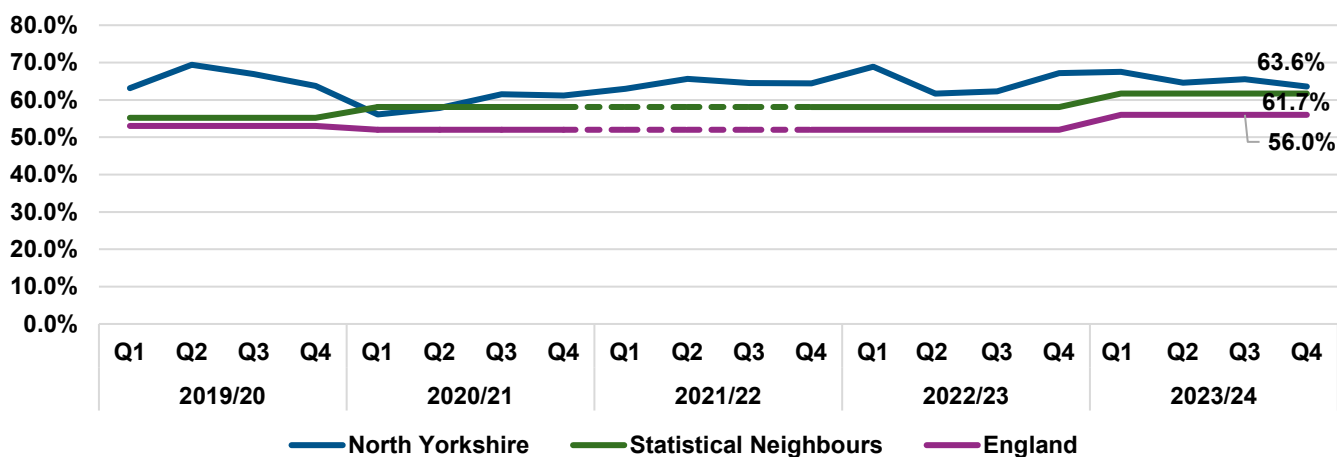
Care

Care leavers in Education Training or Employment decreased to 63.6% at the end of Quarter 4 2023/24

Leavers

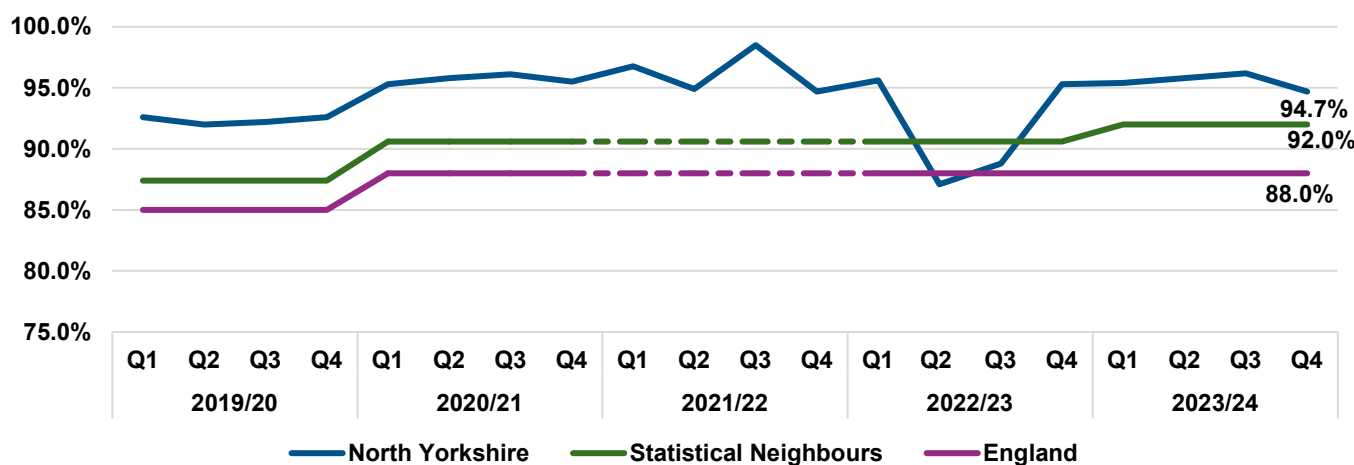
compared with 65.5% in Quarter 3 2023/24. this relates to all care leavers 18+. Although there has been a decrease, the percentage of North Yorkshire care leavers engaged with education, training or employment remains strong and well above the national average of 55% (+8.6%).

Percentage of Care Leavers in Education, Training or Employment



The percentage of young people in suitable accommodation at the end of Quarter 4 2023/24 has decreased to 94.7% compared to 96.2% at the end of Quarter 3 2023/24. The service continues to work to improve living arrangements of care leavers. North Yorkshire performance continues to be strong and is 6.7% above the national average and 2.7% above statistical neighbours.

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 December 2023 showed a significant increase in the rate of FTE's (r=186) into the criminal justice system in North Yorkshire compared with the rate 12 months previously (r=131). The rate of 186 relates to 103 young people and places North Yorkshire in the 3rd Quartile nationally.

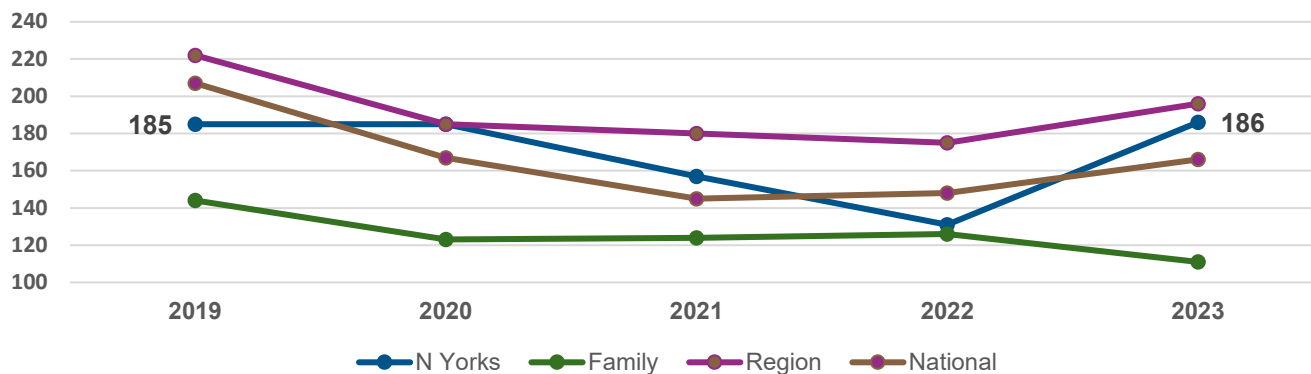
The current rate in North Yorkshire remains lower than the regional (r=196) but higher than the national (r=166) rate and the family group average (r=111).

However, the data relating to the 2023 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.

The official annual FTE data for 2023, taken from an extract of PNC, is due to be published by the MoJ in May 2024.

First Time Entrant Rate



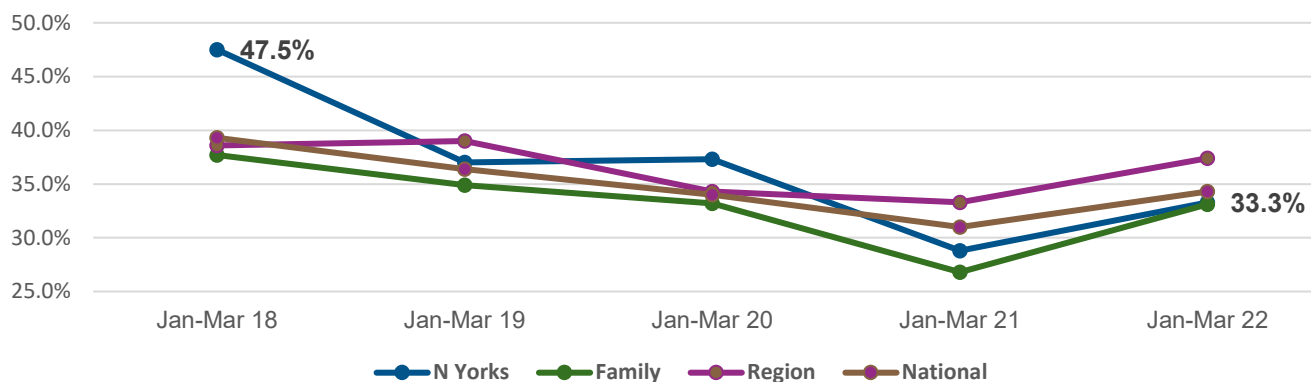
Reoffending Rates

The Binary reoffending rate increased to 33.3% in the January-March 2022 cohort however, as shown in the chart below, is lower than the regional rate and similar to the national rate and the family group average.

The January-March 2021 cohorts showing lower reoffending rates on the chart are believed to have been impacted by covid related lockdowns and the recovery of the court system. The continued delays in the processing of cases mean that increased numbers of reoffence convictions may have fallen outside of six-month waiting period and therefore not be counted in the statistics.

There were 42 young people in the latest cohort in North Yorkshire, of whom 14 committed a proven reoffence.

Binary Reoffending Rate



The Frequency reoffending rate (average number of reoffences per reoffender) increased marginally to 5.57 in North Yorkshire as the 14 reoffenders committed a total of 78 proven reoffences.

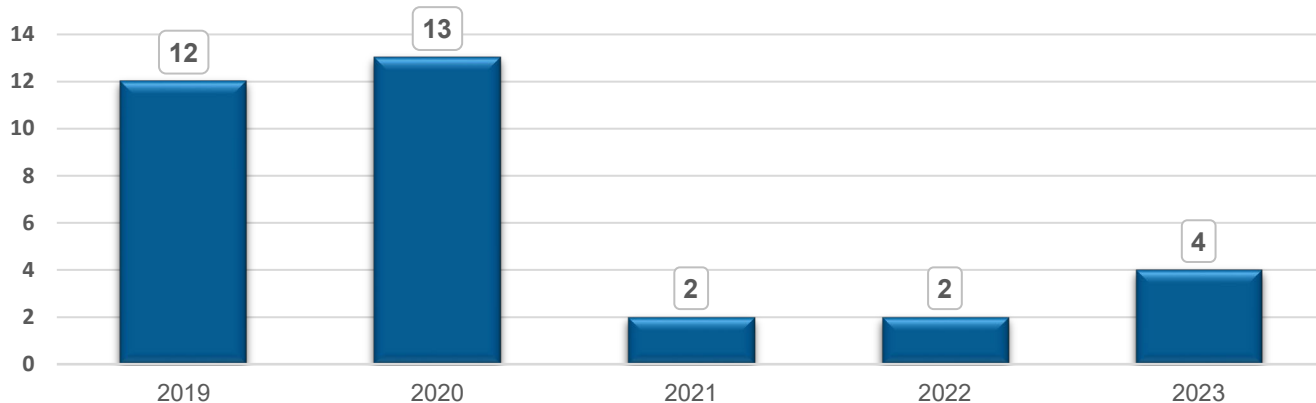
Custodial Sentences

The number of custodial sentences received by young people in the 12 months ending December 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 12 custodial sentences received in the 12 months ending December 2019 equated to a rate per 1,000 of the 10-17 population in North Yorkshire of 0.24, much higher than the then 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.

No. of Custodial Sentences

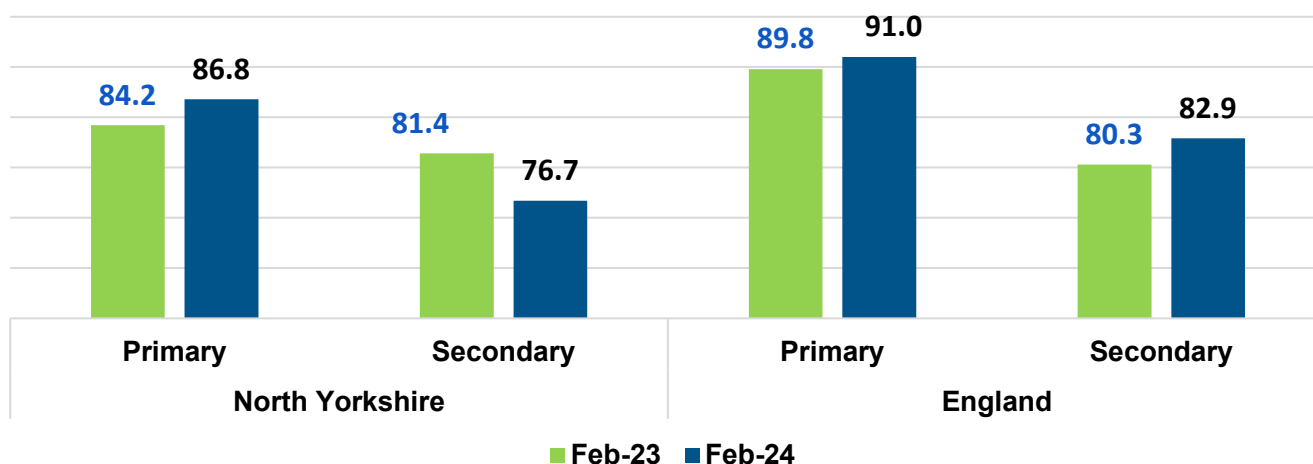


Ofsted rating of schools

As of the end of February 2024, (most recently published), 86.8% of primary schools in North Yorkshire have a ‘Good’ or ‘Outstanding’ Ofsted inspection outcome. This represents 256 of the 295 primary schools inspected in the county. 86.8% is above the 84.2% reported at the same point last year, it is however below the current national rate of 91%.

The rate of secondary schools in North Yorkshire with a ‘Good’ or ‘Outstanding’ Ofsted inspection outcome has dropped compared to this time last year, 76.7% in February 2024 (33 of the 43 secondary schools) and is now below the national rate of 82.9%.

% of schools - Good or Outstanding



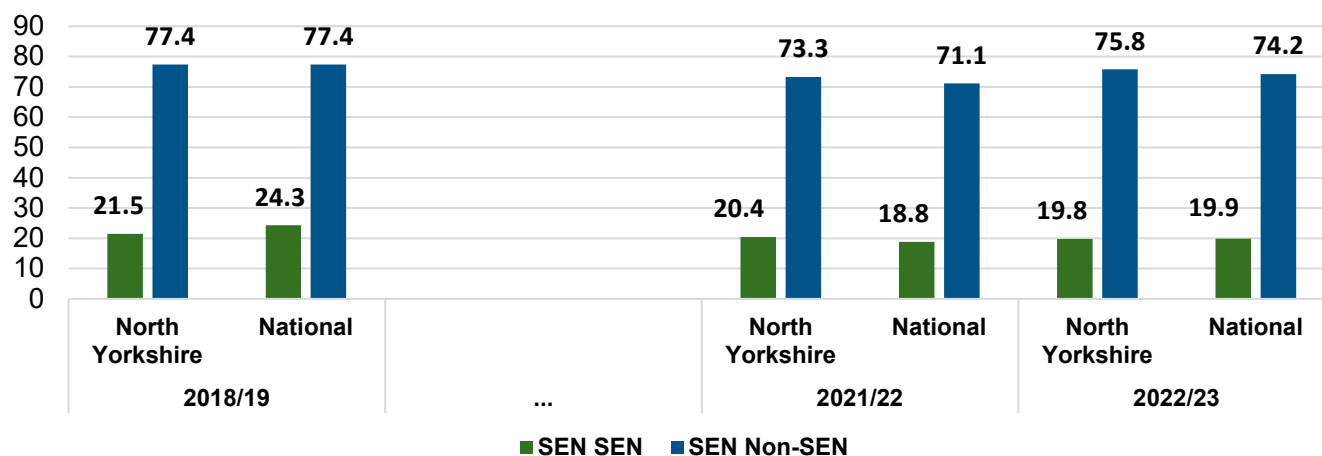
Attainment (provisional)

A child is evaluated against Early Years Foundation Stage goals and a ‘good level of development’ is defined as reaching the expected level in the areas of learning which is an assessment judgement by a practitioner or teacher.

The picture of attainment for children identified as having Special Education Needs (SEN) in Early Years compared to those without identified needs in North Yorkshire reflects the picture nationally. In the 2022/23 academic year, 19.8% of children who had SEN, either having an Education, Health and Care plan or receiving SEN support at the Early Years stage in North Yorkshire, achieved a good level of development (GLD) – this is similar to the 19.9% reported nationally. There was a gap of 56 percentage points (pp) difference to those children without an identified special need - this is broadly similar to the gap reported nationally of 54.3pp.

The gap between SEN and non—SEN nationally is similar to pre-pandemic rates, 53.1pp in 2018/19. This is also the case in North Yorkshire, 55.9 in 2018/19.

Early Years: % GLD - SEN v non-SEN

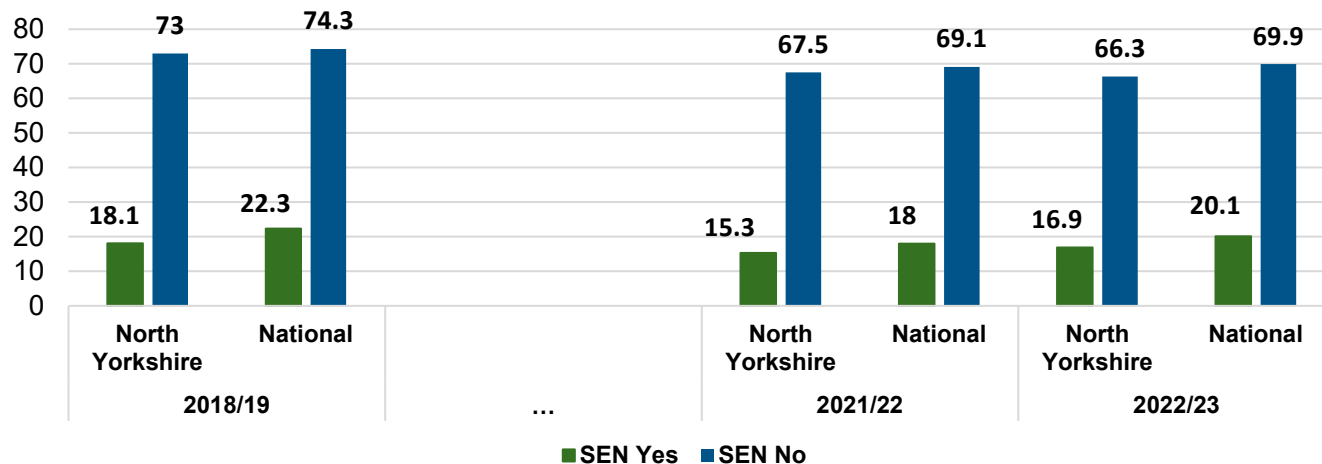


Key Stage 2 covers years 3, 4, 5 and 6 of primary school, typically spanning ages 7 to 11. As with Early Years, children identified as having SEN at Key Stage 2 assessments, on average, achieved much lower than children without SEN across the country.

In England, 20.1% of children achieved the expected standard in all three subjects of Reading, Writing and Maths (RWM) which was a gap of -49.8pp to the non-SEN cohort (69.9%). Similarly, in North Yorkshire, 16.9% of children with SEN achieved the expected standard in RWM, which was a -49.4pp difference to the non-SEN cohort (66.3%).

There was a significant reduction in the rate of achievement in RWM for children not identified as SEN between 2018/19 and 2021/22, in North Yorkshire and nationally. This trend appears to have continued into 2022/23. Compared to 2018/19, the gap between North Yorkshire’s SEN pupils and their non-SEN counterparts has fallen from -54.9pp.

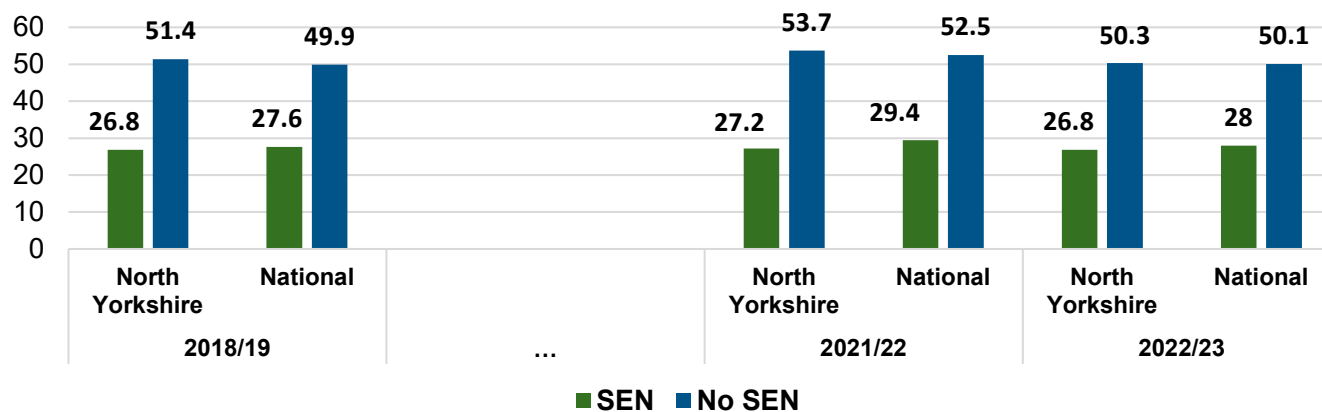
Key Stage 2 - %RWM - SEN v non-SEN



The attainment 8 score is the average score achieved across 8 approved school subjects, which include, English Literature, English Language, Maths, Sciences, Computer Science, History, Geography and Languages. Attainment of children with SEN in secondary schools in North Yorkshire in 2022/23 was slightly below that of children with SEN nationally, 26.8 compared to 28 nationally. Due to the impact of the pandemic, caution should be used when drawing parallels with previous years.

The gap in attainment to children without identified SEN in North Yorkshire was -23.5pp in 2022/23, a larger gap than was seen nationally of -22.1pp. The gap has decreased since the last examination round in 2021/22 in North Yorkshire (from -26.5pp). The gap also decreased nationally, from -23.1pp.

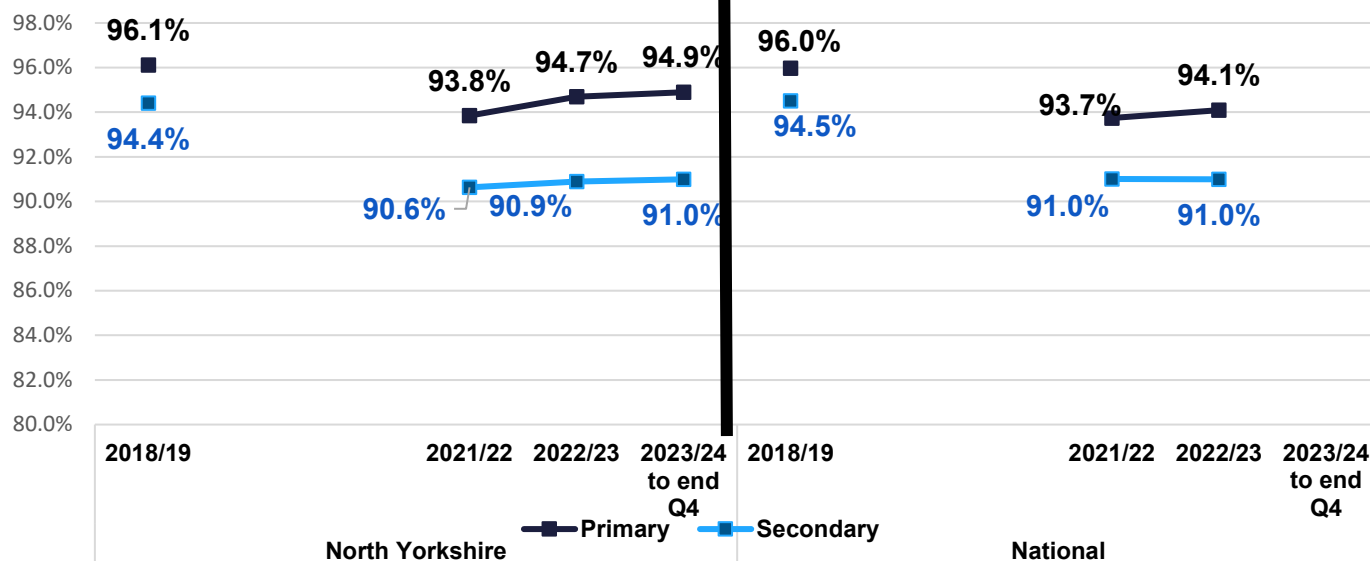
Key Stage 4 - Average Attainment 8 - SEN v non-SEN



School Attendance

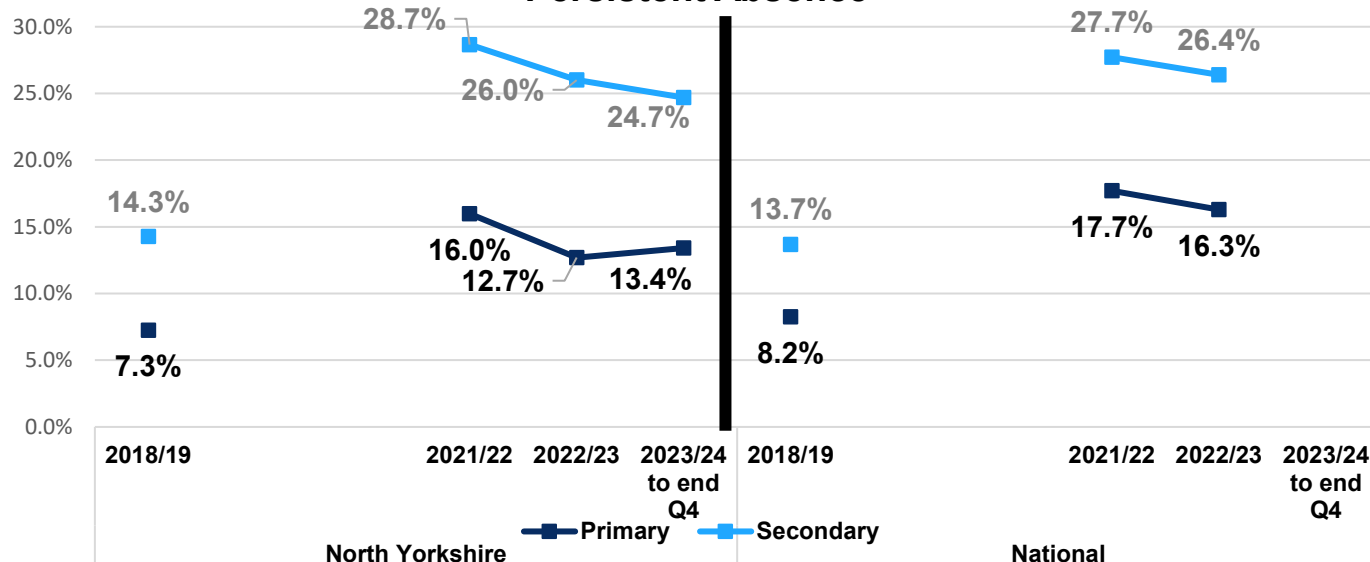
Provisional data for the 2022/23 academic year for the current academic year suggests attendance in North Yorkshire primary and secondary schools is yet to recover from that reported pre-pandemic. Nationally 2022/23 shows that the national attendance rate at primary schools (94.1%) is similar to the 94.7% seen in North Yorkshire, whilst attendance rates at secondary schools (90.7% nationally) also align with the North Yorkshire rate (91.2%). Special school attendance (87.0% nationally) was slightly lower in North Yorkshire (85.8%). Compared to previous years, primary, secondary and special schools have seen improvements in attendance in North Yorkshire and indications are in the 2023/24 that we are again seeing a slow improvement, but we are yet to reach attendance levels seen pre-pandemic, with rates in primary schools being 94.9% and 90.9% in secondary schools to the end of the Spring Term (provisional data).

Overall Attendance



Reflective of overall attendance, rates of persistent absence into 2022/23 also appear to be in line with rates witnessed in 2021/22 but again there is a significant difference to pre-pandemic rates (NB. 2022/23 rates from the DfE are provisional at the time of writing). 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%. These increases have been very similar to that witnessed nationally and initial reported data for the Autumn Term of the 2023/24 academic year showing that these rates have so far remained largely unchanged in North Yorkshire - 24.2% persistent absence being reported for secondary schools and 14.4% for primary.

Persistent Absence



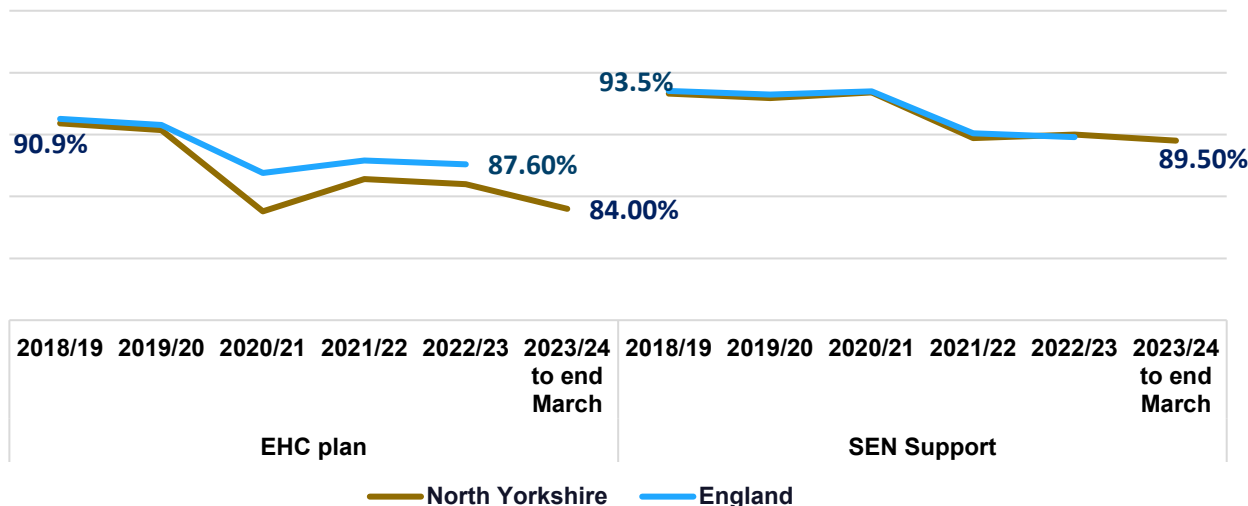
Children identified as having special educational needs typically have lower attendance in schools than other pupils a trend which continued post-pandemic, and which has yet to recover.

Pre-pandemic, in 2018/19, attendance of children with EHC plans was very similar to the national rate of 90.9% attendance through the year. Since then, attendance has been variable and has dropped to 84% (provisionally) as of the end of the Spring Term in 2023/24. The most recent national data available (to

Autumn Term 2023/24) suggests that attendance for this cohort nationally is similar to previous years, at 88%.

Similarly, the cohort recorded as receiving SEN Support dropped from approximately 94% in 2018/19 and has tracked national rates almost exactly to being 89.5% in 2023/24 to date.

Attendance - SEN cohort

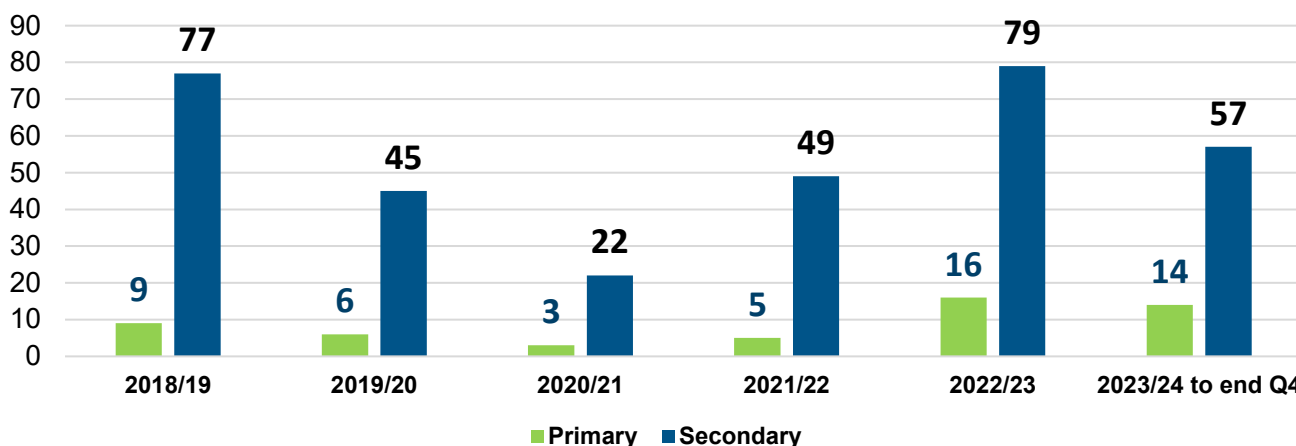


School Exclusions

There was a marked increase in the number of children being excluded for either a temporary period or permanently from North Yorkshire schools during the 2022/23 academic year, following a reduction during the pandemic, which reflects reported national trends.

A total of 95 children were permanently excluded from North Yorkshire mainstream schools, 16 from primary schools and 79 from secondary schools, during the 2022/23 academic year, an increase from 54 during 2021/22. This trend has continued into the new academic year with a total of 71 permanent exclusions having been recorded from North Yorkshire schools (57 from secondary and 14 from primary), there had been a total of 66 in the same period of the previous year. Comparisons with national rates of permanent exclusions, show that North Yorkshire has had fewer permanent exclusions as a percentage of the school population, since 2018/2019. The rate for North Yorkshire mainstream schools in 2021/22 (0.06%), was well below the national rate (0.08%).

Permanent Exclusions



There was a total 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, 762 from primary schools and 6687 from secondary schools. In 2023/24 there has been a significant increase in suspension events, 6369 suspensions to the end of March (5786 from secondary schools and 583 from primary). The total in the same period of 2022/23 was 4762, an increase of 34%.

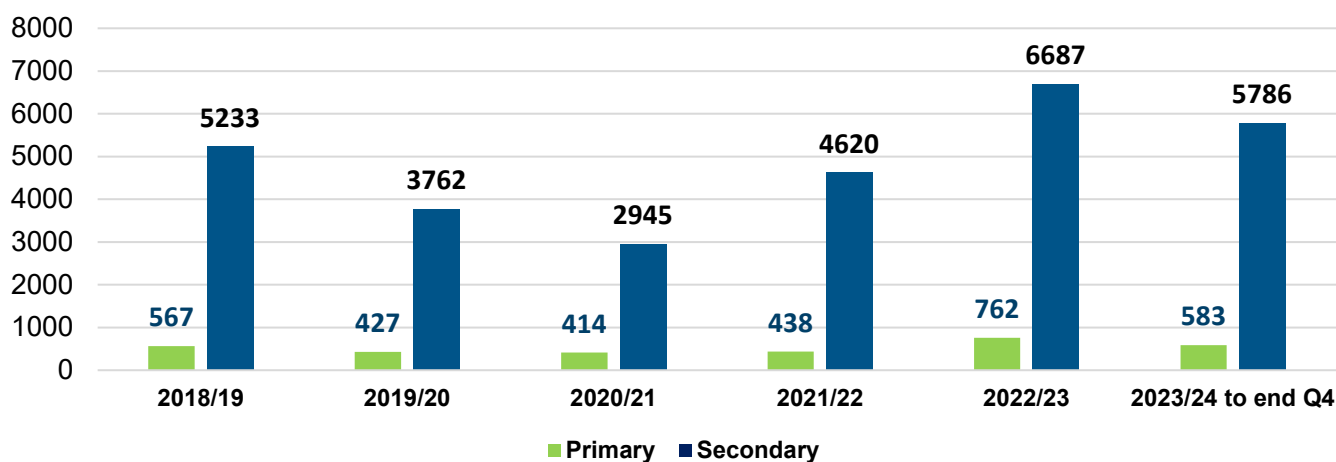
National comparisons for suspension in 2021/22 show that rates of children suspended at least once during the academic year, have been lower in North Yorkshire than national rates. Whilst suspensions overall have been increasing, the North Yorkshire rate of 2.5% of the mainstream school population suspended at least once in 2021/22 was below the National rate of 3.0%.

Where children are excluded from mainstream education, the Inclusion Service is improving the curriculum offer for pupils receiving education in alternative provision through implementing a mainstream school base model for IST (Intensive Support Team) 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. In the Boards, school leaders are increasingly developing plans that enable more creative alternative solutions to supporting secondary pupils at risk of exclusion. North Yorkshire Council continue to work with the Boards to monitor the impact of this.

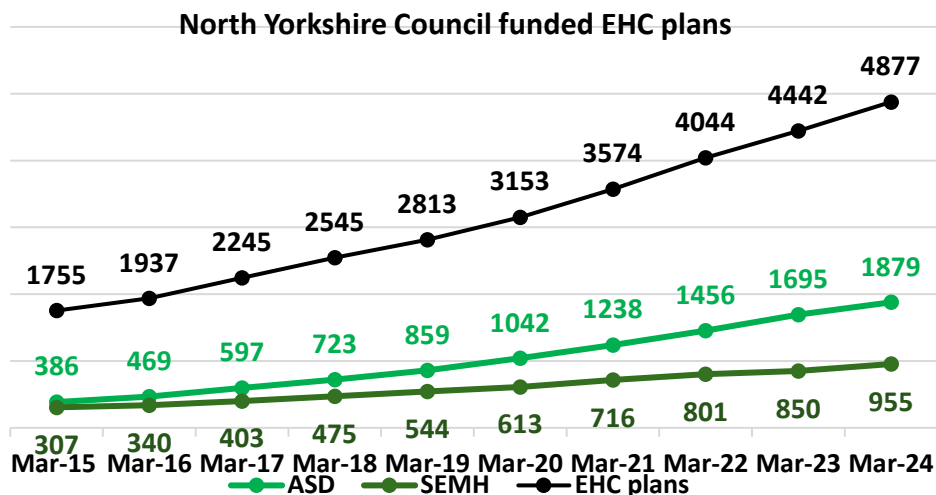
Furthermore, the Inclusion Service has introduced a new Locality-based approach to supporting secondary phase pupils to access alternative provision and managed moves via Inclusion Locality Panels. This has been welcomed by Headteachers as a more responsive approach to supporting very vulnerable young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

Suspensions



EHC Plans Funded by North Yorkshire Council

As of the end of Q4 of 2023/24 there were 4,877 EHC plans funded by North Yorkshire. This is a 9% increase (+435) on the same point in 2022/23 (4442) and a continuation of the steady increase in EHC plans since the introduction of the new SEND code of practice in 2014.



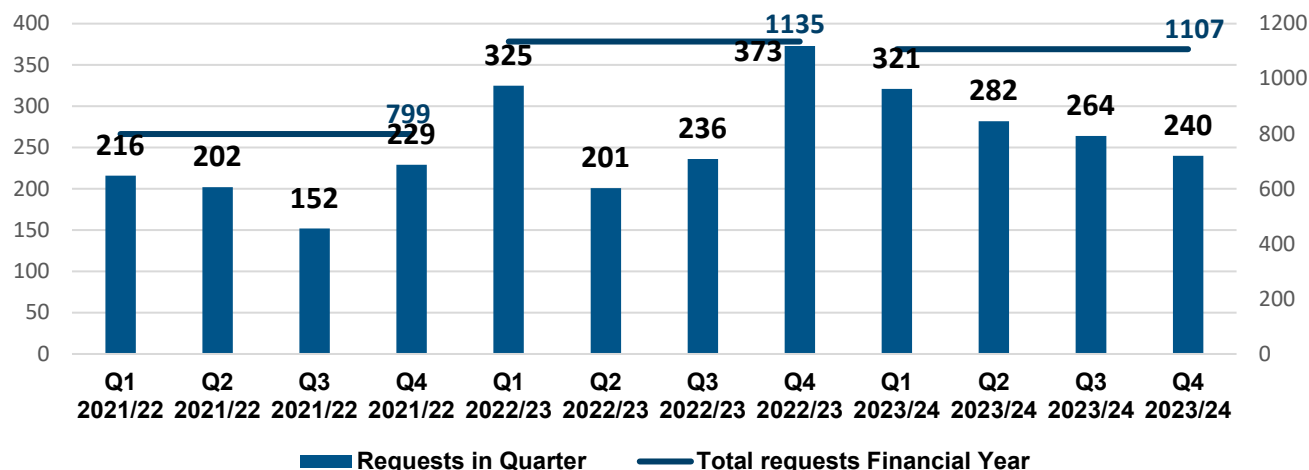
The rate of increase in EHC plans funded by North Yorkshire since 2014 has been markedly higher than increases nationally and regionally in the same period. However, this is a consequence of increases in identification of special educational needs, North Yorkshire having been below national comparators for identification at the introduction of Education, Health and Care plans in 2014. Total EHC plans funded by North Yorkshire increased by 43% between January 2020 and January 2023, a rate 10 percentage points higher than the national rate (33% increase).

The most common primary need continues to be Autism, accounting for 39% (1879) of current EHC plans. Children identified as having a primary need of Social, Emotional, Mental Health (SEMH) are the second most prevalent at 20% (955). These patterns of need have persisted since EHC plans were introduced. Primary needs of Autism have also seen the highest increases in total EHC plans funded by North Yorkshire, increasing by 387% (+1493), since 2015, considerably more than any other need.

Requests for Statutory Assessment

The continuing rise in new EHC plans being issued by North Yorkshire Council is a consequence of an increasing demand for assessments seen during previous years and this demand has continued into this year. There was a large spike in requests received as we approached the end of the last financial year, a total of 373 requests were received in Q4 of 2022/23 - a higher total than any previous year. Quarter 4 of this year has appeared to have seen a reduction compared to the same period last year, with 240 requests received. However, the high annual totals received appears to be continuing, with a very similar total received in 2023/24 to the record high of 1,135 in 2022/23.

Requests for Assessment (EHC plan)



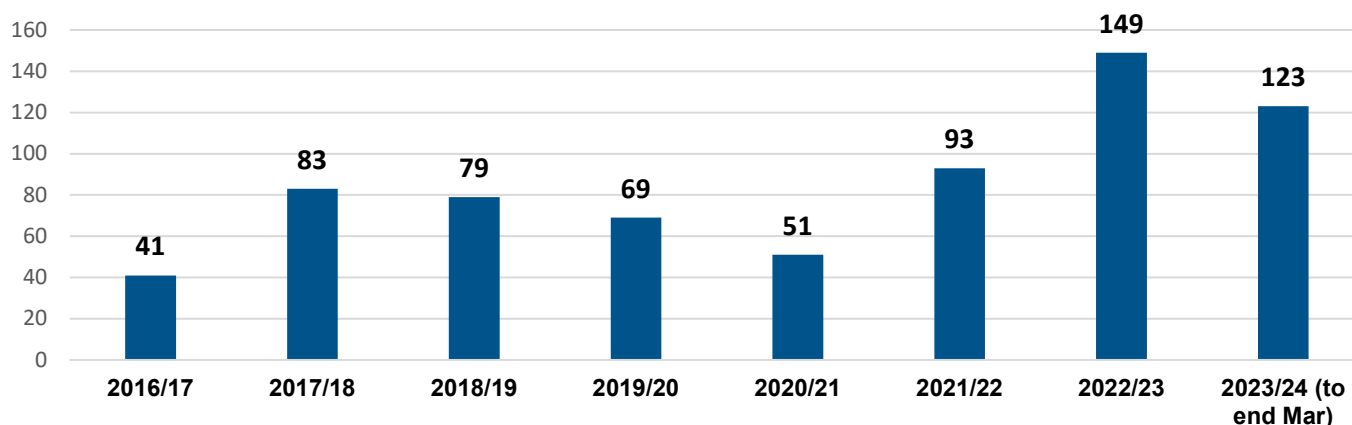
Appeals to First Tier SEND Tribunals

There is a right to appeal to decisions made as part of the EHC plan statutory process, through an appeal to a first tier SEND Tribunal, part of the systems of courts and tribunals which makes decisions in appeals and claims. There has been an escalation in the number of appeals to Tribunal received by North Yorkshire council since the end of the Covid pandemic.

Records for the 2022/23 academic year show 149 appeals to the SEND tribunal were received, which is a 60% increase on the 93 received in 2021/22. The previous highest number of appeals received before the pandemic was 83 in 2017/18.

2023/24 figures, to the end of March, show that this increased trend is continuing, with 123 appeals having been recorded in that four-month period.

Total Appeals to Tribunal - academic year

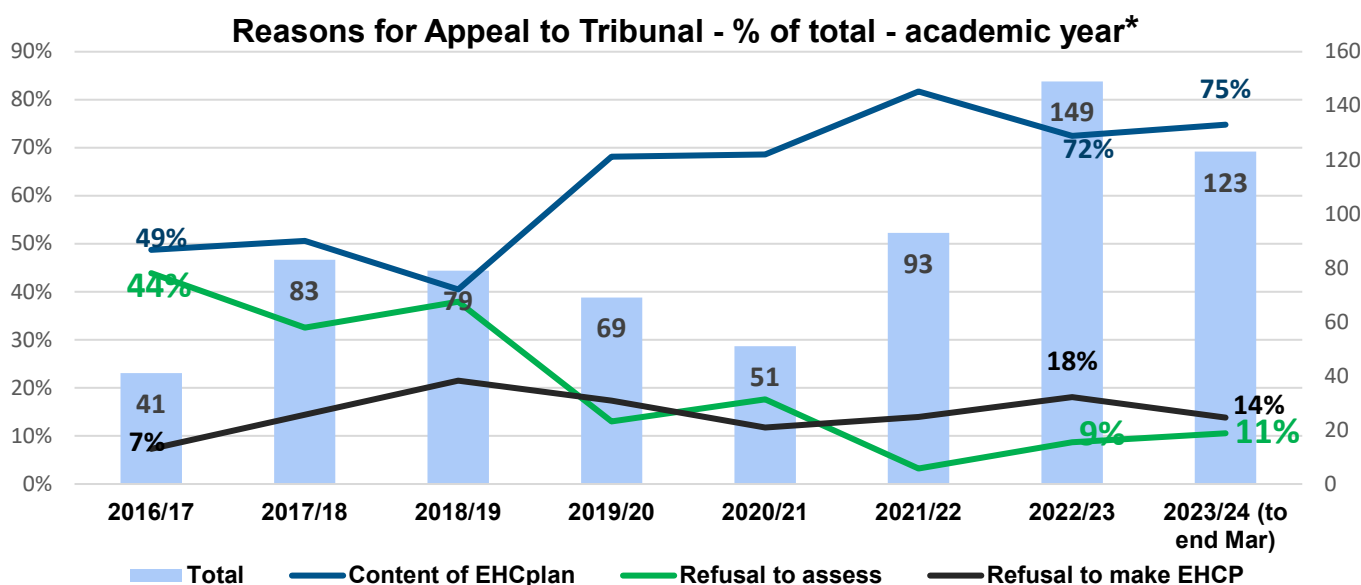


Appeals can be made regarding a claim of disability by a school against a child or the following stages of the EHC plan statutory process:

- A refusal to assess/reassess for an EHC plan.
- A refusal to issue an EHC plan.
- The content or change to the content in the plan regarding.
 - The special need identified.
 - The support provided
 - The school placement
- A 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 - 44% (n=18) of all appeals were for this reason in 2016/17, 9% (n=13) in 2022/23. The most common reason for an appeal received is due to the content of an EHC plan - 72% (108) of appeals, often due to 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, shows that in 2021/22 approximately 96% of these appeals result in a 'decision in favour of appellant'. An appeal however may contain several possible issues and if one issue is found in favour of the appellant the entire appeal might be recorded as such.



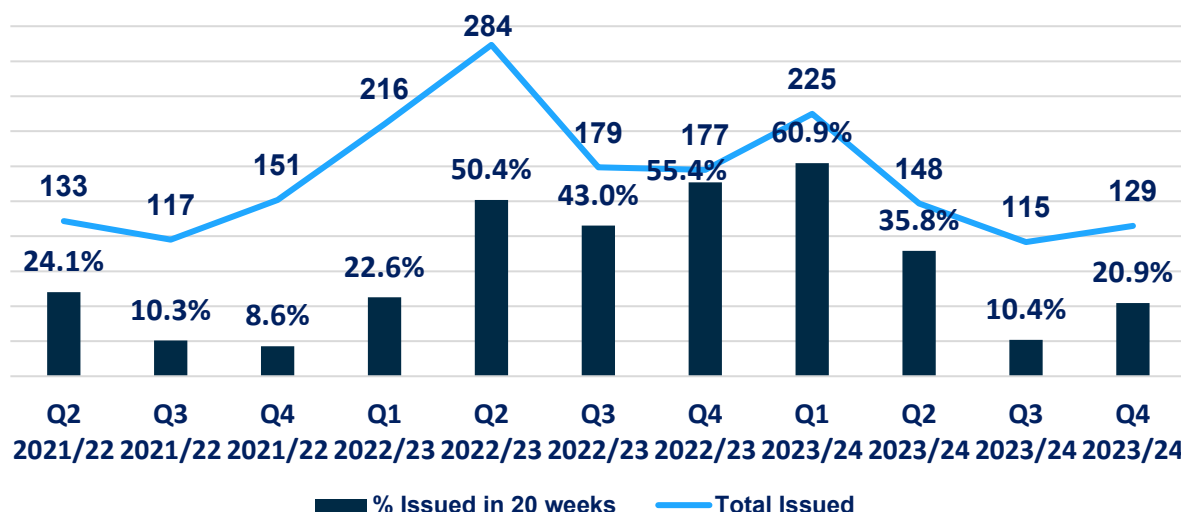
EHC Plan Timeliness

Overall, in the past year, the number of EHC plans being issued within a 20-week period has improved on previous years, improving from the 14.3% in 2021 to 45.1% in 2023. However, there has been a dip in timeliness in the past two quarters, which is partly due to a considerable backlog in gathering required information for decisions on EHC plan assessments. There is also an acute shortage of Educational Psychologists available in North Yorkshire to advise on each case, an issue acknowledged throughout local authorities in the country as a leading cause of delays in decisions for or against assessment. These delays have an impact in overall timeliness of plans issued. North Yorkshire Council's approach to the challenge has involved the contracting of agencies to address the backlog in receiving advice from Educational Psychologist services.

EHC Plan Timeliness	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24
	2	22	22	23	23	23	23	24	24	24	24

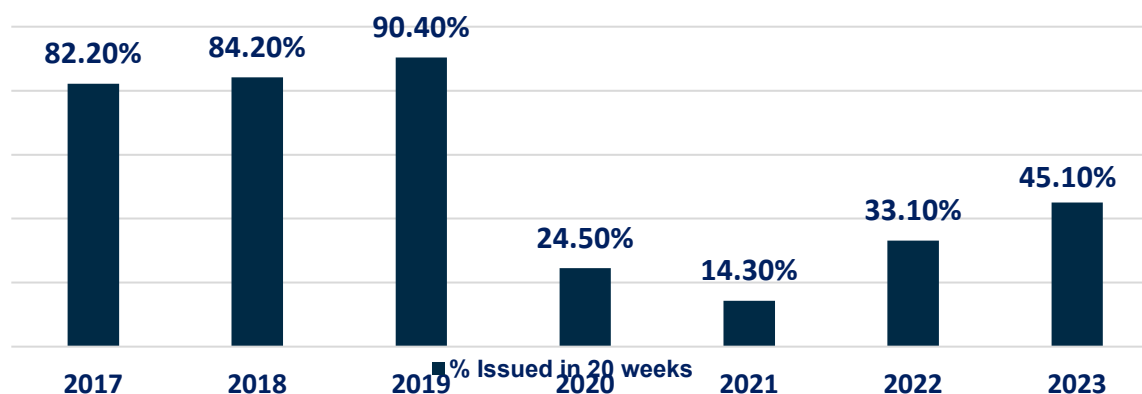
% Issued in 20 weeks	24.1%	10.3%	8.6%	22.6%	50.4%	43.0%	55.4%	60.9%	35.8%	10.4%	20.9%
Total Issued	133	117	151	216	284	179	177	225	148	115	129

Timeliness of EHC plans issued



Improvements in timeliness this year have been achieved despite a sustained upturn in requests for and production of EHC plans. In 2023, overall timeliness of EHC plans issued has been 45.1%, which is well above the 33% reported for 2022 and slightly above the 42% currently being reported nationally.

Timeliness of EHC plans issued - Calendar Year

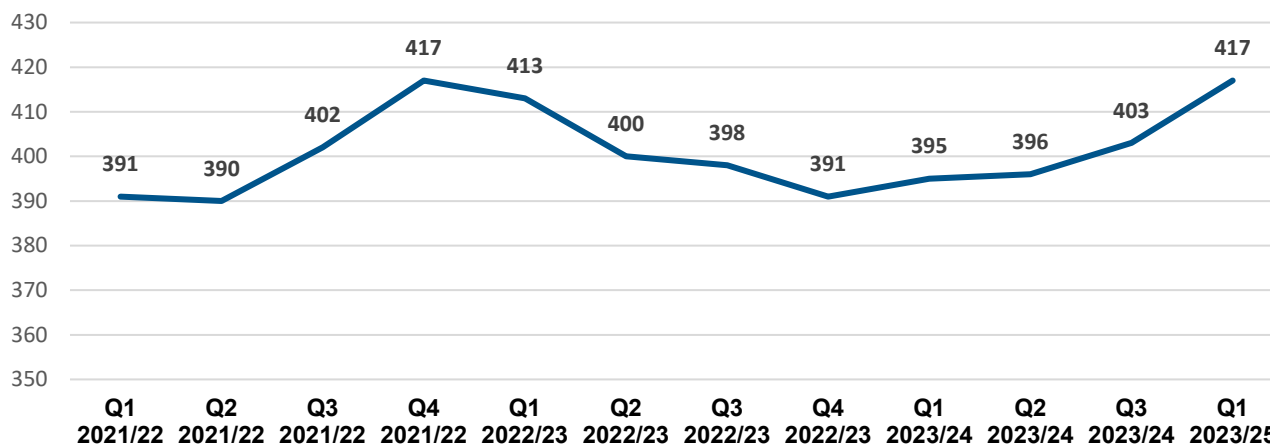


Levels of timeliness pre-pandemic in North Yorkshire were typically well above national rates, for example 90.4% issued on time during 2019, compared to 58.7% nationally. However, timeliness dropped during the pandemic which also coincided with the considerable challenge of recruiting Educational Psychologists as mentioned. An additional agency contract has been awarded recently to address the ongoing backlog in advice received, this is expected to have a knock-on effect of an upturn in overall timeliness in final plans being issued towards the end of this year. This approach does appear to be having an initial positive impact as timeliness has risen to 21% in Q4 compared to the 10% reported in the previous quarter.

Disabled Children's Service

There has been an increasing trend in the number of children being supported by the Disabled Children's Service, following a decrease in the previous financial year. As of the end of March 2024 there were 417 children and young people being supported, an increase of 14 on the previous quarter and is a high not seen since the 417 recorded in Q4 of 2021/22.

Disabled Children's Service Caseload - end of Quarter



Children eligible for the service typically have profound learning and physical disabilities, with disabled children who do not meet the criteria for the service supported through social care. In order to support families who need support, the service has a short breaks offer which can either happen in the home, in the local community or through foster care. The service also manages three short break units (Children's Resource Centres), which offer day care, holiday care and overnight short breaks.

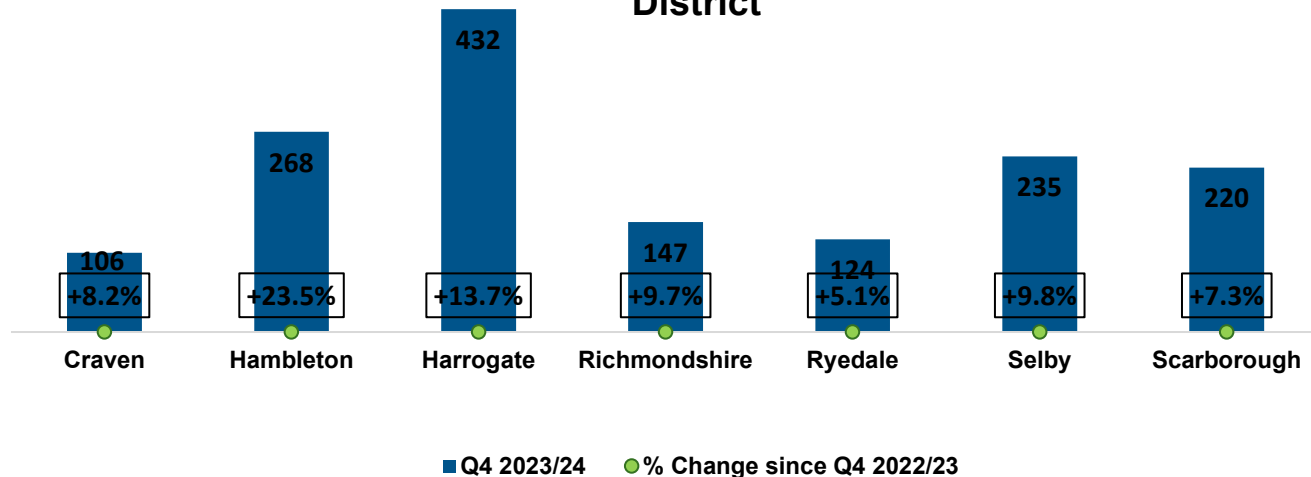
SEND Transport

As of Quarter 4 2023/24 (October) there were a total of 1,539 children on SEND home to school transport (including solo travellers). This is the highest number of children on this transport and 11% higher (+168 pupils) compared with the same period in 2022/23, when there were 1,371. This represents 32% of the total North Yorkshire funded EHC plan population.

Since Quarter 4 of 2022/23, there have been increases in the number of children travelling from all home districts. Currently the highest number of children travelling on this provision are from Harrogate, 432. The highest increase in numbers travelling during this period have been from children in the Hambleton district, currently 268, increasing from 217 (+23.5%). On average, pupils on SEN transport travel 15.9 miles each way to get to school, however, children in the Selby district travel 23.8 miles on average.

There has also been a slight increase in the number of children being transported alone (solo travellers) during this period, increasing from 246 at the end of Quarter 4 2022/23 to 259 by 2023/24. This is now the highest number of solo travellers recorded but represents 5.4% of the total North Yorkshire funded EHC plan population compared with 5.8% in the same period of 2022/23 and as high as 8% at the start of the pandemic.

Children on SEND Home to School Transport - by Home District

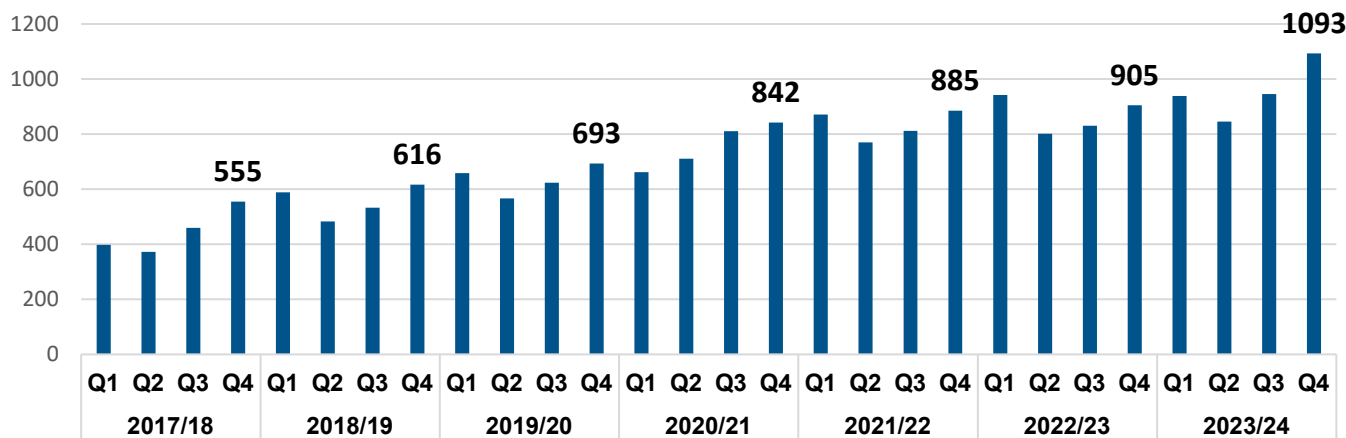


Elective Home Education

The number of children recorded as being Electively Home Educated (EHE) in North Yorkshire is continuing to see an increase following a sharp increase during the Covid pandemic and these trends appear to be in keeping with national rates. EHE numbers are now being recorded nationally as part of a voluntary submission from Local Authorities on a termly basis. Current rates show that North Yorkshire has been in line with national rates with approximately of 1% of the mainstream school population being Electively Home Educated.

By the end of Quarter 4 2023/24 there were a total of 1,093 children recorded as being EHE in North Yorkshire, an increase of 21% (+188) on the same point of 2022/23. This is the highest quarterly increase seen since the pandemic increase when the highest increase was seen between Quarter 3 of 2019/20 and Quarter 3 of 2020/21, with a 30% (+187) increase.

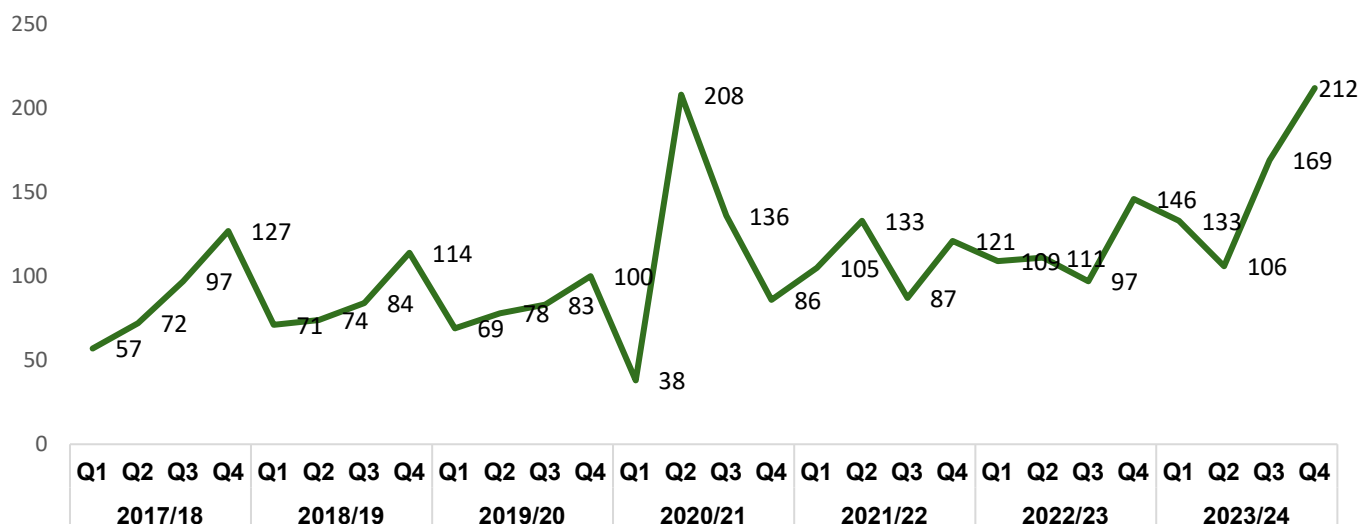
Pupils Electively Home Educated at Quarter end



Whilst there had been evidence of a slowing trend following the pandemic, it is not expected that numbers of EHE will reduce to pre-pandemic levels in the short-term and in fact the past quarter has seen a higher increase in children becoming EHE than has been seen in previous periods.

During Quarter 4 of 2023/24, 212 children became EHE, compared to 146 in Quarter 4 of 2022/23. The highest previous increase in children becoming EHE was seen in Quarter 2 of 2020/21 when 208 children became EHE.

Pupils becoming EHE each Quarter



Elective Home Education advisors contact parents/carers of children who become EHE within 5 working days of the Local Authority 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 reduces the number of children and young people becoming EHE and it increases the number having their needs met in school.

Further work is needed to fully understand the causes of these trends, with a deep dive analysis planned later in the year to give a more detailed picture.

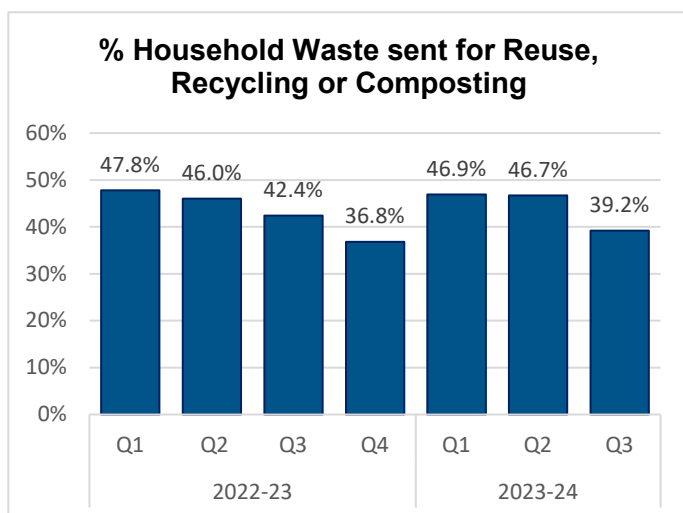


Environment

Environmental Services and Climate Change

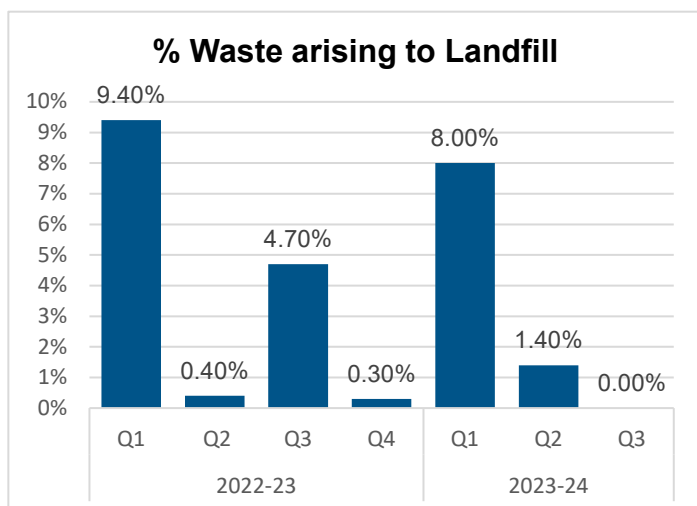
Waste Collection and Disposal

Waste collection and disposal information is reported a quarter in arrears due to national reporting arrangements. The data reported here relates to Q3 2023/24.

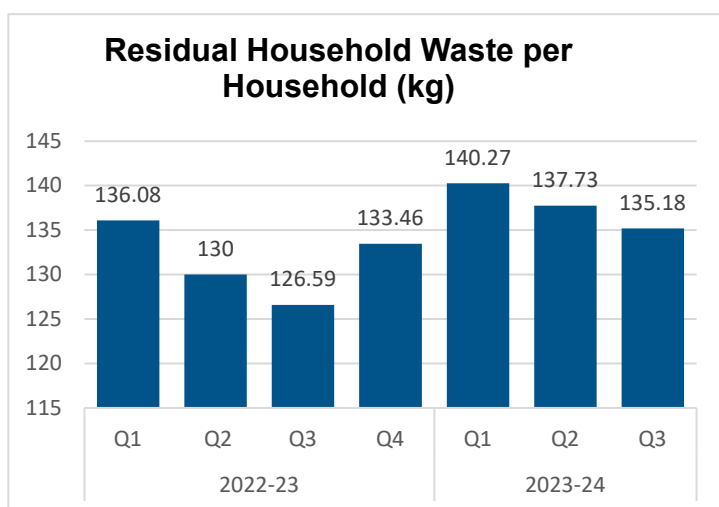


This is the third quarter of data reported to Waste Data Flow (Defra) as North Yorkshire Council. Regarding the *percentage household waste sent for reuse, recycling or composting* (NI192), the outturn for Q3 2023/24 was 39.2%. Performance has decreased compared to Q3 2022/23 which is due to recycling performance. Recycling performance has improved, compared to Q1 and Q2 but is still lower than 2022/23. This is due to improved consistency in reporting, overall tonnage declines, and increase in contamination of material, which is being addressed in Craven. Composting performance is very similar for Q3 2022/23 (16.3%) and Q3 2023/24 (16.43%). This shows that compost tonnages are impacted mainly by weather

conditions, and the introduction of charging in Selby locality has not affected performance significantly.

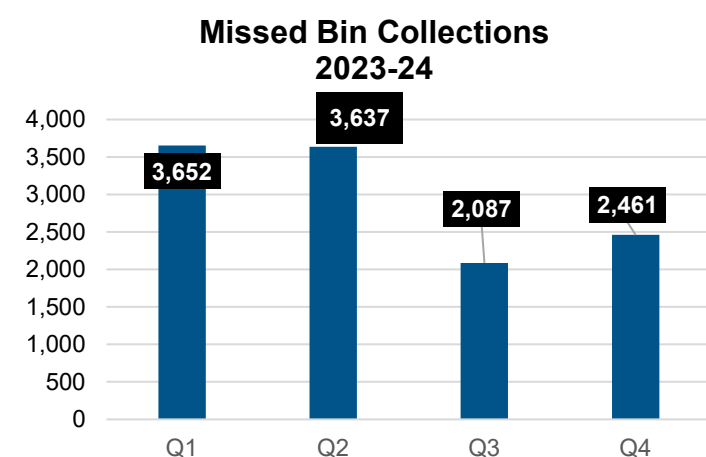


Regarding the *percentage of municipal waste sent to landfill* (NI193), the outturn for North Yorkshire in Q3 2023/24 was 0%, an improvement on the previous quarter (1.4%). Availability and performance has been good at Allerton Waste Recovery Park (AWRP) this quarter. The next planned shutdown is April 2024. Since AWRP went live in 2018, the amount of waste diverted from land fill has increased from 82.2% to in excess of 92.6%.



In terms of the amount of *residual household waste collected per household* (NI191), the outturn in Q3 2023/24 was 135.18kg. Residual waste tonnages have reduced compared to the previous quarter (137.73kg) but and have increased slightly compared to Q3 2022/23 (126.59%). 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.

Missed bin Collections



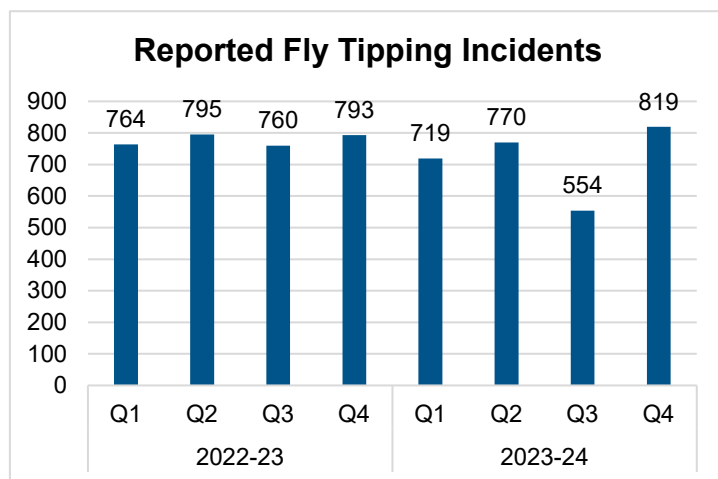
This is a new countywide KPI (from Q1 2023/24). We currently collect bins from 304,831 domestic properties. In Q4 there were 2,461 missed bins (0.12%) which is an increase compared to the previous quarter when there were 2,087 missed bins (0.10%). The Q4 figure is an improvement on Q2 when there were 3,637 missed bins (0.17%) and Q1 when there were 3,652 missed bins (0.17%). There is no data for 2022/23 for comparison. Collections were impacted in Q4 due to bad weather in January and February. Richmondshire collections were also impacted by congestion on A66. There were also some issues with commencement of garden waste collections in

March - particularly in Harrogate as staff illness prevented one round being sent out, with other crews, unfamiliar with the round, covering these collections.

Work has started to blur the former district/Borough boundaries, a number of areas now are serviced by different operational depots to ensure a more economic, effective and efficient service. As an authority we are also sharing best practice around communications, staff engagement and vehicle utilisation, with Refuse Collection Vehicles being able to be moved around the County to reduce reliance on third party providers and maintain service provision.

Fly Tipping

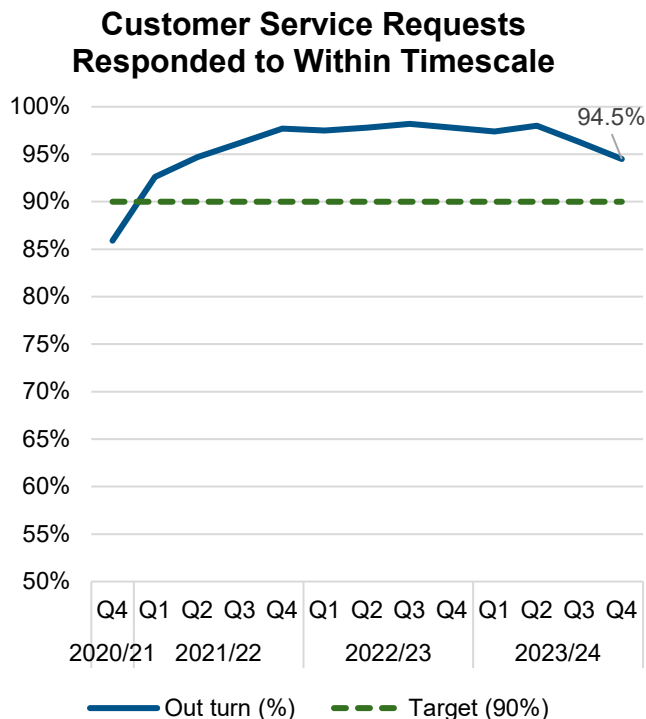
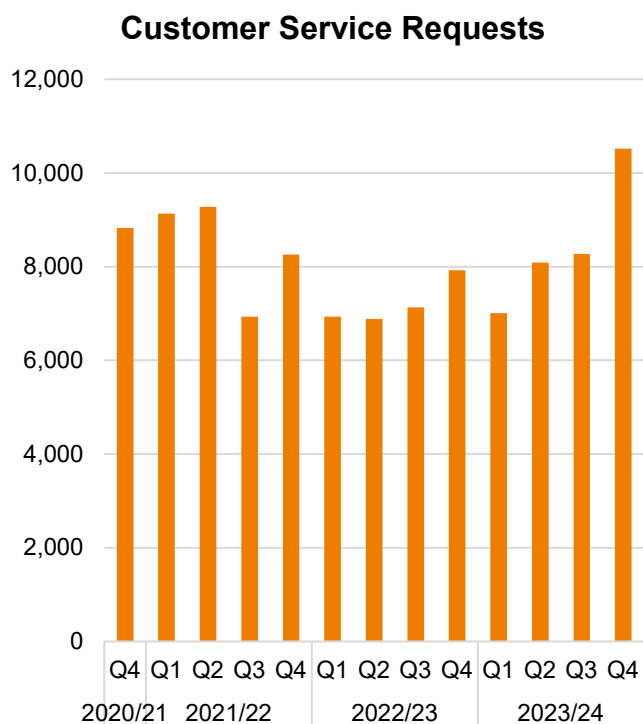
During quarter four 819 fly-tipping incidents were reported across North Yorkshire; 265 more than the previous quarter figure (554); the highest number reported compared to all previous quarters in 2022-23 and 2023-24.



Scarborough had the highest number of reported fly tipping incidents (269), and Selby had the second highest number (156). All areas across North Yorkshire saw an increase in fly tipping in Q4 compared to the previous quarter.

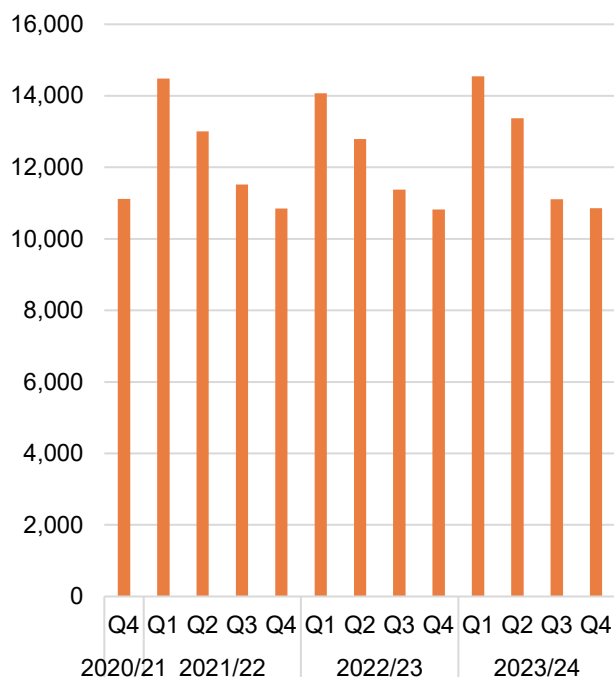
Highways Operations

Quarter four saw a significant increase in the number of highways issues being reported and dealt with, this appears to be weather related, however despite this increase in demand, performance remains good and broadly in line with demanding targets.

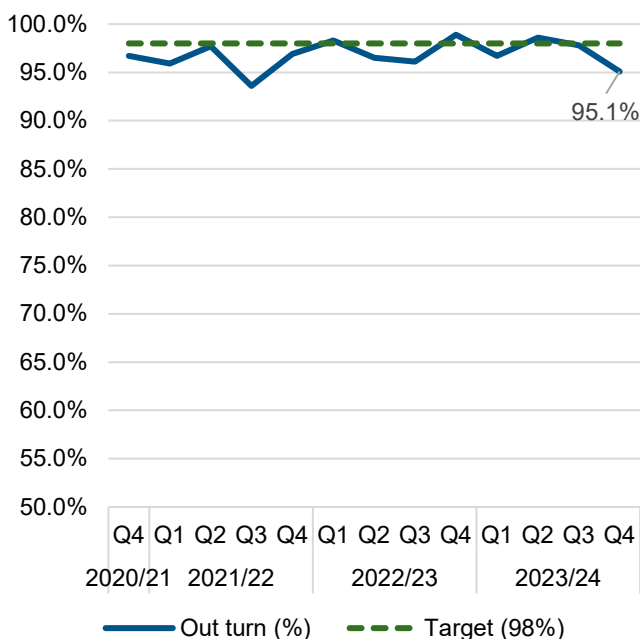


During quarter four there was an increase in customer service requests, with 10,523 requests being received, the highest number in a single quarter for at least three years and a 27% (+2,248) increase on the previous quarter when 8,275 requests were received. Despite this increase in demand, performance remained good with 94.5% being responded to within the target of 10 days or less, well above the performance target of 90%.

Highway Inspections

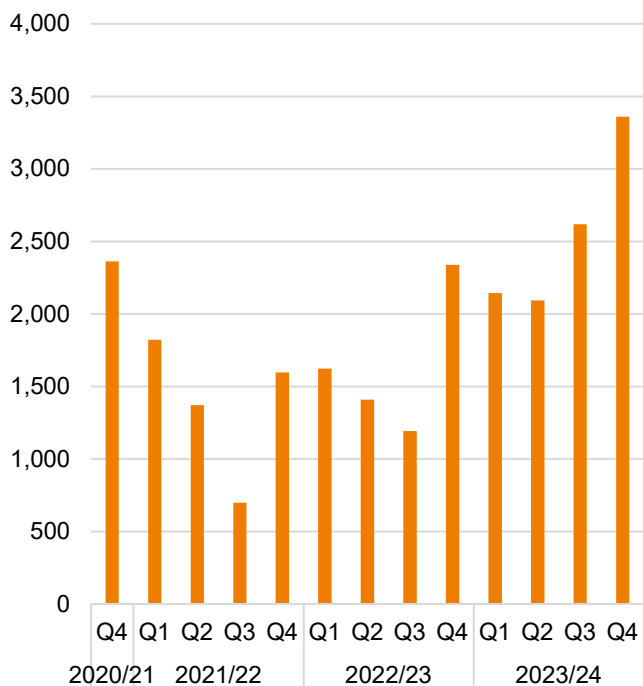


Highway Inspections Carried out Within Timescale

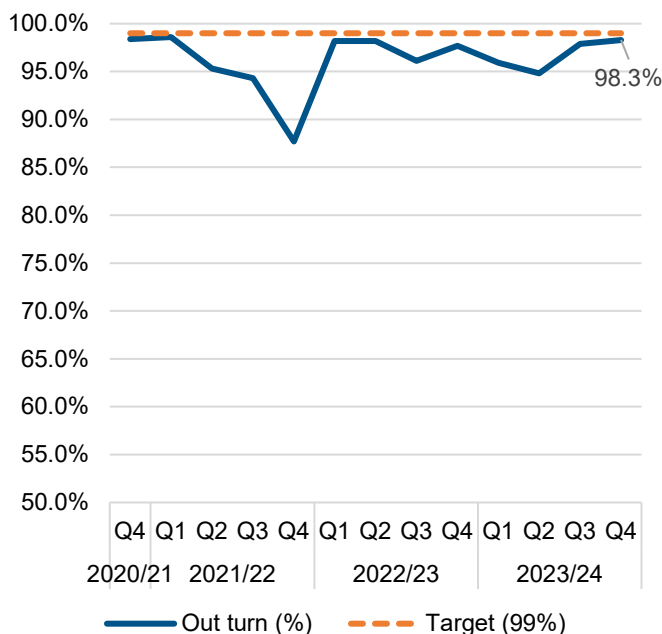


Despite the increase in the number of requests, the number of inspections fell slightly from the previous quarter with 10,858 inspections being undertaken, of which 95.1% were within the expected timescales. Performance therefore fell below the very demanding target of 98%.

Highway Dangerous Defects

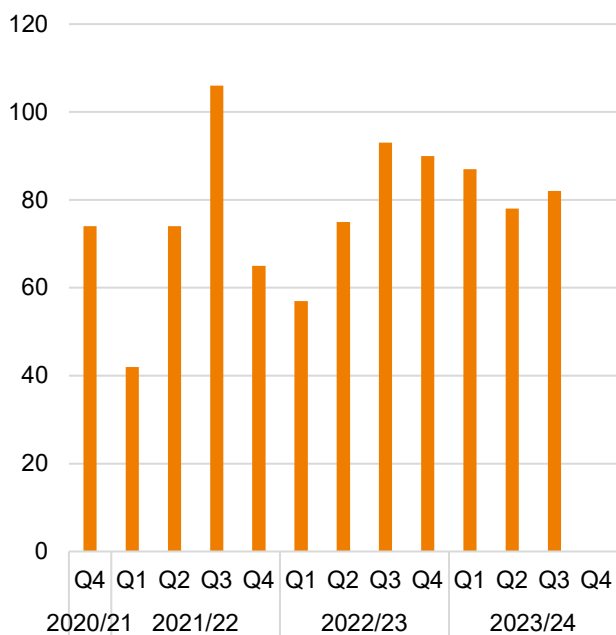


Highway Dangerous Defects Made Safe Within 2 Hours

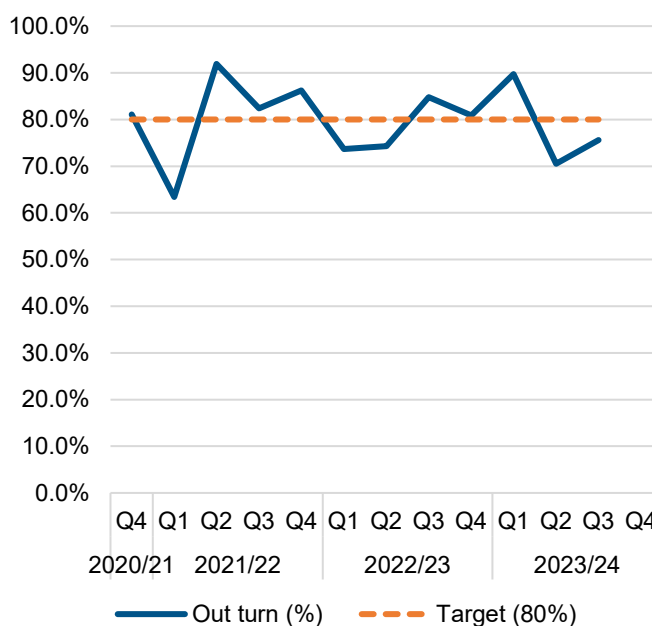


Linked to the increase in customer service requests there was an increase in the number of highways dangerous defects being reported, with 3,359 defects being classed as dangerous and therefore needing to be repaired within two hours. The target for the percentage of repairs to be undertaken within this two-hour period is 99% with the quarter four out-turn at 98.3% being just below the very demanding target.

Insurance Repudiation Closed Cases

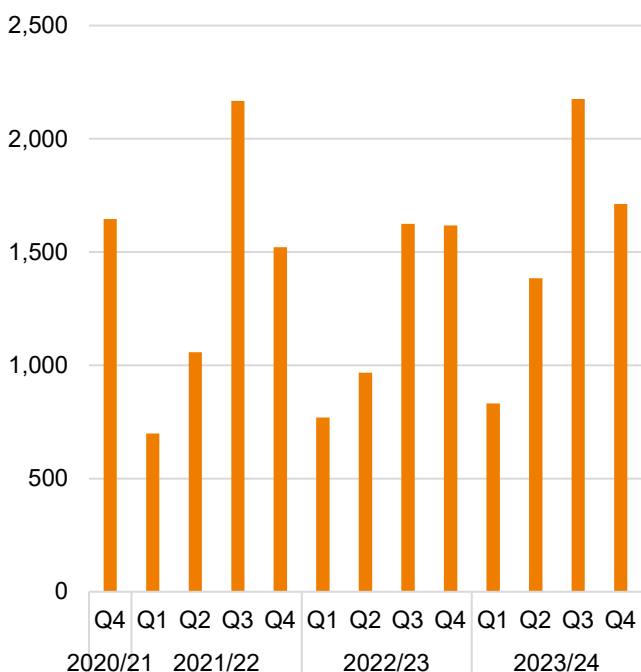


Successful Insurance Repudiation Rate on Closed Cases

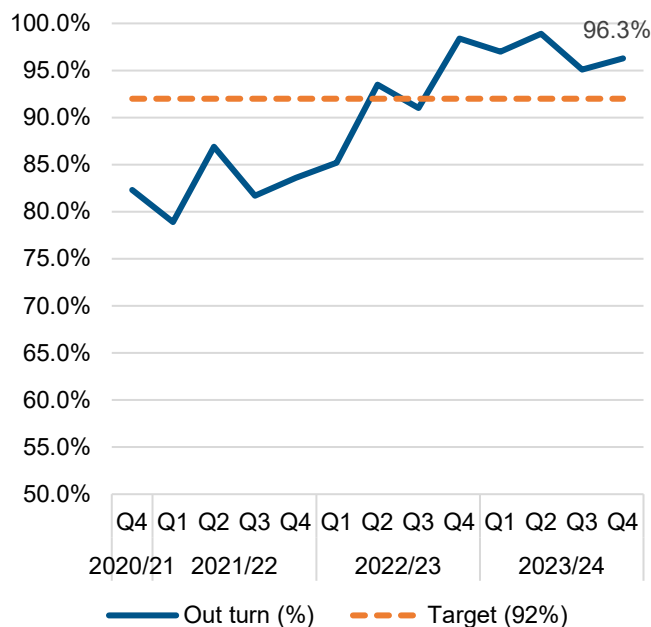


Insurance repudiation is reported a quarter in arrears due to the extra time needed to obtain the validated data. Quarter three saw 82 cases being closed with a 75.6% successful repudiation rate, an improvement on the previous quarters out-turn of 70.5% but still slightly below the target of 80%, however it should be noted that this indicator does fluctuate more than others from one quarter to the next.

Street Lighting Repairs



Street Lighting Defects Repaired Within 7 Days



Quarter three saw the usual increase in street lighting defects with the onset of winter and darker nights, however this returned to more normal levels during quarter four and performance increasing slightly from 95.1% being repaired within seven days in quarter three to 96.3% in quarter four, well above the 92% target.

Last quarter members raised questions about the length of time taken to resolve some street lighting defects; this is partially due to acute staff shortages in the Electrical Engineering team which although being addressed, has had some impact upon levels of service with safety defects being prioritised in the short term. There has also been an increase in fault reports which is mainly related to this year's significant wet weather. Despite these factors, the team is working extremely hard to deliver a high-quality service and the latest figures show that performance was still good with 96.3% of the repairs being undertaken within seven days, well beyond the target of 92% and continuing the long term upwards (improving) trend. However, despite the vast majority of faults being attended within the seven-day target, there are faults that cannot immediately be rectified, these include electricity company supply failures, faults on bespoke (decorative) columns and those that need enhanced traffic management or road-space booking, and whilst these are comparatively small in number, it is accepted that they can create the perception of a lack of responsiveness which is not borne out by the overall performance figures. Nevertheless, the team continues to explore ways to further improve the service, working closely with the Teckal company NY Highways and other partners such as Northern PowerGrid.

It should also be noted that faults are dealt with much quicker if they are reported using the on-line fault reporting system rather than calling the customer service centre or the local Member. The on-line system automatically raises a repair order, whilst the other options increase the workload in the team forcing them to input the faults manually, adding to the timescale for repair.

[Report a problem with a street light - North Yorkshire Council Customer Portal](#)

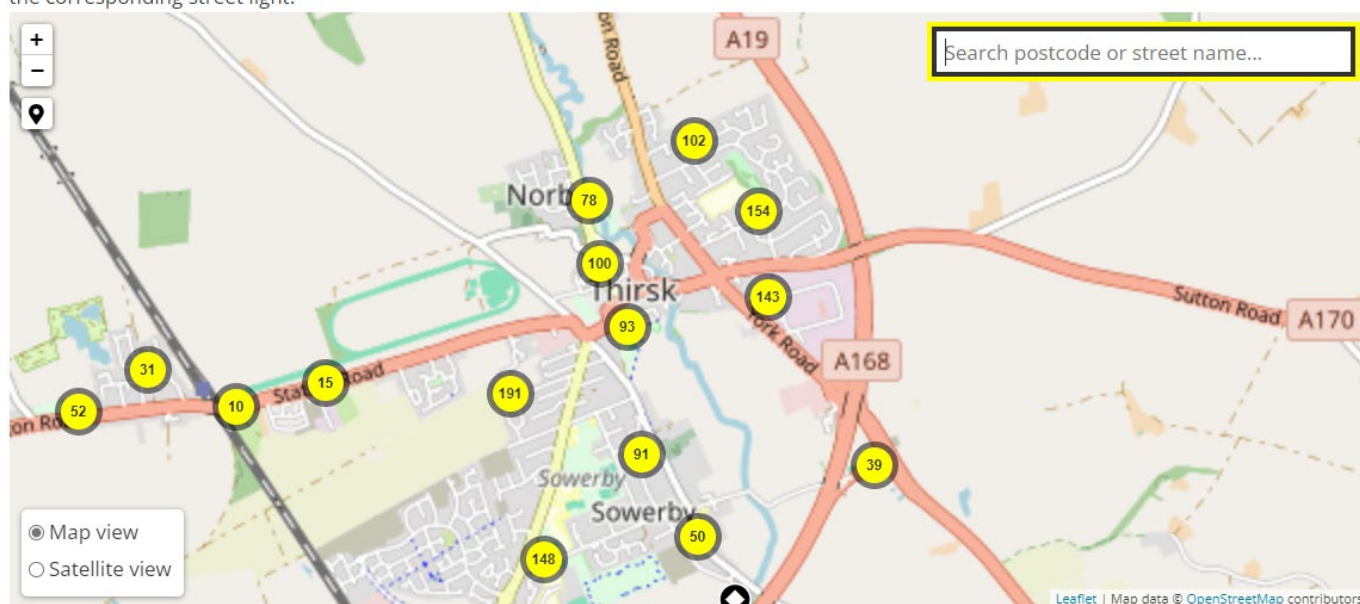


Report a problem with a street light

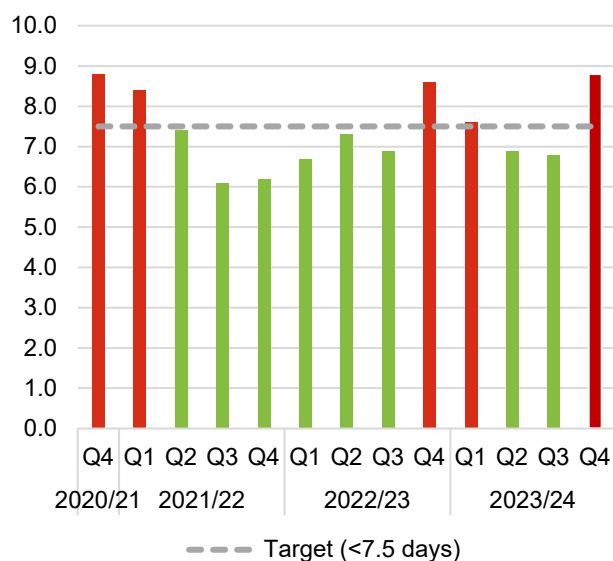
[Accessibility](#) [Log in](#)

Locate the street light

Locate the street light on the map by entering a postcode or street name into the search box. Select an icon on the map to view details about the corresponding street light.



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 four the average duration was 8.8 days, up from an average of 6.8 days the previous quarter with the increase due to the bad weather (excessive rainfall) during the quarter.

Highways Public Satisfaction

The information above about the reporting of, and response to highways issues, shows good performance against demanding targets and during a period of high demand; however, elected members have raised questions about the decline in public satisfaction regarding the quality of highways locally and the potential impact this could have on cycling and cycling related tourism.

The National Highways Satisfaction Survey does report a drop in public satisfaction with the quality of the highway network locally, but it should be noted

that this decline has been experienced across most of the country and in a lot of cases the drop has been larger than that experienced in North Yorkshire; so despite the local decline in satisfaction, the authority’s relative position has improved from being in the second quartile for performance for three of the measures to now being in the first quartile.

There appears to be no direct correlation between the actual condition of the highway network and the levels of public satisfaction as reported in the national survey. Public perception regarding the country’s road network is largely negative, potentially driven by mainstream and social media, motoring and insurance organisations and political pressures. This often contradicts the engineering-based evidence that shows road conditions in North Yorkshire are gradually improving and insurance claims are decreasing. Nevertheless, the relationship between road quality, or network condition, and cycling and cycling related tourism is recognised, this is why the Highway Safety Inspection Manual has been amended to reflect the need for treating defects at an earlier stage, on popular cycle routes, such as those that comprised the 2014 Tour de France Road network.

Major Projects

Fleet Operations

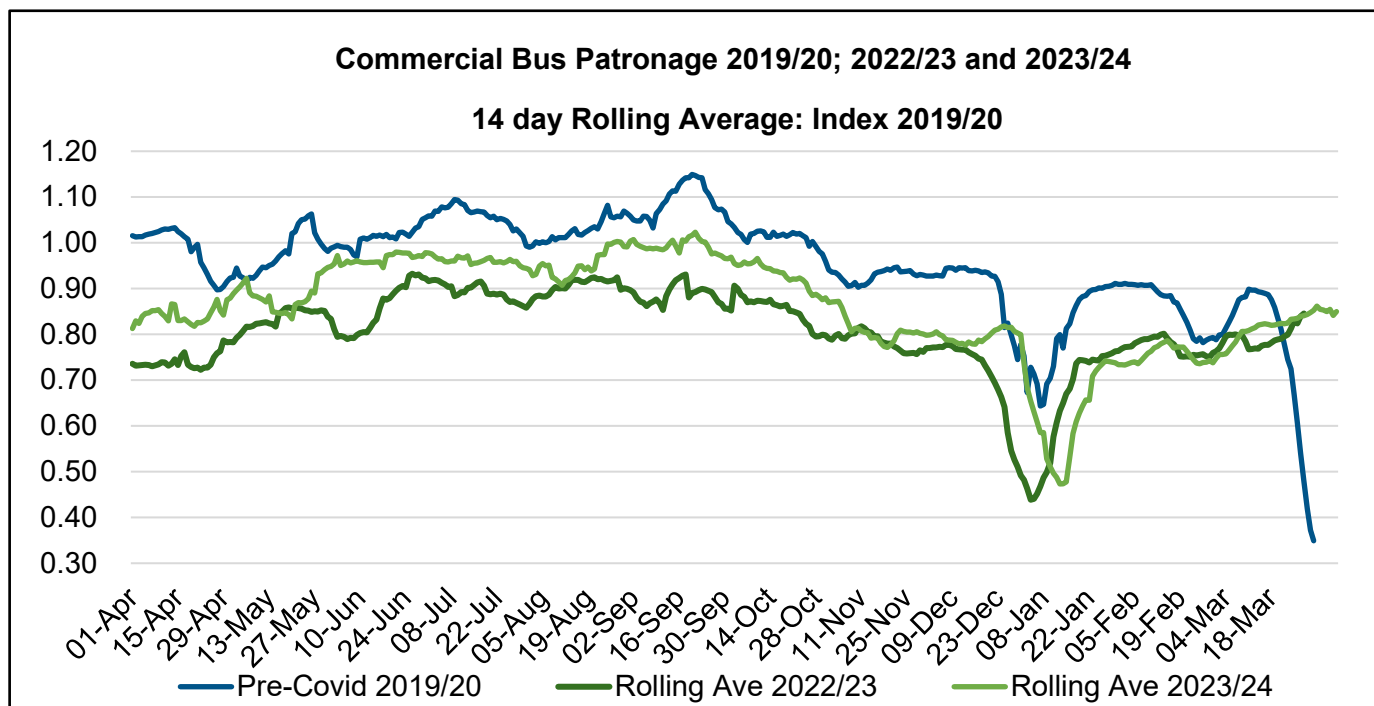
The Operator Risk Compliance Score (OCRS) is used by the Driver and Vehicle Standards Agency (DVSA) to assess the risk of a Goods Vehicle Operator being non-compliant in relation to its undertakings to the Traffic Commissioner. The scores assess roadworthiness, compliance with drivers’ hours regulations and other road traffic criteria. The current score for NYC is 5.8 which is a reduction of 0.69 compared to Q3 at 6.49. 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 Transport Plan (LTP)

Local Bus Patronage

North Yorkshire passenger numbers (see Chart 1 below) are recovering and are now c90% of pre covid levels, within this, recovery of commercial fare paying passengers is strong, with many areas exceeding pre covid levels. The national £2 fare cap has contributed to the increased passenger numbers with c11% increase on the 2022 numbers.

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



Bus Service Improvement Plan (BSIP)

In January 2024, Government published guidance for Local Authorities and Operators for Bus Service Improvement Plans. This requires all local authorities to refresh their BSIP and submit a copy to DfT by 12th June 2024. The deadline for North Yorkshire and York has been extended slightly to accommodate the timing of the new Mayor election on 2 May. Colleagues in IPT are currently working on the refresh within a plan to approve the plan internally and present to Y&NYMCA at the first meeting of the CA following mayoral elections and in line with the revised deadline.

The refresh will be relatively light touch and will include sections required by DfT. The requirements are for:-

- i) Update the baseline to 2023/24 (including achievements since 2021)
- ii) A detailed delivery programme for the bus service improvements for 2024/25
- iii) Getting ready for 2025 and beyond with an outline framework for 2025 to 2030

North Yorkshire have been awarded £3.5m for improving bus service in 2024/25, being an allocation of the Network North funding (from scaling back HS2) for the current year. The funding will be provided following the submission of the refreshed BSIP to DfT and will be for one year from the date it is provided. Future years funding has been indicated by DfT, but not yet confirmed. It has been stated that the future funding will be supplied to the MCA.

Licensing

North Yorkshire Council has responsibilities Under the Act to take decisions on specific license applications or issues and information requirements is available on the website here: [Licensing and registration | North Yorkshire Council](#)

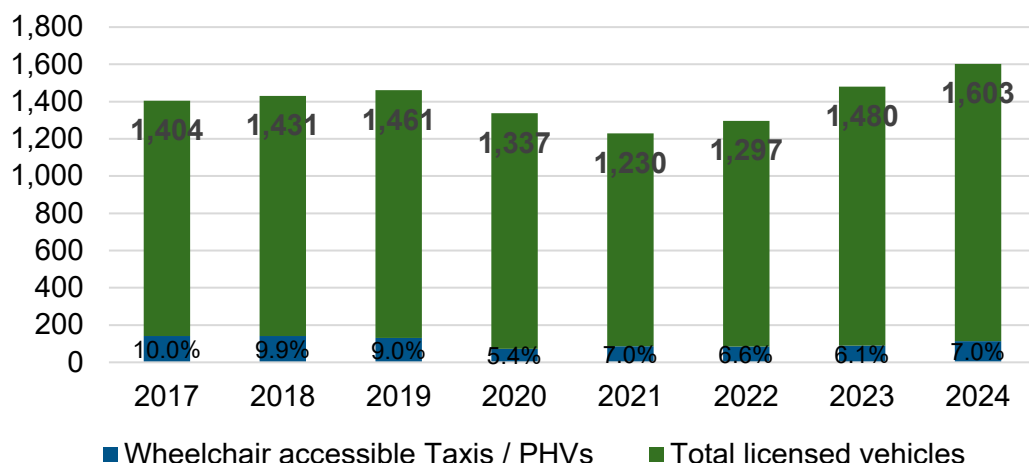
Provisional Data for 2023-24

The Licensing Team have been working on a new suite of service data which will create a clearer picture of licensing activities in the county specifically for taxis, and alcohol and late night refreshment licensing. Provisional data up to Q4 for 23/24 is shown below, with previous years data based on statutory returns:

Licensed Taxis (LTs) and Public Hire Vehicle's (PHVs)

The graph shows a decline in 2021 around the time of the Covid-19 pandemic which had the lowest LTs at 1,230 for North Yorkshire. Since then, there has been a steady increase with 1,603 projected for 23/24, an increase of 30.3% and the most LT's North Yorkshire has seen since 2017.

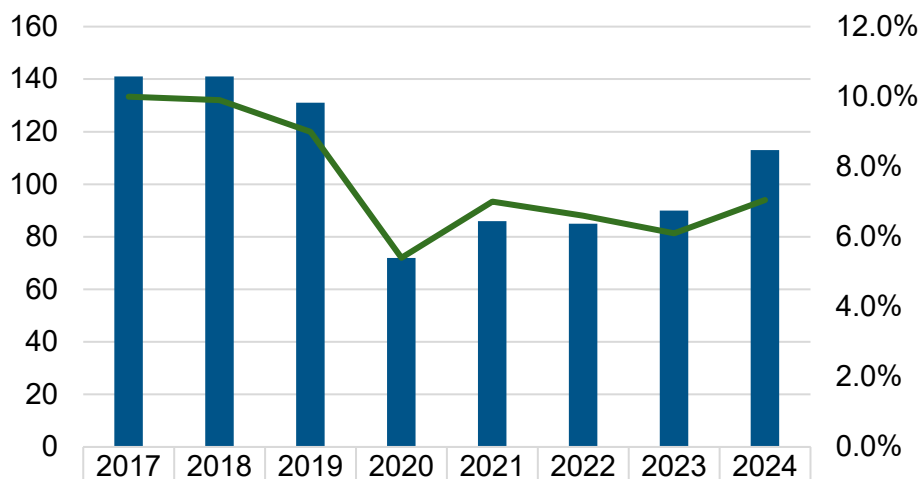
Licensed Taxis and PHVs



Wheelchair Accessible Taxis/PHVs North Yorkshire

The number of wheelchair accessible taxis/phv's has also see post Covid recovery increasing from its lowest point of 6.1% in 2023 (90 vehicles) back to 7% (113) for 23/24.

Wheelchair Accessible Taxis / PHVs (North Yorkshire)



■ Number of Wheelchair Accessible Taxis / PHVs	141	141	131	72	86	85	90	113
— Percentage of Taxis / PHVs Wheelchair Accessible	10.0%	9.9%	9.0%	5.4%	7.0%	6.6%	6.1%	7.0%

Objectives of the Licensing Act 2003

The objective of the Licensing Act 2003 (the Act) is to provide a clear, transparent framework for making decisions about applications by individuals or businesses wishing to sell or supply alcohol or provide certain types of regulated entertainment and late night refreshment.

There are four licensing objectives which underpin the Act and which need to be taken into account and promoted throughout the licensing process. Each of these objectives is of equal weight:

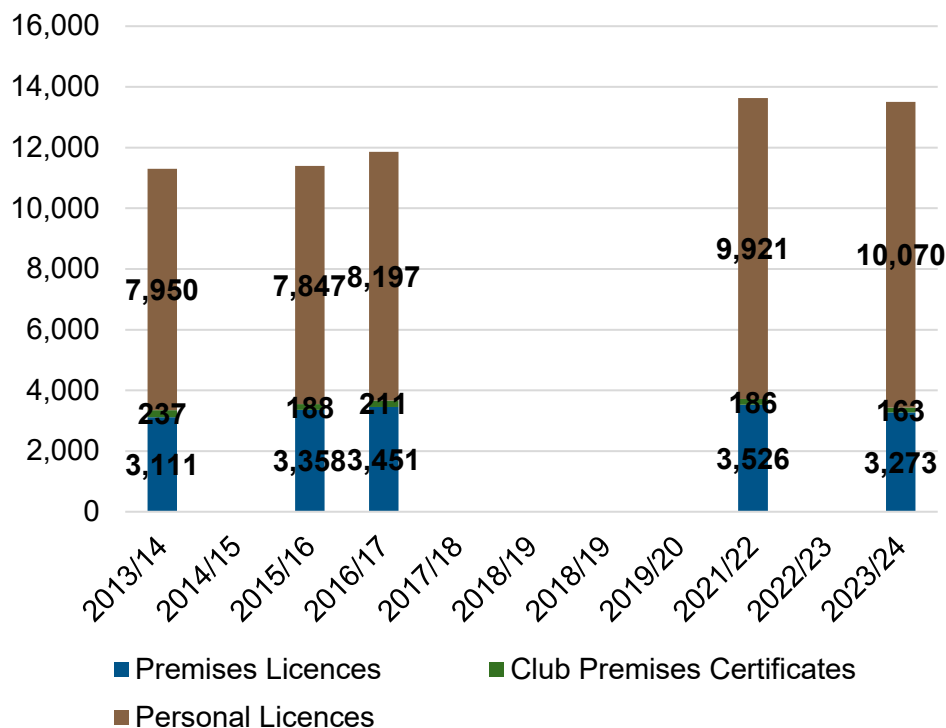
The Licensing objectives are:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance and
- The protection of children from harm.

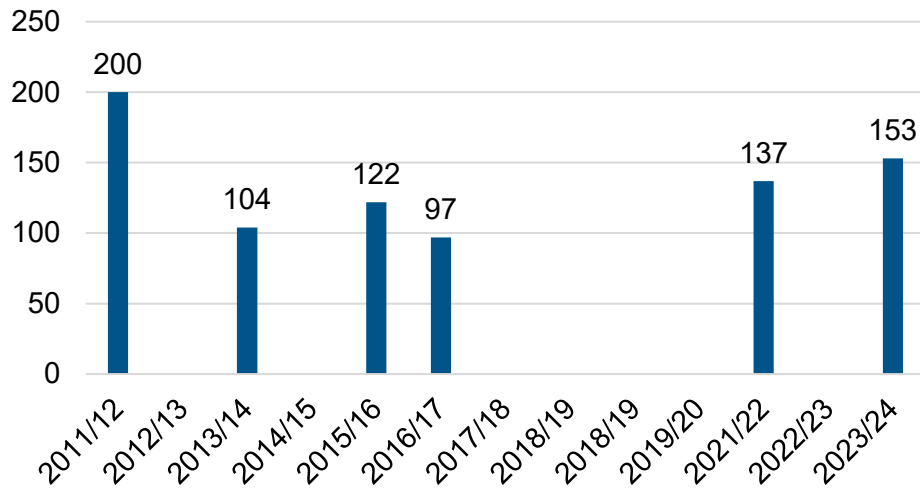
Alcohol/Late night licensing

There has been a 7% decrease in premises licences from the last statutory return in 2022=3526 to the projected data for 2024=3272 and a decrease of club premises licenses down 12% to 163. Personal Licences however have seen an increase of 1.5% to 10,070.

Alcohol / Late Night Licensing (North Yorkshire)



Premises with 24-hour Alcohol Licences



In 23/24 there were 16 more premises with a 24 hour alcohol licence than in 21/22, the second highest since 2011/12 when there were 200.



Community development

Planning

Performance across the planning service has remained extremely positive with all statutory targets being exceeded throughout the year; notably, the ‘% of major planning applications processed within statutory or extended times’ has continued to improve throughout the year. The service continues to establish effective cross-area working ensuring the staffing resource can be effectively deployed in areas of high demand.

Indicator	Target	Q1	Q2	Q3	Q4
CD1: % Major planning applications within statutory or extension of time	60% Statutory	78.85%	80%	91.04%	92.31%
CD 2: % Minor planning applications within statutory or extension of time	70% Statutory	81.97%	84.43%	79.31%	82.34%
CD3: % Other planning applications within statutory or extension of time	70% Statutory	87.87%	86.32%	85.99%	87.40%
CD4: County matter planning applications determined within 13/16-week timescales or within agreed extension of time (2 year rolling measure)	60% Statutory	78.00%	83.70%	79.30%	79.30%

Planning Projects

The service continues to make considerable progress on the council’s future planning policies and land allocations. Over the course of the quarter some significant milestones have been achieved. Perhaps the most significant of these was the approval and publication of formal milestones for preparing the new Local Plan for North Yorkshire. This will ensure that long-term development plans are effective in meeting

the needs and requirements of communities across the county. In addition, a programme of targeted, informal consultation is underway with key stakeholders including elected members, infrastructure providers, the development industry and others with a view to helping inform the plan. Work on the procurement of the Housing and Employment Development Needs Assessment has begun which will help determine the level of new homes and jobs the plan will need to provide for.

The Call for Sites consultation has also been launched and this will provide an opportunity for anyone to submit a site for consideration to help meet these future needs. The service is expecting to launch the public consultation on key issues before the end of 2024 which will then support the conclusion of the first stage of the plan's development. More details on progress and impact will feature in future quarterly reports.

There have also been significant developments in other plans; the Selby Local Plan is currently in the final stages of development with formal public consultation closing in Q1 and the final plan expected to be submitted to the Secretary of State for Examination shortly after. Furthermore, the Maltkiln New Settlement Plan Document has been formally submitted to the Secretary of State for Examination with timescales for the hearing sessions to be agreed.

The governance arrangements for the service have also progressed with the creation of a new cross-party Development Plan Committee formed to support the preparation of planning documents. The group met for the first time in January 2024. A new North Yorkshire Statement of Community Involvement has also been created, setting out how the council will consult on planning applications and on planning policy documents. This has been approved and is now available on the council's website. Finally, a new self-build and custom housebuilding register has been created.

Culture, Leisure, Libraries and Archives

Performance across the directorate has remained strong; and given the highly seasonal nature of some of the services this suggests they will remain well placed to progress further in the new financial year following the completion of restructures and the ingoing alignment of services.

For many of the newly created services work has continued to create a suite of comprehensive performance indicators and therefore there is greater understanding of the quarter to quarter performance starting to emerge. By Q4 next year it would be anticipated that there will be a much greater level of actionable insight developed and appropriate plans in place to support continued performance improvements.

Service	Indicator	Q3 Performance	Q4 Performance
Leisure	CD: 34a No. of memberships: Health and Fitness	21,382	23,178
	CD34b: Swimming	3,044	2,875
	CD33a: Public / Casual swim usage	134,042	136,518
	CD33b: No. of people attending swimming lessons	9,500	10,202
Culture	CD31: Museum and cultural hubs visits	62,237	67,164
	Outreach, livestream and Community Project Engagement Numbers	1,387	902
	Cultural experienced rated as 'Very Good' or 'Excellent'	100%	96.25%
	Cultural experiences value for money rated as 'Very Good' or 'Excellent'	95%	100%
	Cultural experienced accessibility rated as 'Very Good' or 'Excellent'	86%	100%

Libraries	CD35: Total issues per 1,000 population (including books, e-books, e-audio)	725.9	784.2
	CD36: Active users per 1,000 population (cumulative)	104.27	119.52
	CD37: Physical visits to libraries per 1,000 population	672.7	690.42
	CD38: Virtual visits to libraries per 1,000 population	968.83	1,381.08
	CD39: Assisted IT Sessions	4,894	4,968

Across all parts of the service performance has shown improvement; particular highlights include the increases to the number of health and fitness memberships (largely driven again by the recently opened Harrogate and Knaresborough facilities), the public / casual swim usage (which remains high despite the slight fall in swim memberships; which is typical with the time of year).

Museum visits are also up by almost 5,000; again, across winter months it is typical for centres to run restricted opening on account of maintenance work so again this should be regarded positively; as should the positive feedback from customers highlighting both the value they receive and the accessibility in particular.

Finally, the library service has seen increases across all of its KPIs with the number of assisted IT sessions being the highest recorded figure for the year a particular stand out indicator. For most of the services the work they do in relation to events and activities drives their performance and the sections below highlight key activities within each department over the quarter.

Culture and Archives

Skipton Town Hall recently hosted two dynamic musical events. The first celebrated Ralph Vaughan Williams' 150th birthday with performances by the Aireborough Vocal Group, Pinsuti Chamber Choir and local musicians, demonstrating a blend of choral and instrumental pieces that highlighted the area's musical heritage. The second event featured the innovative group Musica Antica Rotherhithe, known as "early music's Spice Girls," who presented a lively concert that fused historical music with modern interpretations, aimed at making classical genres more accessible and engaging. These events underscore Skipton Town Hall's role as a vibrant cultural hub offering diverse and exciting musical experiences.

Skipton Town Hall has further demonstrated its commitment to community support, collaborating with residents to assist those affected by job loss and promoting skill development through the arts. Two recent events were highlighted in the Craven Herald for Skipton. Firstly, a jobs fair held at Skipton Town Hall on February 8 to assist former employees of Keelham Farm Shop after its closure. Organised with Skipton Jobcentre, the fair connected ex-staff with local job opportunities and provided essential support like CV writing and debt advice. Additionally, Little Voices offers performing arts classes for children and youth at Skipton Town Hall, emphasising communication, confidence, and performing skills through singing and drama. The initiative promotes arts education for personal development.

Additional creative careers event recently took place at the venue in collaboration with North Yorkshire's Cultural Education programme FORGE; offering secondary school pupils' opportunity to participate in taster sessions relating roles across the cultural sector, including museums, performance tech, gallery curation, box office/front of house management, and education.

Two culture and archive projects within the region have qualified as finalists in the Northern Cultural Education Awards 2024:

- **Imaginosity** at Mill Hill School in Northallerton aims to engage the community and has significantly improved SATs results, attendance, and attainment scores among students facing disadvantage. Ofsted recognizes its role in enhancing pupils' personal development.
- **Selby Stories** is part of the High Street Heritage Action Zone initiatives, focused on revitalising local high streets through art and cultural projects. It aims to regenerate historic buildings and engage the community. Selby received funding from Historic England for this programme.

Both projects exemplify innovative cultural and educational enrichment, making them strong candidates for the Northern Cultural Education Awards. They celebrate local heritage, foster community engagement as well as addressing broader socio-economic challenges.

Sport and Active Well Being

Leisure Target Operating Model Planning and Implementation

Work to develop the target operating model (TOM) for the Sport and Active Wellbeing Service has started, focusing on partnerships, organisational structure, people management, customer engagement, technology integration, and data-driven decision-making to enhance community well-being and participation in physical activity. The TOM has been drafted and focuses on a number of key areas of strategic importance including:

- **Suppliers and Partnerships:** An emphasis on indirect delivery methods and optimised procurement through partnerships and collaborations to ensure value for money and improve population health.
- **Organisational Efficiency:** Implementation of a single in-house model, staffing restructuring, and single management structure to promote flexibility, consistency, and accountability.
- **Customer Engagement:** Prioritising a customer-centric approach, offering inclusive pricing and memberships, and enhancing digital access to services.
- **Customer Value Delivered:** Supporting community groups, promoting health and well-being, addressing health inequalities, and offering economically sustainable facilities.
- **KPIs:** Implementing a robust performance management framework focusing on social value, operational excellence, and financial performance as well as plans to work with real-time data to assess and consider social, economic and environmental impacts.
- **Technology:** Implementing standardised operational systems internally, enhanced customer-facing technology, and personalised digital offerings to improve user experience and engagement.

The strategy aims to generate an approach to leisure services that not only meets community needs but also aligns with broader public health priorities, sustainability goals, and economic development strategies.

Libraries and Archives

Community Engagement and Volunteer Support

Libraries are continuing to actively engage with their communities to expand membership and promote essential services. Registration Service colleagues have welcomed 342 new baby members in January and February alone. There has also been a surge in digital service usage: a target of 320,000 digital issues by the end of March was surpassed during February, with projections to exceed 350,000 digital issues by month-end which will equate to around a 15% increase in comparison to the previous year. A further highlight was through the celebration of Under-5s Week in February. Working closely with partners such as Early Help, Public Health, NHS, and Early Years, the service delivered 92 reading and learning events across the county reaching 1780 people; they were also able to register 434 new library members aged 0-5 and issued over 29,000 children's books in February as a whole.

Libraries have played a critical role in supporting the rollout of the Household Support Fund (HSF). The HSF was launched in January 2024 to assist households facing financial challenges. The HSF website garnered significant traffic before and after its launch, with 1800 unique visits before going live and 1143 views on the launch day. By January 18th, 61% of eligible customers had redeemed their vouchers, with 115 customers utilizing libraries for voucher redemption by that date. By February 23rd, 520 people from 3,700 eligible households had accessed vouchers through libraries, underscoring the value of libraries in facilitating the programme.

Events and Activities

The county's library service continues to offer a notable range of activities,. As of 23rd February 2024, libraries across the county had conducted 7,574 activities since the start of the year, averaging 757 activities monthly or 30 activities daily. These events have drawn a total of 109,208 participants, illustrating the community's active involvement in library offerings.

The Ripon Library Team took part in the Sights and Sounds of Ripon 2024 event on March 9th. They tripled their usual Saturday footfall by offering engaging activities like story times, Lego sessions, poetry readings, and taster sessions for knitting and dancing. Their presence at the cathedral attracted new volunteers and library members, with three inquiries about volunteering and two new members signing up.

British Science Week, a ten-day celebration of science, technology, engineering, and maths took place between 8 - 17 March 2024. Libraries across North Yorkshire actively promoted their digital kits to showcase coding, robotics activities, and other science-related crafts. This year marks the first time NYC libraries have participated in this national week as a central part of its promotions, highlighting the creativity and enthusiasm within its community.

Other notable updates

In January, Baroness Sanderson's report on public libraries was published, presenting eight key recommendations to enhance libraries' societal impact and relevance ([Public Libraries Review](#)). The report will inform the new national library strategy and is expected to impact the service significantly over the next few months.

Economic Development, Regeneration, Tourism & Skills Service

Many of the services within the Community Development directorate have focused on progressing necessary restructures during Q4. This has included aligning teams across the service, inevitably bringing about a degree of slowdown in delivery as people are positioned into new roles.

Progress has continued in the delivery of key projects and work has also been undertaken to establish a suite of more comprehensive key performance indicators that will be used by the service to better understand the operational elements of the service and provide greater insight regarding potential improvements and gaps.

Performance Management

While many of the indicators that were identified at the point of merger have been reviewed and judged useful from perspective of understanding the operating environment and regional context, some did little to establish the effectiveness of the service: consequently, the service has established what it will measure over the course of the next year to help deliver service improvements and assess the effectiveness of day-to-day practices.

Category	Primary Indicator	Notes	Benchmark
3-year rate	Balanced GVA (Gross Value Added) and GVA per hour worked & filled job per primary sector	Year to end December 2021	£1.51bn/£5,182.28 per filled job
	Employment rate	End September 2023	79.2%
	Unemployment rate (16-64 year)	End September 2023	1.3%

	Gross median weekly pay of people living in NY/working in NY		
	Business birth rate	Year end to December 2023	Births: 3,785
	Business survival rate (3 years)		
	Deaths of enterprises		
	Number of high growth enterprises		
NYC Internal	Area of land developed for commercial/industrial use & area of commercial employment space	Land with outline, full or hybrid planning permission or allocated in the local plan – sites minimum of 1 hectare	660.44 Ha (end of March 2024)
	Funding secured	Running total	
	No. of business supported by type of enquiry		
	Skills - % qualified to level 2 and level 4+		Level 2: 88.4% Level 4+: 42.6%

These indicators will not only help support the development of strategic priorities but will also provide clarity on the achievements of the service in helping develop skills, secure funding and drive up employment and commercial opportunities for businesses. Finally, the indicators align to the OFLOG measures for economic development, which will therefore reduce the reporting burden on the service but also create a degree of transparency with what is reported regularly to members on the service's performance ahead of the submissions to the Government.

Economic Growth Strategy Progress

The Economic Growth Strategy was approved by the Council in November 2023 and published in Q4. Work on the first iteration of the action plan is expected to begin in earnest once the restructure is complete. In developing the strategy, a handful of key strengths have been identified that will underpin the work of the team over coming years. These are:

- A thriving entrepreneurial base with a high business density
- A strong and diverse economy where growth and productivity have outpaced UK levels at various times over recent years.
- A highly skilled workforce and strong labour market
- One of the best places to live in the UK.
- A highly connected location at the heart of the North, with major sites primed for development.
- Access to world class research and innovation assets linked to strengths in food, energy and bio-renewables.
- An outstanding place spanning urban, rural and coastal locations.

The strategy will seek to exploit these strengths by focussing on three pillars:

1. Enterprise: Focused on supporting the growth of businesses in North Yorkshire, building on existing and emerging sectoral strengths, and increasing innovation and productivity throughout the economy.
2. Infrastructure: Equipping the town centres and places to thrive in the 21st century and realising the vast potential that the strategic development sites offer with investment in transport, housing, digital and energy infrastructure to enable sustainable growth.
3. People: Ensuring people have the skills they need to develop their careers and meet the needs of business, enabling people in all the communities to participate in the economy and benefit from its success.

Over future quarterly performance reports greater attention will be paid to the delivery of the strategy and the impact it is having across the region.

UK Shared & Rural England Prosperity Funds (UKS&REPF)

The UKS&REPF programme for year two has been completed with NYC on track to complete its spending targets across each strand. Small business grants to support productivity in SMEs has been extremely successful. The prospectus for Year Three delivery has also been published and is available on the NYC website.

Mayoral Combined Authority Shared Business Support

The MCA (mayoral combined authority), NYC and City of York Council have held several workshops to consider how to work together to deliver the best possible business support service without duplicating effort or competing. So far, a model for working has been developed. It includes the following proposals that will continue to be developed over coming months:

- One front door – Meaning that whichever way people access the service they would be expected to receive the same service and advice.
- Shared CRM system – All three organisations are now operating a combined CRM (HubSpot); meaning interactions with businesses are recorded on the same system regardless of who meets them; and any user can see previous details of interactions to help deliver a more seamless service.
- Locality vs speciality advisors – This will see locality advisors being the first point of contact for business engagement with the potential to escalate to speciality advisors where they are likely to benefit from such engagement.

Projects and Initiatives

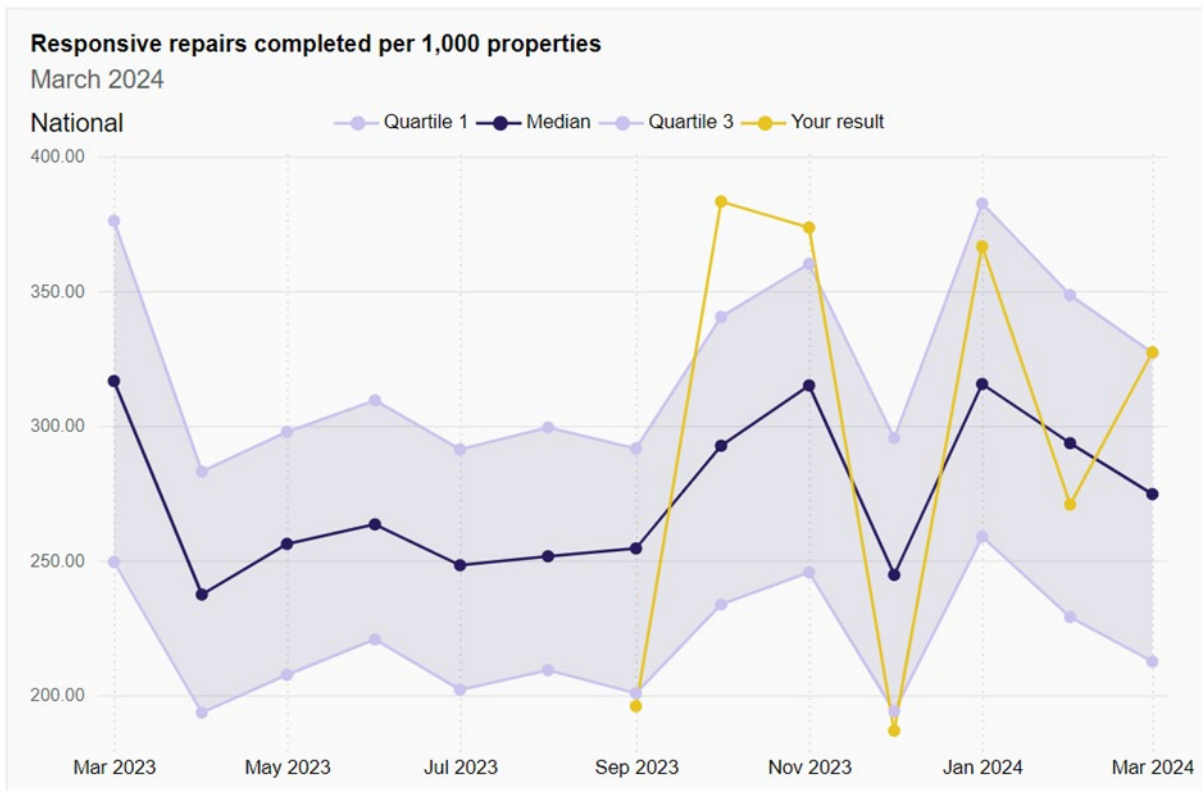
Over the quarter the service has continued to deliver several projects. The Transforming Cities Fund projects at Selby, Harrogate and Skipton are all progressing; in March, the full business case was approved by the West Yorkshire Combined Authority, meaning there is an allocation of £20.3m for Selby, £6.97m for Skipton and £11m for Harrogate. Elsewhere, the Levelling Up Fund project at Catterick and the town deals at Scarborough and Whitby are all moving on into the new year. In Q4 work began on Communications for these projects including the development of case studies which will start to take shape in Q1.

Housing

Benchmarked performance

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

Like most social landlords, North Yorkshire Council holds valid gas safety certificates for over 99% of its homes. Efforts to reconcile electrical testing records are ongoing. Going forward a cyclical programme of testing every home every five years is being introduced to ensure the Council is compliant with future legislative changes and the requirements of the consumer standards.



In March, Housemark reported that over the last year of benchmarking a negative correlation had emerged between the volume of responsive repairs per 1,000 properties and the percentage of repairs being completed on time. Although local data is incomplete, the correlation is observable in North Yorkshire. Whereas the volume of repairs has fluctuated across the interquartile range over the first six months of benchmarking, the percentage of responsive repairs being completed on time has consistently fallen in the bottom quartile. Satisfaction with repairs has proven high, although it is currently only captured in Harrogate.

The percentage of council-owned homes that were vacant but available to let appears higher this quarter than last quarter due to the inclusion of Selby’s housing stock in more recent figures. It reached 2.36% in March, which is well above the national average, but less than half the regional vacancy rate for homes of all tenures, according to the last census. Tackling the voids backlog in the Selby area is a key priority for the service and new contract management arrangements have been introduced that are anticipated to improve performance over coming months.

The average length of time council-owned homes spent vacant between tenants in Q4 varied widely because of the small numbers of homes involved. Despite a few hard-to-let homes taking longer to re-let, the average time spent empty fell within the third quartile when compared to similar landlords.

Tenant arrears remain below the national average, reflecting the ability of tenants to pay rent on time as well as the effectiveness of rent recovery.

Bringing together the 7 legacy approaches adopted by the former districts in relation to complaints handling has been a challenge for the service however new work around processes have now been adopted to both provide a better oversight in terms of the numbers of complaints received, the theme and the outcome. Additional staffing has also been added. These changes have resulted in a more accurate overview of complaint handling, with more complaints relating to Council housing being captured than recorded previously. Considering the new Housing Ombudsman’s emphasis on learning from complaints, this increase should be regarded positively. However, the timescales for resolution of complaints are poorer for North Yorkshire tenants than for other social landlords. Again, changes in process (including

aligning timescales with Housing Ombudsman requirements which differ from Local Government Ombudsman requirements) will improve performance in this area.

Anti-social behaviour is linked to time spent in public areas and shows strong seasonal patterns at both national and local level as a result. Like complaints, the number of incidents reported to the council not only indicates when things tend to go wrong but also that tenants trust the council to respond appropriately.

	NYC Performance March 2024	England Median	NYC Quartile
Percentage of homes with a valid gas safety certificate	99.79%	99.98%	4
Domestic properties with EICR certificates up to five years old	68.46%	99.00%	4
Responsive repairs completed in month per 1,000 properties	327.26	274.63	1
% of responsive repairs completed within target timescale	72.06%	82.96%	4
Satisfaction with repairs in month (transactional – Harrogate only)	88.41%	87.00%	2 (Harrogate only)
Dwellings vacant but available to let (%)	2.36%	0.50%	4
Current arrears at the end of month (%)	1.36%	2.85%	1
Average re-let time in days (standard re-lets)	58.00	42.01	3
New ASB (Anti-Social Behaviour) cases reported in month per 1,000 properties	3.69	2.87	2
Formal Stage 1 and Stage 2 complaints received in per 1,000 properties	5.84	5.05	2
Formal Stage 1 and Stage 2 complaints resolved within timescale in month	56.25%	91.39%	4

Housing Policy

Nationally, the question of how and when to end no-fault evictions has yet to be resolved. The Renters (Reform) Bill is scheduled to have its report stage and third reading on 24 April 2024. In March, the Government proposed an amendment requiring the Lord Chancellor to publish an assessment of the readiness of the county court possession system before abolishing section 21 evictions.

The council continued work to review and consolidate housing policies from its legacy authorities in Q4, with the new allocations policy being approved at Full Council in February. Capacity for this resource-intensive workstream has been limited by ongoing restructures, and policy work is expected to extend past those.

Tenant Satisfaction

To meet the requirements of the new tenant satisfaction regulations, the council commissioned an independent survey of tenants that ran from October 2023 to January 2024. 2,241 responses were achieved from the original tenant population of 8,329 and the responses formed a representative sample in terms of tenure, area and age.

70% of respondents were satisfied with the service provided by North Yorkshire Council. This matches the level of satisfaction reported to Housemark by other local authorities and ALMOs (arm's length management organisations) in Q4.

The survey demonstrated high levels of satisfaction among tenants in relation to home safety (73%) and repairs undertaken within the last 12 months (73%). However, some measures received satisfaction levels below 60%, these being the positive contribution made by NYC to the neighbourhood and how they listen to tenants' views and act upon them (both 55%), handling anti-social behaviour (50%) and just 29% are satisfied with the way complaints are handled. As this is the first TSM survey to be conducted it will form the baseline to compare future surveys against.

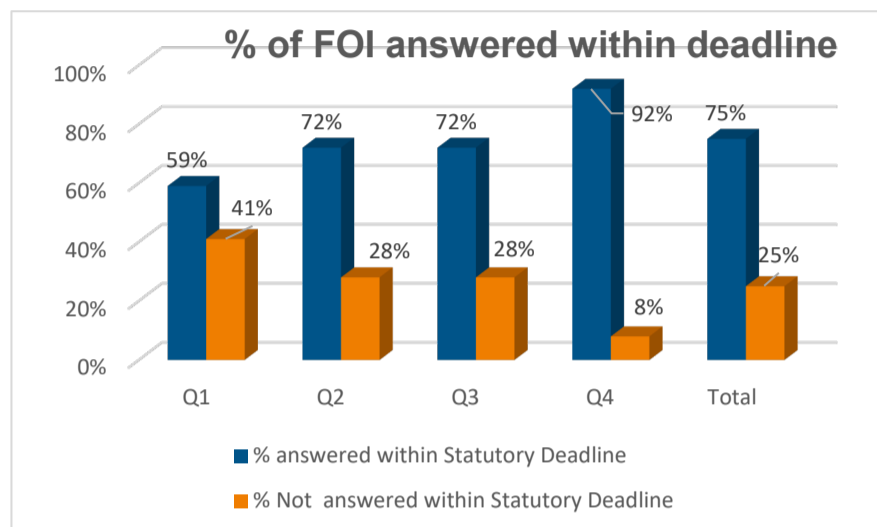
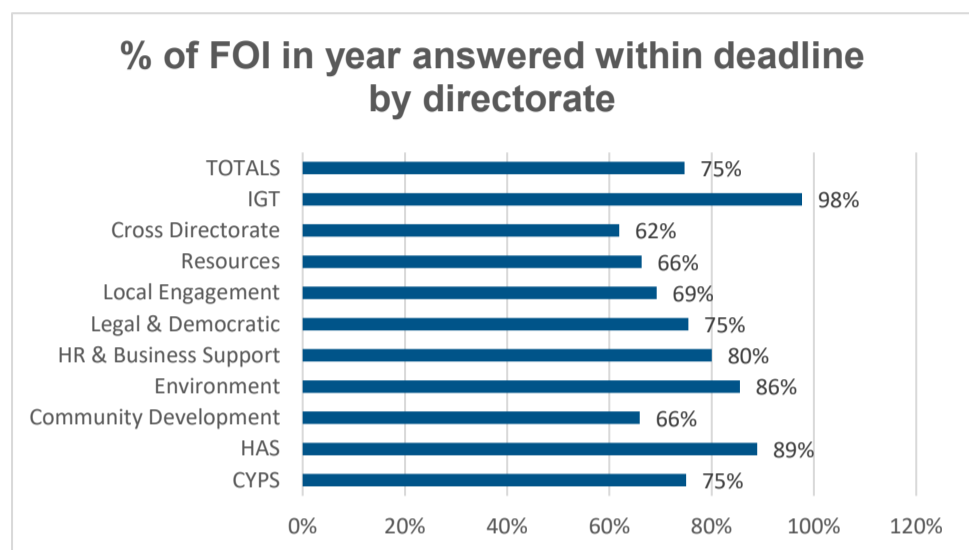
Results have to be published and reported to the Regulator of Social Housing by 30 June and made widely known to tenants so that they can hold their landlord to account and compare their performance against every other social landlord.

Customer Service Section

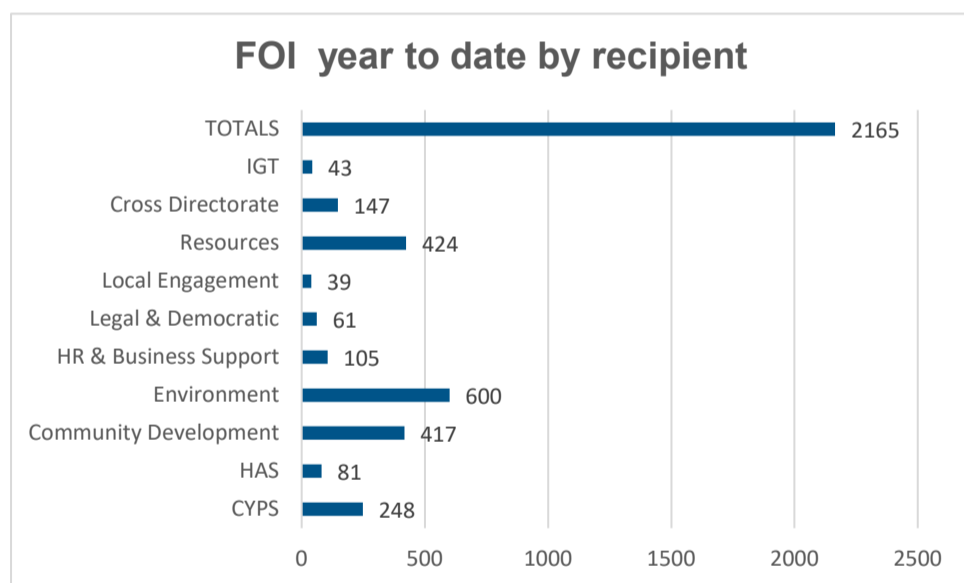
It has not been possible to recreate the Customer Feedback section for the entirety of the new North Yorkshire Council, covering Complaints, LGO, and Compliments. This is down to various complexities including the data collection system platforms used, differing methods of data collection and recording.

Freedom of Information Requests

County wide, some 2165 requests were received in 2023/24 , an average of 180 per month. The top three areas for requests were Environment 600, Resources 424, and Community Development 417. Topics covered Parking, Council tax / Business rates, Planning and Housing issues.



During the quarter 92% were closed within the 20 days' time limit, however over the year this dropped to 75% were closed on time. At a directorate level HAS and Environment are the best performing at 89% and 86% respectively. IGT had the best overall score at 98%, however this was from a very low base of only 46 cases in year.



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



Cases Received

Statutory	22/23				23/24			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Stg1	11	13	10	9	10	10	4	4
Stg2	2	2	1	1	2	3	0	2
Stg3	0	0	0	1	1	0	1	1
Corporate								
Stg1	53	95	54	95	123	110	93	133
Stg2	5	11	7	8	26	21	26	35

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.

137 Stage 1 complaints were received in Quarter 4, an increase of 40 (41%) from Q3. Almost all (97%) fell under the Corporate procedure with most of these continuing to relate to delays in special needs assessment processes and placements/provision. 35 Corporate complaints were escalated to Stage 2. One statutory complaint was considered at a Stage 3 Panel Hearing.

At Stage 1, 82 (75%) Corporate complaints were fully or partially upheld and 3 Statutory Stage 1 complaints were fully or partially upheld. One (50%) Corporate Stage 2 complaint was fully or partially upheld. One Statutory Stage 2 was upheld. The Statutory Stage 3 complaint was upheld.

The number of compliments fell in this quarter with 24 compliments recorded.

Timeliness

In relation to Corporate Stage 1 investigations, 23% (n=24/103) were completed within timescale in Quarter 4 and 85% (n=17/20) of Stage 2 investigations were completed within time this quarter.

Two Statutory Stage 1 investigations (n=2/3)(67%) were completed within 20 working days. Two Statutory Stage 2 investigations were concluded within this period with 50% (n=1/2) completed within timescale. The Stage 3 Panel was concluded within timescale.

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

Root cause

	23/24			
	Q1	Q2	Q3	Q4
Corporate Complaints				
Service and care	42%	48%	56%	45%
Communication (quality or delay)	44%	37%	29%	37%
Disagrees with decision or action	12%	12%	15%	16%
Statutory Complaints				
Service and care	70%	36%	20%	43%
Disagrees with decision or action	20%	43%	20%	29%
Safety	10%	7%	40%	14%
Discrimination	-	-	25%	14%

* 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:

- Locality Team Managers to provide any training or development that is needed to their teams to ensure that all workers understand decision making processes, timescales and possible outcomes, so they can confidently explain these to families.
- Consideration will be given to how the most recent EHCP/EHCAR documents can be automatically available on the LCS system used by social/early help workers.

Ombudsman

During Q4, 12 Ombudsman enquiries were received. Twelve decisions were received during this quarter:

- Eight were closed after initial enquiries
- Four were upheld with fault and injustice, detailed below.

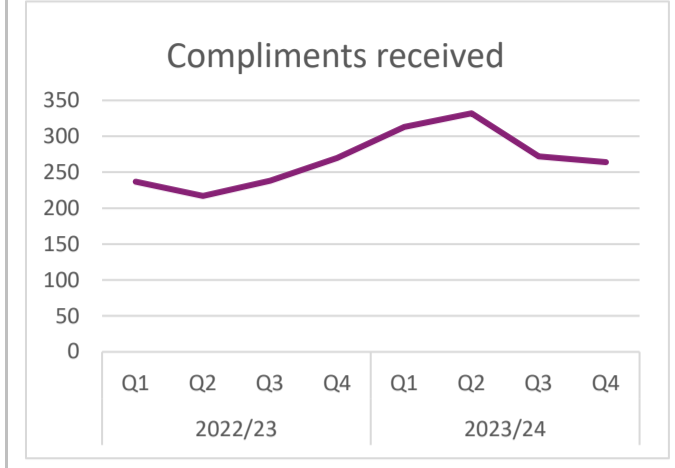
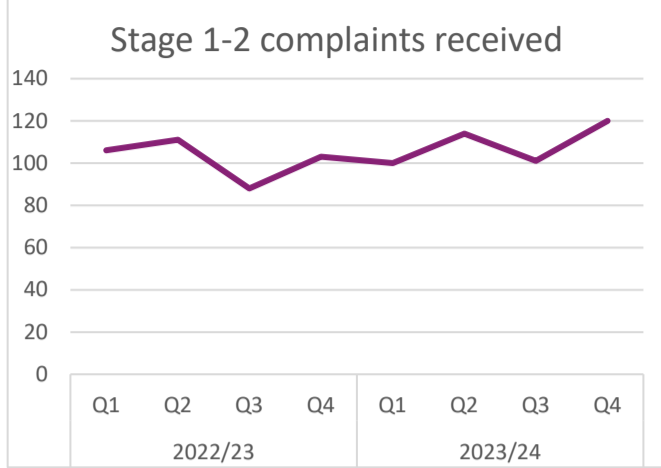
23 007 194 - The Council failed to ensure that Y received the special educational provision set out in their EHC Plan. The Council has agreed to apologise and make payments to Y and to Ms X and to take action to prevent similar failings in future.

23 006 228 - Mrs Y complained about the way the Council dealt with her child’s Education, Health and Care Plan and special educational needs provision. We have found fault by the Council in failing to: make all the provision in the Plan; complete the annual review process within the statutory timescales; and complete the agreed action plan for resolving Mrs Y’s complaint. These faults caused injustice. The Council has agreed to remedy this by apologising to Mrs Y, making payments to recognise the impact of the missed provision and distress caused, taking steps to complete the review process and a service improvement.

23 006 997 - Mrs D complained how the Council handled her daughter’s special educational needs. She says the Council delayed amending and finalising her daughter’s Education, Health and Care plan after the annual review. She also says the Council failed to provide her daughter with alternative provision after she stopped attending school. We find Council was at fault for its delays in dealing with Mrs D’s daughter’s Education, Health and Care plan after the annual review. It was also at fault for its communication about alternative provision. The Council offered Mrs D suitable personal remedies to address her injustice. However, we also recommend service improvements which the Council has agreed to implement.

23 008 809 - Mrs X complained about the Council’s actions in relation to her child’s, Y, Education, Health and Care Plan (EHC Plan). The Council was at fault for not completing an annual review of Y’s EHC Plan since November 2021. The Council has agreed to apologise to Mrs X and provide her with a symbolic payment of £250 for the frustration and uncertainty caused to her. The Council will also remind staff to complete annual reviews of EHC Plans in line with legislation and statutory guidance.

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



Cases Received

	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4
Stg1	86	89	73	89	82	91	86	96
Stg2	20	22	15	14	18	23	15	24

We received 96 Stage 1 complaints in Q4, of those 96% were acknowledged within time, this means we continue to exceed our 90% target.

Root Cause	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4
Service and Care	22%	28%	26%	36%
Pricing and Charges	33%	29%	24%	29%
Communication	11%	13%	5%	17%
Disagrees with decision or action	27%	31%	21%	16%
Discrimination	-	-	-	1%
Staffing	1%	1%	-	1%

Timeliness

In Q3, we closed 46 complaints; 100% were closed within time. Which meets our 90% target.

24 complaint reviews were received; 22 were within time (92%). The two out of time responses were received late from the service area.

HARA received 22 complaints in Q4, the highest amount, with Ham/Rich receiving 21. S/W received 20, VoY received 17 and Craven received the least with four. 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 24 (52%), Partly Upheld 13 (28%), Upheld 6 (13%), Not Pursued/Investigated 3 (7%).

Learning

This year we have looked to strengthen the way in which we continuously learn and improve from the feedback we get from our service users and families, via complaints, compliments, and comments. We have commenced a programme of “deep dives” into complaints, which we aim to do once per quarter. This year we have completed deep dives into the following areas:

- Complaints where “communication” has been deemed the root cause
- Complaints received from individuals open to our Mental Health teams
- Complaints relating to Benefits and Charging
- Complaints received within our Harrogate and Rural Alliance service area

Within these deep dives we aim to look for themes, patterns, and trends so that we can consider these and share learning to minimise the chance of reoccurrence of similar issues in the future. The learning is shared with the relevant service areas. We have also attended forums such as Mental Health Development Board and Adult Social Care Forum this year and utilised the Practice Bulletin to share the findings more widely where appropriate.

We share a Continuous Learning Report with the Practice Team, to share emerging themes within complaints as well as celebrating compliments. The key themes we have shared so far are as follows:

- Increasing numbers of complaints relating to hospital discharges, specifically conflicting information regarding “6 weeks’ free care” upon discharge.
- Importance of accurate record keeping on LLA, in particular in relation to data breaches and enabling evidence-based decision making.
- Importance of workers following up tasks within agreed timescales or remaining in contact if this will not be possible, to ensure transparency and avoid service user/family feeling frustrated.

Highlighting a number of the upheld complaints which are regarding delays (across all services from assessments, OT, swale HIA etc), which evidences the demand for our services and pressures on our workforce.

Ombudsman

HAS received three new Ombudsman enquiries in Q4. Two were closed following initial enquiries with no further action. One case was withdrawn by the complainant. At the end of the quarter, two cases remain open.

Executive Performance Report Appendix

Quarter 4 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.

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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


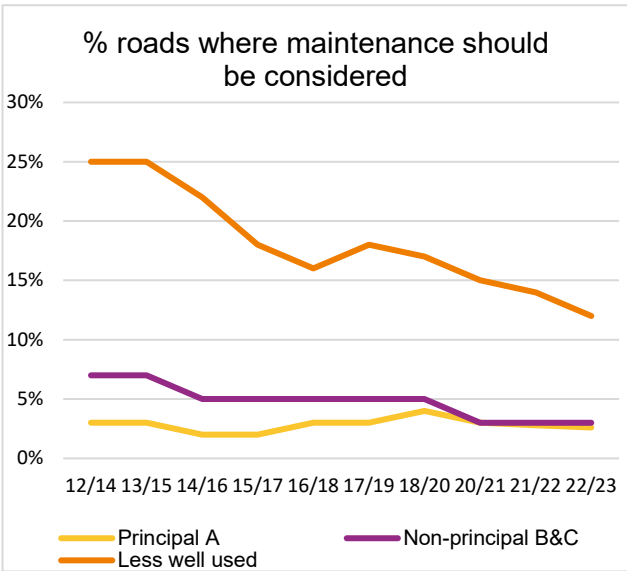

	Direction of travel is positive compared to the year-end or last quarter figures		Direction of Travel is negative compared to the year-end or last quarter figures
	Performance is static to last year's outturn or last quarter's figures	N/A	Data either at a yearly or quarterly level not available

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 ₂ e	For information only		<p>This indicator is updated on an annual basis. Next update is June 2024.</p> <p>This indicator covers territorial emissions of CO₂, CH₄ and N₂O. The UK local authority and regional greenhouse gas emission statistics for 2021 state North Yorkshire produced 6,391.59 kilotons of CO₂e. These figures are from the National Atmospheric Emissions Inventory. North Yorkshire's 2021 CO₂e 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 data-bbox="582 920 1220 1384" data-label="Figure"> <table border="1"> <caption>Total greenhouse gas emissions in North Yorkshire</caption> <thead> <tr> <th>Year</th> <th>Kt CO₂e</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 ₂ e	2018	6,468.30	2019	6,226.50	2020	5,828.70	2021	6,391.60	N/A	N/A
Year	Kt CO ₂ e															
2018	6,468.30															
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2020	5,828.70															
2021	6,391.60															
EN2 Residual household waste per household (Kg/household)	Q3 23/24 = 135.18kg Q2 23/24 = 137.73kg		Q3 22/23 = 126.59kg	<p>Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra).</p> <p>The outturn in Q3 2023/24 was 135.18kg.</p> <p>Residual waste tonnages have increased slightly compared to Q3 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 small increase compared to Q3 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	Q3 23/24 = 39.27% Q2 23/24 = 46.7%		Q3 22/23 = 42.4%	<p>Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra).</p> <p>The outturn for Q3 2023/24 was 39.27%.</p> <p>Performance has decreased compared to Q3 22/23 which is due to recycling performance. Recycling performance has improved, compared to Q1 and Q2 but is still lower than 22/23. This is due to improved consistency in reporting, overall tonnage declines, and increase in contamination of material, which is being addressed in Craven. Composting performance is very similar for Q3 22/23 (16.3%) and Q3 23/24 (16.43%). This shows that compost tonnages are impacted mainly by weather conditions, and the introduction of charging in Selby locality has not affected performance significantly.</p> <p>RAG rating amber because overall performance has decreased compared to Q3 2022/23 (42.4%) and the previous quarter (46.7%).</p>																						
EN4 % of waste arising to landfill	Q3 23/24 = 0% Q2 23/24 = 1.4%		Q3 22/23 = 4.7%	<p>Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra).</p> <p>The outturn for North Yorkshire in Q3 2023/24 was 0%.</p> <p>Availability and performance has been good at Allerton Waste Recovery Park (AWRP) this quarter. The next planned shutdown is April 2024.</p> <p>RAG rated green because zero waste was sent to landfill, compared to the previous quarter (1.4%) and Q3 22/23 (4.7%).</p>																						
EN5 Number of fly tipping incidents reported per quarter	2023/24 Q3:554 incidents Q4:819 incidents		Q4 21/22 = 824 Q4 22/23 = 793	<p>A total of 819 fly-tipping incidents were reported across North Yorkshire in Q4. Scarborough had the highest number (269), and Selby had the second highest (156).</p> <p>The cost to the Council for clean-up was £40,887 in Q3 and £39,454 in Q4. The reduction in costs were due to the type/size of incidents reported (e.g. 37 tipper loads in Q3 compared to 7 in Q4). The figures are based on Defra and Waste Data Flow use for the national stats on Fly Tipping.</p> <p>RAG rating Amber because this is an increase compared to the previous quarter (554) and the same quarter last year (793).</p>																						
EN6 Parking Penalty: charge notices (PCN)	Scarborough 10256 notices Harrogate 5498 notices Total 15754 notices		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> <table border="1"> <thead> <tr> <th></th> <th>Scarborough</th> <th>Harrogate</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>10301</td> <td>5983</td> <td>16284</td> </tr> <tr> <td>Q2</td> <td>11546</td> <td>4937</td> <td>16483</td> </tr> <tr> <td>Q3</td> <td>10089</td> <td>5770</td> <td>15859</td> </tr> <tr> <td>Q4</td> <td>10256</td> <td>5498</td> <td>15754</td> </tr> </tbody> </table>		Scarborough	Harrogate	Total	Q1	10301	5983	16284	Q2	11546	4937	16483	Q3	10089	5770	15859	Q4	10256	5498	15754	N/A	N/A
	Scarborough	Harrogate	Total																							
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+ Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:																																													
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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	<p>Updated annually. Next update Q3 2024-25</p> <p>2023's survey saw drops in the public satisfaction scores across the whole of the country.</p> <p>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.</p> <p>The main report has a short focus on the results with more details on key satisfaction scores.</p>	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) 2.6% (2022/23 survey)		<p>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</p> <p>The 2021/22 average is 4% however of the 151 expected data returns only 111 have been received at present.</p>	<p>This indicator is updated annually. Next update Q3 2024-25</p> <p>RAG rated green because it is lower than the available average of other authorities.</p>  <table border="1"> <caption>% roads where maintenance should be considered</caption> <thead> <tr> <th>Year</th> <th>Principal A</th> <th>Non-principal B&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>2.8%</td><td>3%</td><td>14%</td></tr> <tr><td>22/23</td><td>2.6%</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	2.8%	3%	14%	22/23	2.6%	3%	12%	N/A	
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+ 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) 3% (2022/23 survey)		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.	<p>This indicator is updated annually. Next update Q3 2024-25 RAG rated green because it is lower than the available average of other authorities.</p> <p>The chart shows three data series: 'Less well used' (orange line) starts at 25% in 2012/14 and generally declines to about 12% by 2022/23. 'Non-principal B&C' (purple line) starts at 7% and stays relatively flat around 5-6%. 'Principal A' (yellow line) starts at 3% and stays between 2% and 4%.</p>	N/A	⊖
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..	<p>This indicator is updated annually. Next update Q3 2024-25 RAG rated green because it is an improvement on the previous year.</p>	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 th highest in 2012 to 22 nd in 2020. All road safety data is measured using a calendar year.	<p>2022 Data released in Sept 23. No further update as at Q4</p> <p>Nationally there are no targets for Road Safety; therefore the York and North Yorkshire Road Safety Partnership monitors against a 5 year baseline average.</p> <p>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.</p> <p>With the 2022 reduction, the overall trend is still downwards.</p> <p>This indicator is updated annually.</p>	N/A	




+ Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
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EN12 Public Rights of Way Network condition (PRoW): % of network passable	23/24 Q4 90.55% 23/24 Q3 90.58% 23/24 Q2 90.78% 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%		Local measure – no comparable data available.	This indicator is updated on a quarterly basis. RAG rated green because the figure remains consistent across 2022/23 and 2023/24 The Countryside Access Service has resolved over 1400 issues this year including the installation of 31 bridges, which has had a positive impact on sustaining the percentage of the PROW network passable despite reduced capacity within the Service due to long term sickness absence of a key member of staff and sustained pressure on the service with 1600 issues reported across the network.		
CD1 % Major planning applications within statutory or extension of time	Q4 23/24 92.31% 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% The service continues to deliver well ahead of the statutory target and has shown a degree of consistency with the performance reported in Q3 (increasing by 1.27%)		N/A
CD2 % Minor planning applications within statutory or extension of time	Q4 23/24 – 82.34% 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% Again performance is well ahead of the statutory target and shown an increase compared to Q3. Overall this indicator has shown little variance over the year with just 5.12% separating the years high performance in Q2 with the lowest in Q3. This would suggest that performance is relatively stable and despite the ongoing changes to structures, policies and processes the team have coped with demands admirably.		N/A
CD3 % Other planning applications within statutory or extension of time	Q4 23/24 – 87.40% 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% Performance in relation to the 'other planning applications' remains positive and ahead of the statutory target. Again, given the challenges faced by the service over the year the variance in recorded performance is minimal with a fluctuation of just 1.88% across the year. This reflects well on the service and the staff in continuing to meet such high levels of performance.		N/A

+ Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD4 County matter planning applications determined within 13/ 16-week timescales or within agreed extension of time 2-year rolling measure	Q4 23/24 – 79.30% 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%. Performance has remained static and ahead of the statutory target.		

+ Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:																													
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CD7 Superfast broadband coverage as at 20 th January 2024. (source Think broadband)	Superfast and Fibre Coverage in North Yorkshire . North Yorkshire premises >=30Mbps 94.98% All England premises >=30Mbps 98.2%		Bench-marking to other rural counties in the CIPFA comparators (see table in the comments column)	<p>This indicator is updated on a quarterly basis. Data from 17th April 2024.</p> <p>RAG rated green because good and consistent progress has been made towards the all England average.</p> <p>An analysis of the 6 North Yorkshire parliamentary constituency's shows Harrogate and Knaresborough the highest at 98.79% coverage and Richmond the lowest at 90.42% coverage. Five of the six areas are below the all England average of 98.2%.</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: #d3d3d3;">County</th> <th style="background-color: #d3d3d3;">Superfast (30Mbps or faster. % premises covered</th> </tr> </thead> <tbody> <tr><td>Suffolk</td><td>98.15%</td></tr> <tr><td>Dorset</td><td>97.39%</td></tr> <tr><td>Norfolk</td><td>96.94%</td></tr> <tr><td>North Yorkshire</td><td>94.98%</td></tr> <tr><td>Devon</td><td>93.76%</td></tr> <tr><td>Somerset</td><td>94.09%</td></tr> <tr> <th style="background-color: #d3d3d3;">Constituencies</th> <th style="background-color: #d3d3d3;">Superfast (30Mbps or faster. % of premises covered</th> </tr> <tr><td>Harrogate & Knaresborough</td><td>98.79%</td></tr> <tr><td>Selby & Ainsty</td><td>96.70%</td></tr> <tr><td>Scarborough & Whitby</td><td>96.74%</td></tr> <tr><td>Skipton & Ripon</td><td>94.55%</td></tr> <tr><td>Thirsk & Malton</td><td>92.68%</td></tr> <tr><td>Richmond</td><td>90.42%</td></tr> </tbody> </table>	County	Superfast (30Mbps or faster. % premises covered	Suffolk	98.15%	Dorset	97.39%	Norfolk	96.94%	North Yorkshire	94.98%	Devon	93.76%	Somerset	94.09%	Constituencies	Superfast (30Mbps or faster. % of premises covered	Harrogate & Knaresborough	98.79%	Selby & Ainsty	96.70%	Scarborough & Whitby	96.74%	Skipton & Ripon	94.55%	Thirsk & Malton	92.68%	Richmond	90.42%		
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CD8 Housing affordability: Ratio of median house price to median gross annual (where available) residence-based earnings Source: ONS ratio of median house price median gross residents-based earnings. Table 1c, 3c, 5c	NY 8.01	County wide economic indicators	In 2023 the median house price in North Yorkshire was £263,000, compared to £290,000 for England. The median wages in 2023 were £32,824 in NY compared to £35,100 for England.	<p>This indicator is updated on an annual basis. Data next released in March 2025.</p> <p>Not Rag rated because this indicator is for information only. This is market data intelligence and not a reflection on the council performance.</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> <th>2023</th> </tr> </thead> <tbody> <tr> <td>North Yorkshire</td> <td>7.63</td> <td>8.51</td> <td>8.37</td> <td>8.01</td> </tr> <tr> <td>York's & Humber</td> <td>5.9</td> <td>6.56</td> <td>6.22</td> <td>6.08</td> </tr> <tr> <td>England</td> <td>7.87</td> <td>9.06</td> <td>8.47</td> <td>8.26</td> </tr> </tbody> </table>		2020	2021	2022	2023	North Yorkshire	7.63	8.51	8.37	8.01	York's & Humber	5.9	6.56	6.22	6.08	England	7.87	9.06	8.47	8.26	N/A	
	2020	2021	2022	2023																						
North Yorkshire	7.63	8.51	8.37	8.01																						
York's & Humber	5.9	6.56	6.22	6.08																						
England	7.87	9.06	8.47	8.26																						
CD9 Number of affordable homes delivered (gross)	Awaiting Q4 data	No RAG rating	Q3: 179 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. This measure will be calculated annually and therefore will not be RAG rated.																						
CD10 Number of additional homes provided	2022/23: 2,660	No RAG rating		<table border="1"> <thead> <tr> <th>2018/19</th> <th>2019/20</th> <th>2020/21</th> <th>2021/22</th> <th>2022/23</th> </tr> </thead> <tbody> <tr> <td>2,230</td> <td>2,740</td> <td>2,570</td> <td>2,890</td> <td>2,660</td> </tr> </tbody> </table> <p>Verified data for 2022/23 released October 2023.</p> <p>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.</p> <p>This measure will be calculated annually.</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																						



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CD11 Number of long-term empty homes	Awaiting verified Q3 and Q4 data		2021: 2,832 2022: 3,144	<table border="1"> <thead> <tr> <th>2021</th> <th>2022</th> <th>Q1</th> <th>Q2</th> </tr> </thead> <tbody> <tr> <td>2,832</td> <td>3,144</td> <td>3,757</td> <td>3,257</td> </tr> </tbody> </table> <p>Unable to provide an update for this quarter due to data issues.</p>	2021	2022	Q1	Q2	2,832	3,144	3,757	3,257	N/A	N/A																												
2021	2022	Q1	Q2																																							
2,832	3,144	3,757	3,257																																							
CD12 Number of empty properties brought back into habitable use by the council	Awaiting verified Q3 and Q4 data	No RAG rating		Unable to provide an update for this quarter due to data issues.																																						
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. No RAG rating as market data.																																						
CD14 Total social lettings	Awaiting Q3 and Q4 data	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. This measure will be calculated annually.</p> <p>Unable to provide an update for this quarter due to data issues.</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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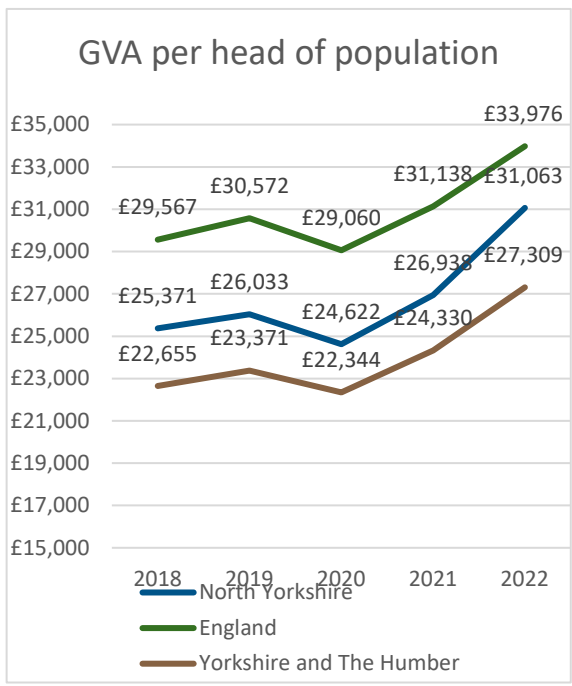
+ Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD15 Average time taken to re-let local authority housing (days)	58.00 days		2022/23 51.9 days 2021/22 43.5 days	<p>Benchmarking across local authority landlords at the end of Q4 places North Yorkshire in the third quartile. Average re-let times decreased from January (72.67 days) to March (58.00 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>	N/A	N/A
CD16 % of responsive repairs to council houses completed within their target timescale	72.06%	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>72.06% of responsive repairs were completed within their target timescale in March. 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 327.26 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	Awaiting Q4 data	No RAG rating	Q3 2.32 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> <p>Unable to provide an update for this quarter due to data issues.</p>		N/A
CD18 Households assessed as homeless per 1000 households	Awaiting Q4 data	NO RAG rating - data still be validated	Q3 0.49 Q2: 0.43 Q1 2022/23: 0.48	<p>The proportion of households that were homeless in Q3 was slightly higher than earlier in the year.</p> <p>Unable to provide an update for this quarter due to data issues.</p>		N/A
CD19 % of homelessness prevention successful	Awaiting Q4 data	No RAG rating	Q3: 46.15% Q2: 48.19% Q1: 45.14%	<p>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.</p> <p>Unable to provide an update for this quarter due to data issues.</p>		N/A

+ Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:																												
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CD20 Total number of households in temporary accommodation	Awaiting Q4 data		Q3: 238 Q2: 219 Q1 (verified): 213 Q4 2022/23 (verified): 213	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. 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.																													
LE1 Number of stronger communities' grants paid	49 grants were paid totalling £99,093	For information only	N/A	<p>In Q4 2023/24, 49 grants were paid totalling £99,093. 40 of the grants awarded were Inspire grants, 5 were CAO grants. And there were 4 others.</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>Q3 2023/24</td> <td>70</td> <td>267,575</td> </tr> <tr> <td>Q4 2023/24</td> <td>49</td> <td>99,093</td> </tr> </tbody> </table> <p>This includes Community Grants, CSO Support, Grow & Learn, Inspire, and Achieve & OD projects. 2023/24: Excludes funds administered on behalf of other partners, Household Support Fund and Homes for Ukraine. Q2 & 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	Q3 2023/24	70	267,575	Q4 2023/24	49	99,093		
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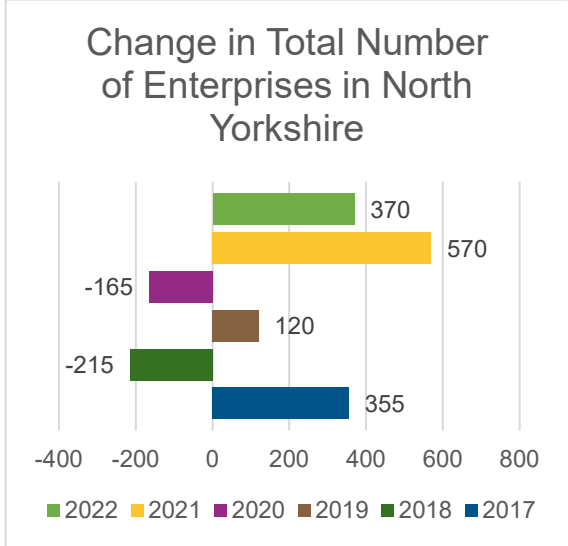

Economy






- 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


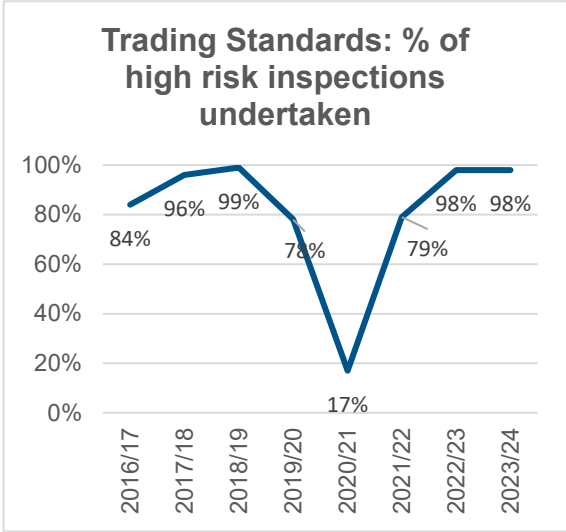
Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:																																	
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<p>CD21</p> <p>Total employee jobs in North Yorkshire</p> <p>Source: NOMIS Area Profile: total jobs – FT+PT. (Excludes self-employed, HM Forces and farm based agriculture.)</p>	<p>266,000 (2019)</p> <p>255,000(2020)</p> <p>266,000(2021)</p> <p>268,000(2022)</p>	County wide economic indicators	<p>Using job density (the ratio of total jobs to resident population aged 16-64) as a comparator (see table in the comments column).</p>	<p>This indicator is updated on an ad hoc basis. 2023 data not yet available.</p> <p>Not Rag rated as this indicator is for information only.</p> <table border="1"> <thead> <tr> <th></th> <th>NY</th> <th>Y&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> <tr> <td>2022</td> <td>0.93</td> <td>0.82</td> <td>0.87</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	2022	0.93	0.82	0.87	N/A	
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<p>CD22</p> <p>% those aged 16-64 who are economically active</p>	<p>All people economically active – 302,600</p> <p>80.6% of working age population (16-64)</p> <p>March 2024 - Claimant Count – all people. 7,385</p> <p>2.1% of working age resident population</p> <p>Source Nomis</p>			<p>Data as at March 2024.</p> <p>80.6% of working age population economically active. Compared with 76.8% for Yorkshire & Humber and 78.8% for Great Britain.</p> <p>2.1% claimant count, March 2024. Compared with 4.3% for Yorkshire & Humber and 3.9% for Great Britain.</p> <p>Performance in relation to Yorkshire and Humber and GB is in both cases is good. Hence a Green RAG rating.</p>	N/A																																	

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:																													
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<p>CD23</p> <p>Earnings (Gross weekly pay FT workers) by place of residence (average weekly wage (based on residence))</p> <p>https://www.ons.gov.uk/employmentandlabourmarket/peopleinwork/earningsandworkinghours/datasets/placeofresidencebylocalauthorityshettable8</p>	<p>2023 £633.8</p> <p>2022 £589.6</p> <p>2021 £584.6</p>	County-wide economic indicators		<p>This indicator is updated on an annual basis. The next update will be Q4 2024/25.</p> <p>The long-term trend shows gross full time weekly wages continuing to rise in North Yorkshire.</p> <table border="1"> <thead> <tr> <th>£</th> <th>NY</th> <th>Y&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> <tr> <td>2023</td> <td>633.8</td> <td>631.5</td> <td>682.6</td> </tr> </tbody> </table> <p>In 2023 the gross weekly pay for full-time workers was £633.8 up from £589.6 in 2022 however it should be noted this is below the national average.</p>	£	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	2023	633.8	631.5	682.6	N/A	
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<p>CD24</p> <p>GVA per head of population</p>	<p>2022- £31,063</p> <p>2021- £26,938</p> <p>2020- £24,622</p>	County wide economic indicators		<p>The next release is March 2025.</p> <p>Not RAG rated as indicator for information only.</p> <p>GVA per head of population in North Yorkshire is above the Yorkshire and The Humber average of £27,309, but below the national England average of £33,976.</p> 	N/A	N/A																												

Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:																									
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<p>CD25</p> <p>New Businesses starts</p> <p>www.ons.gov.uk/businessindustryandtrade/business/activitiesizesandlocation/datasets/businessdemographyreference-table</p>	<p>2022</p> <p>2,740</p>	County wide economic indicators	<p>2021 2,725</p> <p>2020 2,325</p> <p>2019 2,535</p> <p>2018 2,540</p> <p>2017 2,815</p> <p>2016 2,995</p>	<p>This indicator is updated on an annual basis.</p> <p>No RAG rating for information only.</p> <table border="1"> <caption>New Business Starts, 2016-2022</caption> <thead> <tr> <th>Year</th> <th>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	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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<p>CD26</p> <p>% Businesses survival rate (2 year)</p>	78.5%	County wide economic indicators		<p>This indicator is updated on an annual basis.</p> <p>No RAG rating for information only.</p> <p>Business survival rate after 2 years in North Yorkshire is above the England and Yorkshire and The Humber average.</p> <table border="1"> <caption>% Business survival rate after 2 years, 2016-2020</caption> <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>72.0</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	72.0	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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Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:													
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CD27 Change in the total number of enterprises	+370 enterprises in 2022, compared to 2021	County wide economic indicators		<p>This indicator is updated on an annual basis. No RAG rating for information only.</p> 	N/A	N/A												
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>National deprivation data has not been updated since 2019</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" data-bbox="791 1653 1189 1897"> <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	
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Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD 31: Visitor numbers to cultural venues	Q4: 67,164 Q3: 62,237		N/A	This indicator was introduced in Q3 and has shown improvement over Q4. Feedback in regard to events and venues remains positive (see below and details of specific events is covered within the narrative report).		N/A
Outreach, livestream & community / project engagement numbers	Q4: 902 Q3: 1,387	N/A	N/A	This is another new indicator introduced as of Q3; therefore historic information is lacking in order to establish seasonal trends and variance. Despite this there has been a significant reduction in numbers this is largely attributable to a period of maintenance and downtime within the centres; in addition schools are less likely to engage in such activities after Christmas which impacts on engagement numbers.		N/A
Satisfaction with cultural engagement experience	Q4: 96.25% Q3: 100%		Internal target 80%	This remains well ahead of target and shows little variance against the Q3 performance (reduction of just 3.75%); therefore it is felt that this should be regarded as static performance on account of the low variance.		N/A
Cultural engagement experience's as value for money	Q4: 100% Q3: 95%		Internal target 80%	Again the documented performance is in excess of the target and has shown a 5% increase on the recorded Q3 performance. More detail on the customer feedback is contained within the narrative report		N/A
Cultural engagement experiences as 'very accessible / responsive to needs'	Q4: 100% Q3:86%		Internal target 80%	The service continues to cater for diverse needs and requirements and remains accessible for all. The feedback from customers in this area is extremely positive and has shown a substantial increase in comparison to Q3. Where possible the service is listening to customers and addressing needs when required.		N/A






Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:																					
					Quarter	Year																				
EN15 Trading standards: % of high-risk inspections undertaken	23/24 Q4 98% 23/24 Q3 67% 23/24 Q2 39% 23/24 Q1 11% 22/23 Q4 98% 22/23 Q3 45% 22/23 Q2 26% 22/23 Q1 7%		Local measure – no comparative data available 23/24 98% 22/23 98% 21/22 79% 20/21 17% 19/20 78% 18/19 99% 17/18 96% 16/17 84%	<p>This indicator is updated Q4 2023/24.</p> <p>The high-risk inspection profile (target) is as follows: Q1 - 15% Q2 - 40% Q3 - 75% Q4 - 100%</p> <p>At the end of Q4 98% of high-risk inspections had been undertaken. All inspections completed by mid April, slippage due to previous mis-coding under the risk rating scheme.</p> <p>RAG rated green because in line with previous year and is within 2% of the target.</p>																						
				 <p>Trading standards: % of high risk inspections undertaken</p> <table border="1"> <caption>Trading Standards: % of high risk inspections undertaken (Q1-Q4)</caption> <thead> <tr> <th>Quarter</th> <th>2023/24</th> <th>2022/23</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>11%</td> <td>7%</td> <td>15%</td> </tr> <tr> <td>Q2</td> <td>39%</td> <td>26%</td> <td>40%</td> </tr> <tr> <td>Q3</td> <td>67%</td> <td>45%</td> <td>75%</td> </tr> <tr> <td>Q4</td> <td>98%</td> <td>98%</td> <td>100%</td> </tr> </tbody> </table>	Quarter	2023/24	2022/23	Target	Q1	11%	7%	15%	Q2	39%	26%	40%	Q3	67%	45%	75%	Q4	98%	98%	100%	NA	=
Quarter	2023/24	2022/23	Target																							
Q1	11%	7%	15%																							
Q2	39%	26%	40%																							
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				 <p>Trading Standards: % of high risk inspections undertaken</p> <table border="1"> <caption>Trading Standards: % of high risk inspections undertaken (Historical)</caption> <thead> <tr> <th>Year</th> <th>Trading Standards (%)</th> </tr> </thead> <tbody> <tr> <td>2016/17</td> <td>84%</td> </tr> <tr> <td>2017/18</td> <td>96%</td> </tr> <tr> <td>2018/19</td> <td>99%</td> </tr> <tr> <td>2019/20</td> <td>78%</td> </tr> <tr> <td>2020/21</td> <td>17%</td> </tr> <tr> <td>2021/22</td> <td>79%</td> </tr> <tr> <td>2022/23</td> <td>98%</td> </tr> <tr> <td>2023/24</td> <td>98%</td> </tr> </tbody> </table>	Year	Trading Standards (%)	2016/17	84%	2017/18	96%	2018/19	99%	2019/20	78%	2020/21	17%	2021/22	79%	2022/23	98%	2023/24	98%				
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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: 80.2 Female: 84.0 (2020-22)		M: England = 78.9 CIPFA: 78.2 to 81.2 F: England = 82.8 CIPFA: 82.2 to 84.8	This indicator was updated in 2023/2024 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. For males, North Yorkshire is 6 th highest among 16 similar areas (one area without data), and for female, it is 5 th highest. The LE have dropped slightly from the previously period (2019-2021), -0.2 for females and -0.1 for males. Data as currently shown on Public Health Profiles – Fingertips	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 st (best) quintile	M: England = 9.7 CIPFA: 6.0 to 9.0 F: England = 7.9 CIPFA: 3.9 to 7.9	This indicator was updated in 2022/23. RAG rated: 1st (best) quintile The slope index of inequality in life expectancy at birth for both male and female are within the 1st (best) quintile in England. For males, North Yorkshire is 3rd lowest among 16 similar areas (one area without data), and for females, it is joint 3rd. Data as currently shown on Public Health Profiles – Fingertips	N/A	M:  F: 
PH 3 Life expectancy at 65 - (male / female)	Male: 19.4 Female: 21.7 (2020-2022)		M: England = 18.4 CIPFA: 18.3 to 19.8 F: England = 20.9 CIPFA: 20.4 to 22.3	This indicator was updated in 2023/2024 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. For males, North Yorkshire is joint 3rd highest among 16 similar areas, and for females, it is joint 4 th . The LE at 65 for males stayed the same compared to the previously period (2019-21). Whereas for females LE decrease by -0.2 since the previously period (2019-21), however the overall trend for LE stays the same. Data as currently shown on Public Health Profiles – Fingertip	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	This indicator was updated in 2023/2024 RAG rated amber because the suicide rate in North Yorkshire is similar compared to England. 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. 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
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	This indicator was updated in Q1 2023/24. RAG rated green because the under 18 conception rates in North Yorkshire is significantly better compared with England. North Yorkshire has the 6th lowest rate amongst 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips * 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%	This indicator was updated in 2022/23. 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. It is the 1 st highest among 16 similar areas. There was an increase from 91.1% to 94.6% (2021/22 to 2022/23), however no significant change. Data as currently shown on Public Health Profiles – Fingertips	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%	This indicator was updated in 2022/23. 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. It is the 1 st highest among 16 similar areas. There was an increase from 96.7% to 97.7% (2021/22 to 2022/23), however no significant change. Data as currently shown on Public Health Profiles – Fingertips	N/A	
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%	This indicator was updated in 2022/23. 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. It is the 1 st highest among 16 similar areas (two areas with no data). Data as currently shown on Public Health Profiles – Fingertips	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 benchmarking data available	Due to Covid the national NCMP team requested local authority to carry out measurements of reception children in 10% of schools. 413 schools were measured between Sept 20 and July 21. 2017/18 data showed 66.2% for same quarter last year, so a little lower. Cumulative towards an annual target of 85%, so just below track. This is under review as part of re-commissioning.	N/A	


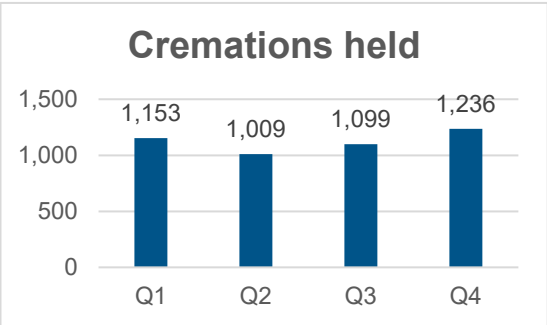






Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH10 Year 6 children completing a check (%)	<u>2020/21</u> 6.8% <u>2018/19</u> Q4 30.5% <u>2017/18</u> Q4 30%		Local measure - no bench-marking data available	Due to Covid the national 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. This is under review as part of re-commissioning.	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%	This indicator was updated in 2022/23. 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. 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. Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH12 Excess weight in adults	61.4% (2021/22)		England = 63.8% CIPFA: 60.5% to 70.4%	This indicator was updated in Q1 2023/24. RAG rated green because the excess weight in adults in North Yorkshire is significantly better compared with England. Among 16 similar areas, North Yorkshire has the 2nd lowest rate. Data as currently shown on Public Health Profiles – Fingertips	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%	This indicator was updated in 2022/23. RAG rated amber because the proportion of children in Reception classes with excess weight is similar compared to England. North Yorkshire is ranked 5 th highest out of 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips *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
PH14 The percentage of children aged 10 or 11 (year 6) who have excess weight	<u>2022/23</u> 34.5%		England = 36.6% CIPFA: 32.5% to 41.1%	This indicator was updated in 2022/23. RAG rated green because the proportion of children in Year 6 classes with excess weight is significantly lower compared with England. North Yorkshire is ranked 7 th lowest out of 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips *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%	This indicator was updated in Q1 2023/24. RAG rated green because the proportion of physically active adults in North Yorkshire is significantly higher than England. It is 6 th highest among 16 similar areas. The percentage has been significantly higher compared to England from 2015/16 to 2021/22. 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
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%	This indicator was updated in Q1 2023/24. RAG rated red because the cumulative percentage of the eligible population aged 40-74 offered an NHS Health Check is lower compared with England. Amongst 16 similar areas (one area with data quality issues), North Yorkshire has the 9 th 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. Data as currently shown on Public Health Profiles – Fingertips	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%	This indicator was updated in Q1 2023/24. 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. Amongst 16 similar areas, North Yorkshire has the 5 th 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. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH18 Flu vaccination coverage 65+	85.7% (2022/23)		England = 79.9% CIPFA: 79.8% to 85.7%	New data - This indicator was updated in Q2 2023/24. RAG rated green because the benchmarked goal is: <75% >=75% Government policy is to recommend immunisation for people aged 65 years and over and those under 65 years in at risk groups. The ambition is to achieve 75% uptake in those aged 65 years and over, which North Yorkshire has achieved. It is 1 st among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH19 Hospital admissions caused by unintentional and deliberate injuries to children under 15 years per 100,000	2021/22 99.9 per 10,000 (925 admissions)		England = 84.3 per 10,000 CIPFA: 51.4 to 120.6 per 10,000	This indicator was updated in Q3 2023/24. RAG rated red because North Yorkshire is significantly worse compared to England. 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 th highest rate among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips * 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
PH20 The rate of children and young people admitted to hospital as a result of self-harm	<u>2022/23</u> 284.3 per 100,000 population		England = 319.0 per 100,000 CIPFA: 237.7 to 611.8 per 100,000	This indicator was updated in Q4 2023/24. RAG rated amber because North Yorkshire's rate of admissions is similar compared with England's. North Yorkshire is 2 nd lowest among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH21 The rate of children and young people admitted to hospital for mental health conditions per 100,000 (under 18s)	<u>2022/23</u> 105.1 per 100,000 population (135 admissions)		England = 80.8 per 100,000 CIPFA: 50.4 to 163.7 per 100,000	This indicator was updated in Q4 2023/24 RAG rated amber because North Yorkshire's rate of admissions is similar compared with England's. There were 120 admissions for mental health conditions in 2022/23. 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 6 th highest among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips *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	
PH22 Smoking prevalence in adults	9.6% (2022)		England = 12.7% CIPFA: 9.3% to 14.0%	This indicator was updated in Q2 2023/24. 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 rd 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%	This indicator was updated in 2022/23. 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 th lowest. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH24 Successful quitters at 4 weeks (smokers)	1,534 per 100,000 smokers aged 16+ (2022/23)		England = 1,620 per 100,000 CIPFA: 249 to 2,733	This indicator was updated in 2022/23. RAG rated orange because the rate of smokers successfully quitting at 4 weeks in North Yorkshire is similar than England. It is 11 th of 16 similar areas. The rates have been significantly lower compared to England from 2013/14 to 2019/20 and now are similar to England since 2021/2022 to 2022/23. The quit rate was lower in 2022/23 compared with 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
PH25 Successful completions of treatment for opiate use	6.8% (2022)		England = 5.0% CIPFA: 3.0% to 9.7%	This indicator was updated in Q4 2022/23. RAG rated green because the percentage of successful completion of treatment for opiate use in North Yorkshire is significantly higher than England. Amongst 16 similar areas, North Yorkshire is 4 th 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%	This indicator was updated in Q4 2022/23. RAG rated red because the successful completion of treatment for non-opiate use is significantly lower than England. Amongst 16 similar areas, North Yorkshire is the 4 th 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%	This indicator was updated in Q4 2022/23. RAG rated red because the successful completion of treatment for alcohol use is significantly lower than England. Amongst 16 similar areas, North Yorkshire is the 3 rd highest. The completion rate has decreased from the previous year. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH28 Proportion of dependent drinkers not in treatment	75.5% (2020/21)		England = 81.9% CIPFA: 75.5% to 90.1%	This indicator was updated in 2022/23. RAG rated green because the estimated proportion of dependent drinkers who are not in treatment is significantly lower in North Yorkshire compared with England. North Yorkshire has the lowest proportion compared with 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH29 New STI diagnoses (excluding chlamydia aged <25)	218 per 100,000 (2022)		England = 496 per 100,000 CIPFA: Data unavailable	This indicator was updated in Q1 2023/24. RAG rated green because North Yorkshire has a significantly lower STI diagnosis rate compared with England. The rate has increased from 161 per 100,000 in 2021. Data as currently shown on Public Health Profiles – Fingertips	N/A	
PH30 Excess winter deaths index	21.4% (Aug 2020 – Jul 2021)		England = 36.2% CIPFA: 15.7% to 59.5%	This indicator was updated in Q1 2023/24. RAG rated green because in North Yorkshire is significantly better compared with England There were 21.4% more deaths in winter months compared with other times of year in North Yorkshire. North Yorkshire was the 3 rd 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. 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
<p>CD33</p> <p>Number of visits to leisure centres</p> <p>Results based on KPI: 'No. of people participating in an activity'</p>	<p>Q4- unable to provide an update this quarter due to data issues.</p> <p>Q3 – 410,835</p> <p>Q2 23/24 - 389,985</p> <p>(revised)</p> <p>Q1 23/24 – 400,262</p> <p>(revised)</p>		n/a	<p>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.</p> <p>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.</p> <p>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.</p>	NA	N/A
<p>CD33a</p> <p>Number of people participating in public/casual swimming sessions</p>	<p>Q4 23/24 136,518</p> <p>Q3 23/24 134,042</p> <p>Q2 23/24 158,832</p> <p>Q1 23/24 139,097</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 an increase in the number of swimming sessions since last quarter.</p> <p>The number of people attending swimming lessons has also grown with an increase of 473 participants.</p> <p>The service is exploring the use of national benchmarking information and this will be reflected in future reports.</p>		
<p>CD33b</p> <p>Number of people attending swimming lessons</p>	<p>Q4: 23/24 10,202</p> <p>Q3: 23/24 9,729</p> <p>Q2 23/24 8,870</p> <p>Q1 23/24 8,793</p>				N/A	N/A

Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD34 Number of memberships at combined leisure centres	Q4 23/24- 23,178 Q3 23/24- 21,382 (revised) Q2 23/24 – 22,698 (revised) Q1 23/24 – 21,056 (revised)		n/a	The number of memberships at leisure centres for health & 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. The number of memberships has increased from 21,382 memberships in quarter 3 to 23,178 in quarter 4. This indicator is not RAG rated as above.		N/A
ED16 Number of cremations held (per quarter)	1,236 Q4 2023/24 1,099 Q3 2023/24 1,009 Q2 2023/24 1,153 Q1 2023/24			In Q4 2023/24 there were 1,236 cremations held.  This indicator is not RAG rated.	N/A	N/A
HAS1 Admissions to residential and nursing care homes, per 100,000 population for people aged 18-64	23.6 Q4 2023/24 22.6 Q3 2023/24		Nat: 14.6 YHR: 16.8 (2022/23 full year) 18.0 Q4 2022/23	This indicator is updated quarterly. Ranked as RAG red in Q4 as admissions increased between quarters and remained well 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+	680 Q4 2023/24 701 Q3 2023/24		Nat: 560.8 YHR: 643.7 (2022/23 full year) 713 Q4 2022/23	This indicator is updated quarterly. Performance is ranked as RAG amber in Q4 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	65.8% Q4 2023/24 66.3% Q3 2023/24		Bench-marking n/a 60.3% Q4 2022/23	This indicator is updated quarterly. Ranked as RAG amber in Q4 as overall performance shows a small reduction between quarters but improvement year on year. Performance for the quarter and the for the year as a whole (also 65.8%) remained below the target level of 67%.		






Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
HAS4 People waiting for an initial assessment as a % of current service users	4.3% Q4 2023/24 4.0% Q3 2023/24		n/a 4.7% Q4 2022/23	This indicator is updated quarterly. Ranked as RAG amber in Q4 as performance declined between quarters but showed more significant improvement year on year. Performance at the year remained slightly above 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	70.6% Q4 2023/24 70.9% Q3 2023/24		Bench-marking n/a 70.7% Q3 2022/23	This indicator is updated quarterly, but is a quarter in arrears due to the 91-day timescale. Ranked as RAG amber in Q4 as performance was down very slightly between quarters and year on year. Performance remains below the 75% target Activity levels have shown sustained improvement throughout the year on year, returning to pre-pandemic levels in Q4 for the first time.		
HAS6 Reablement packages delivered per 10,000 of adult population (Cumulative over the year)	10.8 Q4 2023/24 10.6 Q3 2023/24		Bench-marking n/a 7.8 Q4 2022/23	This indicator is updated quarterly. Ranked as RAG amber in Q4 as performance showed sustained significant improvement between quarters and year on year. Despite these improvements, performance remained below the challenging target (12.0), with activity levels reducing during Q4 after hitting the target in January.		
HAS7 Clients receiving long term support for 12+ months who have received an annual review the last 12 months	62.0% Q4 2023/24 58.8% Q3 2023/24		Nat: 57% YHR: 52% (2022/23 full year) 57.8% Q4 2022/23	This indicator is updated quarterly. Ranked as RAG amber in Q4 as performance improved between quarters and year on year. Local performance remains better than the most recent comparator averages. Performance during Q4 also exceeded the 2023/24 improvement target (60%)		
HAS8 % of people receiving long term support who are in a community-based setting	68.5% Q4 2023/24 68.2% Q3 2023/24		Bench-marking n/a 68.5% Q4 2022/23	This indicator is updated quarterly. Ranked as RAG green as performance in Q4 shows improvement between quarters, which moved further above the target (68%) and equalled last year's year performance. This is an overarching KPI for the directorate's improvement work in 2023/24		
HAS9 Direct payments per 100,000 of population	164.4 Q4 2023/24 160.7 Q3 2023/24		Bench-marking n/a 151.5 Q4 2022/23	This indicator is updated quarterly. Ranked as RAG amber as performance in Q4 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, which has made this an improvement priority.		
HAS10 Average weekly cost for new admissions to residential and nursing beds for older people (65+)	£1122 Q4 2023/24 £1078 Q3 2023/24		Bench-marking n/a £1082 Q4 2022/23	This indicator is updated quarterly. Ranked as RAG red in Q4 as the average cost remains above the actual cost of care rates (ACOC), which averaged £866 for 2023/24..		






Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
HAS11 Average community-based personal budget (PB) weekly cost 65+	£439 Q4 2023/24 £432 Q3 2023/24		Bench-marking n/a £396 Q4 2022/23	This indicator is updated quarterly. Ranked as RAG amber in Q4 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	83.7% Q4 2023/24 84.1% Q3 2023/24		Bench-marking Q4 Nat: 80.4% YHR: 77.8% 80.9% Q4 2022/23	This indicator is updated quarterly. Ranked as RAG green in Q4 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 Q4.		
HAS13 Number of living well referrals	733 Q4 2023/24 939 Q3 2023/24		Quarterly target: 725 1034 Q4 2022/23	This indicator is updated quarterly. Ranked as RAG amber in Q4 as performance exceeded the target but shows a continuing downward trend.		

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%	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. The percentage of children receiving a good level of development in North Yorkshire increased by 2% on the previous year. This data has been taken from Nexus and may change when the official DFE data is released. Data as at Q4 23/24	N/A	


Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
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%	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. The percentage of FSM eligible children receiving a good level of development in North Yorkshire increased by 4.8% on the previous year. This data has been taken from Nexus and may change when the official DFE data is released. Data is as of Q4 23/24	N/A	
CYPS3 The % of pupils achieving the expected level or above in reading, writing and maths combined Key Stage 1	<u>2022/23</u> Reading 67% Writing 59% Maths 69%		<u>England 2022/23</u> Reading 68% Writing 60% Maths 70%	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. This data has been taken from the latest DFE SFR. Data is as of Q4 23/24	N/A	
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%. This data has been taken from the latest DFE SFR. Data is as of Q4 23/24	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 the score has dropped by 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 Data is as of Q4 23/24	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. Data Refresh as of Q4 23/24	N/A	


Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS7 Overall absence rate as % of total possible sessions (primary/secondary)	Provisional data to Q4: Primary: 5.1% Secondary: 9.0%			In North Yorkshire, to the end of 2022/23 academic year, the overall absence rate in primary schools was 5.3% (national: 5.9%), compared to 3.9% (national: 5.6%) in the full 2018/19 academic year. So far to the end of Q4 2023/24 absence rates have reduced again, to 5.1% in North Yorkshire primary schools. In North Yorkshire secondary schools to the end of the 2022/23 academic year, absence rate has been 9.1% (national: 9.0%) compared to 5.6% (national: 5.5%) in the full 2018/19 academic year. So far to the end of Q4 2023/24 absence rates have been similar to last year in North Yorkshire secondary schools. DfE yet to publish validated figures for full 2022/23 academic year. Updated Q4 2023/24 (provisional)	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. This data has been taken from the latest DfE SFR April 23. Data is as of Q4 23/24 - Next release of data is 25/4/24	N/A	L2  L3 
CYPS9 The % of young people who are not in education, employment, or training (NEET) in academic year 12 and year 13	<u>2023/24</u> Q1 234 (2%) Q2 No Number available as there was an issue with the software (0.7%) Q3 194 (1.7%) Q4 190 (1.6%)		National NEET 3.2% (June 2023) Y&H NEET 3.8% (June 2023) National Situation Not Known 1.8% (June 2023) Y&H Situation Not Known 1.8% (June 2023) NYCC Situation Not Known 1.5% (June 2023) <u>2021/22</u> Q2 109 (0.9%) Q3 199 (1.7%) Q4 199 (1.7%) <u>2022/23</u> Q1 185 (1.6%) Q2 120 (1%) Q3 179 (1.5%) Q4 251 (2.1%) <u>2023/24</u> Q1 234 (2%)	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. The NEET figure is up by 61 compared to the same period in 2022/23 (by 0.9%). The percentage of Unknown young people is currently 3.3% and is (1.8%) this is above both the National figure and the Regional figure		






Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS10 The % of care leavers aged 19, 20 and 21 that are in education, employment, or training	<u>2021/22</u> Q1 63.3% Q2 69.7% Q3 63.0% Q4 61.4% <u>2022/23</u> Q1 68.1% Q2 66.4% Q3 66.9% Q4 67.2% <u>2023/24</u> Q1 67.5% Q2 64.6% Q3 64.1% Q4 61.0%		<u>2018/19</u> Q1 63.9% Q2 66.5% Q3 71.5% Q4 68.3% <u>2019/20</u> Q1 72.0% Q2 71% Q3 66% Q4 63.4% <u>2020/21</u> Q1 55.5% Q2 57.6% Q3 61.6% Q4 65.4%	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 drop when comparing Q4 2023/24 to 61.0% to Q3 2023/24 64.1%. Year on Year comparison equated to a -6.2% decrease. However, when comparing North Yorkshire with the national rate currently 56% this equates to +5% difference.		
CYPS11 The % of pupils who attend a good or outstanding school (primary/secondary)	<u>2022/23</u> 83.4%		<u>National 2022/23</u> 89.5%	The percentage of pupil who attend a good or outstanding school in North Yorkshire has decreased by 1.5% whereas nationally the figure remains unchanged. This data has been taken from the latest Ofsted MI data March 24. Data is as of Q4 23/24		
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% Q4 20.9%		<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% (Q2 2022/23 – 103 of 152 LAs) 42% (Q3 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). However, there has been a dip in timeliness in the past two quarters, but Q4 did see a slight improvement to 20.9% (27 of 129 plans) compared to 10.4% (12 or 115 plans) in Q3. 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. Updated Q4 2023/24		







Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS13 Rate of children with an Education Health Care Plan as % of school population	<p>Jan 2024 (provisional) Primary: 2.5% of school population Secondary: 2.7% of school population</p> <p>Jan 2023 Primary: 2.3% of school population Secondary: 2.5% of school population</p> <p>Jan 2022 Primary: 1.9% of school population Secondary: 2.0% of school population</p> <p>Jan 2021 Primary: 1.75% of school population Secondary: 1.66% of school population</p> <p>Jan 2020 Primary: 1.62% of school population Secondary: 1.44% of school population</p>		<p><u>National</u></p> <p>Jan 2023 Primary 2.5% of school population Secondary 2.4% of school population</p> <p>Jan 2022 Primary 2.3% of school population Secondary 2.2% of school population</p> <p>Jan 2021 Primary 2.1% of school population Secondary 2.2% of school population</p>	<p>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%).</p> <p>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%.</p>	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>Jan 2024 (provisional) Primary: 13.7% of school population Secondary: 12.1% of school population Jan 2023 Primary: 13.2% of school population Secondary: 11.6% of school population Jan 2022 Primary: 12.8% of school population Secondary: 10.8% of school population Jan 2021 Primary: 12.3% of school population Secondary: 10.4% of school population Jan 2020 Primary: 12.4% of school population Secondary: 9.6% of school population</p>		<p>National</p> <p>Jan 2023 Primary: 13.5% of school population Secondary: 12.4% of school population Jan 2022 Primary: 13.0% of school population Secondary: 11.9% of school population Jan 2021 Primary: 12.6% of school population Secondary: 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> 45.7%</p>		<p>National 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>Data as of Q4 2023/24</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>North Yorkshire Schools:</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><u>2023/24 to end Q4 (provisional)</u> Primary: 13.4% Secondary: 24.7%</p>		<p>National:</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>Updated Q4 2022/23</p>	N/A	



Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS17 Exclusion rate as % of school population (fixed term permanent)	Academic Year Children Fixed term excluded at least once: 2018/19 2040 2019/20 1568 2020/21 1574 2021/22 2019 2022/23 2685 2023/24 to Q4 2376 Permanent Exclusions: 2018/19 87 2019/20 51 2020/21 26 2021/22 55 2022/23 96 2023/24 to Q4 72		<u>2019/20</u> Children Suspended: 1.87% Suspensions: 3.76% Permanent: 0.06% <u>2020/21</u> Children Suspended: 2.20% Suspensions: 4.25% Permanent: 0.06% <u>2021/22</u> Children Suspended: 3.02%% Suspensions: 6.91% Permanent: 0.08% North Yorkshire <u>2019/20</u> Children Suspended: 1.89% Suspensions: 5.40% Permanent: 0.05% <u>2020/21</u> Children Suspended: 1.91% Suspensions: 4.32% Permanent: 0.03% <u>2021/22</u> Children Suspended: 2.51% Suspensions: 6.45% Permanent: 0.06%	There have been more permanent exclusions and more children fixed-period excluded from North Yorkshire schools, in the 2022/23 academic year compared to the same period in 2021/22. Total exclusions are also now higher than the period just before the Covid pandemic. Updated Q4 2023/24	N/A	

Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
<p>CYPS18</p> <p>Adult Learning - 19+ Adult Skills funded learners - Overall Achievement Rates</p>	<p>2022/23</p> <p>80.6%</p> <p>(End of Academic Year 2022/23)</p> <p>2021/22</p> <p>Q2 77.3% (End of academic year 310722)</p> <p>End Of Academic Year</p> <p>2020/21</p> <p>76.9% End Of Academic Year</p> <p>2019/20 83.4%</p>		<p>2019/20</p> <p>End of Academic Year (31/07/20) 83.0%</p> <p>2018/19</p> <p>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%).</p> <p>Data refreshed as at Q2 2023/24. Next update will be due at the end of Q2 2024/25.</p>		
<p>CYPS19</p> <p>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>	<p><u>2023</u></p> <p>4.3%</p> <p><u>2022</u></p> <p>4.3%</p> <p><u>2021</u></p> <p>4.6%</p> <p><u>2020</u></p> <p>4.7%</p> <p>(January)</p>		<p><u>National</u></p> <p><u>2023</u></p> <p>4.9%</p> <p><u>2022</u></p> <p>5.2%</p> <p><u>2021</u></p> <p>5.0%</p> <p><u>2020</u></p> <p>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>		
<p>CYPS20</p> <p>First time entrants to the youth justice system aged 10-17 (per 100,000 population)</p>	<p><u>Jan23-Dec23</u></p> <p>186 per 100,000 (103 young people)</p>		<p>England = 166 per 100,000</p> <p>Family Group average = 111 per 100,000</p>	<p>The data for the 12 months ending December 2023 showed a significant increase in the rate of First Time Entrants in North Yorkshire. The rate remains lower than the regional rate (196) but higher than both the national rate and family group average. The rate places North Yorkshire in the 3rd Quartile nationally.</p> <p>The data should be treated with caution due to a change in how it is calculated.</p>		

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS21 The number of open early help cases (Prevention)	<u>2023/24</u> Q1 2,975 Q2 3,036 Q3 3,043 Q4 3,035		<u>2022/23</u> Q1 2,535 Q2 2,592 Q3 2,620 Q4 2,933	The number of ongoing Early Help cases (0-19) decreased marginally (n=-8) between Quarter 3 2023/24 and Quarter 4 2023/24. However, the Q4 2023/24 total is 4% higher than that seen at the same period in 2022/23.		
CYPS22 The total number of children subject to a child protection plan (rate per 10,000)	<u>2023/24</u> Q1 34.2 (390) Q2 33.0 (376) Q3 30.7 (351) Q4 36.7 (419)		<u>2019/20</u> Q1 29.8 (349) Q2 32.6 (384) Q3 30.1 (354) Q4 27.8 (327) <u>2020/21</u> Q1 26.8 (315) Q2 30.8 (362) Q3 27.6 (325) Q4 29.2 (343) <u>2021/22</u> Q1 31.8 (373) Q2 32.1 (377) Q3 35.6 (418) Q4 37.5 (440) <u>2022/23</u> Q1 35.3 (415) Q2 35.0 (411) Q3 32.9 (363) Q4 31.9 (375)	This indicator is updated Q4 2023/24 RAG rated green because although the number of open CPP has risen sharply this quarter it remains in the range of what would be considered "normal" in North Yorkshire (between 350 and 430 open CPP) . The difference in rate between q4 2023/24 and Q4 2022/23 is not statistically significant		
CYPS23 The total number of Children in Need ((Number of Children recorded as Child in Need by the service, excluding children in care and those subject to a child protection plan)	<u>2023/24</u> Q1 – 989 Q2 – 983 Q3 – 1,049 Q4 – 1,070		<u>2019/20</u> Q1 1,069 Q2 1,094 Q3 1,118 Q4 1,118 <u>2020/21</u> Q1 960 Q2 975 Q3 1,226 Q4 1,208 <u>2021/22</u> Q1 1,232 Q2 1,467 Q3 1,457 Q4 1,181 <u>2022/23</u> Q1 1,407 Q2 1,367 Q3 1,018 Q4 1,031	This indicator is updated Q4 2023/24 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. The number of CiN is also relatively stable in comparison with Q4 last year (+39, +4%) and within the statistically anticipated range of between 1063 and 957.		

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 Q3 441 Q4 447 <u>2022/23</u> Q1 406 Q2 398 Q3 417 Q4 412 <u>2021/22</u> Q1 410 Q2 403 Q3 402 Q4 405		<u>2018/19</u> Q1 434 Q2 447 Q3 454 Q4 435 <u>2019/20</u> Q1 460 Q2 440 Q3 443 Q4 447 <u>2020/21</u> Q1 457 Q2 458 Q3 442 Q4 433	The number of Children in Care has increased significantly. Regarding the children in care Unaccompanied Asylum seekers (currently 53 remained stable compared to Q3 203/24) the overall number is recorded currently 500 compared to 494 at the end of Q3 (+6).		
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% Q4 – 22.7%		<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 Q4 2023/24 RAG rated red because of the deterioration in performance over 2023/24, which has seen a statistically significant increase in rate between Q1 and Q4 We've seen a slow deterioration in performance throughout 2023/24, indicative of the pressures faced by vulnerable families across North Yorkshire.		






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% Q4 99.4%		<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, with a marginal decrease at the end of Q4 2023/24 to 99.4% (this is just 1 care leaver not in touch) compared to 100% at the end of Q3 2023/24. However, this is higher than at the same point last year (Q4 2022/23 98.9%). 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% Q4 94.5%		<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%). Q4 has seen performance decrease marginally to 94.5% compared to Q3 2023/24 97.2%. Year on year there is a -0.8% decrease.		
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: 97.6% Q2 100% Q4 90%		<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 4 there has been a decrease in family feedback satisfaction score down to 90% Looking at an annual comparison the overall feedback is -6%, it is worth noting out of 53 feedback responses, 47 came back as satisfied or very satisfied. 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.		
HAS 14 % of safeguarding concerns progressing to informal/formal discussions	17.6% Q4 2023/24 18.7% Q3 2023/24		Benchmarking n/a 19.1% Q4 2022/23	This indicator is updated quarterly. Ranked as RAG green in Q4 as performance improved between years and between quarters, and remains below the typical 20% achieved pre-pandemic.		





Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
HAS15 DoLS				<p>New indicator to be defined for the deprivation of liberty safeguards (DoLS) activity.</p> <p>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.</p> <p>LPS is due to replace DoLS and will bring a new performance framework but it has, and continues to be long-delayed.</p>		
HAS16 Rate of safeguarding concerns per 100,000 population	360 Q4 2023/24 331 Q3 2023/24		Nat: 1,313 (2022/23 full year) 311 Q4 2022/23	<p>This indicator is updated quarterly.</p> <p>Ranked as RAG amber in Q4. Activity has settled at a new level following changes in recording practice in the contact centre.</p> <p>Early benchmarking data for Q4 indicates North Yorkshire's rate was well below the emerging regional average.</p> <p>Timescales for responses to safeguarding concerns remained in line with the 15-day target in Q4.</p>		


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	Q4 97.87%		Q4 2022/23: across North Yorkshire - 97.91%; England – 96%	The council tax collection rate for Q4 2023/24 stands at 97.87%. Performance is slightly below the Q4 target of 98.00% and the North Yorkshire collection rate figure of 97.91% for Q4 2022/23. It is higher than the England average for Q4 2022/23 (96%)	N/A	
RE2 % Council Housing rent and arrears collected	Q3 98.64%		N/A	The Council housing rent and arrears collection rate for Q4 2023/24 stands at 98.64%, 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
RE3 % Non-domestic rate collected	Q4 97.85%		Q4 2022/23: across North Yorkshire – 97.68%; England – 96.8%	The NDR collection rate for Q4 2023/24 stands at 97.85%. Performance is slightly below the Q4 target of 98.00% but is an improvement on the Q4 2022/23 collection rate figures for both North Yorkshire (97.68%) and England (96.8%.)	N/A	
RE4 Time to process new Council Tax Support claims (days)	Q4 18.27 Days		N/A	Overall performance across North Yorkshire is 18.27 days, an improvement of 0.04 days compared to the Q3 figure of 18.31 days, showing consistency within service performance.		N/A
RE5 Time to process new Housing Benefit claims (days)	Q4 19.33 Days		The DWP-reported figure for all England for the same period last year was 20 days.	Overall performance across North Yorkshire is 19.33 days, compared with the Q3 figure of 19.40 days. This is an improvement of 0.7 days. The service is working at an improved rate when compared to the latest (Q2 2023/24) average processing time national figures from the Department for Work and Pensions, which is 20 days.		N/A
RE6 Time to process Council Tax Support changes in circumstances (days)	Q4 4.28 days		N/A	The average time to process change of circumstances has remained consistent, from 4.79 days in Q3 to 4.28 days in Q4, a variation of 0.51 days.		N/A
RE7 Time to process Housing Benefit changes in circumstances (days)	Q4 1.85 days		The DWP-reported figure for all England for the same period last year was 3 days.	Overall performance across North Yorkshire is 1.85 days. This is an improvement of 2.21 days compared to Q3 (4.06 days). The service is working at an improved rate when compared to the latest (Q2 2023/24) average processing time national figures from the Department for Work and Pensions, which is 9 days.		N/A

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
RE10 % of telephone calls answered in 4 minutes	Q3 86% Q4 80%		N/A	This indicator relates to calls dealt with by Customer Services only. January - 86% February - 80% March - 75% Performance for Q4 was 80%. This is a reduction compared to the previous quarter (Q3-86%) and was due to seasonal demands. Q4 is the busiest quarter in the customer service function with a combination of seasonal demand linked to winter pressures, subscription services for Garden Green Waste and Annual billing.		N/A
RE14 Procurement: % of total council spend with local suppliers	Q1 23/24 51% Q2 23/24 50% Q3 23/24 49% Q4 . 23/24 49%			Q4 Actual 49% against a target of 50% Maintaining Q3 performance Rag rating remains Green		N/A
RE15 Procurement: % of total council spend with SME suppliers	Q1 23/24 41% Q2 23/24 43% Q3 23/24 45% Q4 . 23/24 45%			Q4 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% Q3 23/24 3% Q3 23/24 4%			NYC Actual 4% against a target of 3% Rag rated Green as exceeding 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% Q4 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




Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
HR1 Number of days lost to staff absence (sickness absence) per FTE	<p>Q4 2.84 days lost per FTE (NYC only-excluding schools).</p> <p>Q4 2.64 days lost per FTE (full workforce).</p> <p>Q3 3.98 days lost per FTE (NYC only-excluding schools).</p> <p>Q3 3.43 days lost per FTE (full workforce).</p> <p>Q2 2.65 days lost per FTE (NYC only – excluding schools).</p> <p>Q2 2.13 days lost per FTE (full workforce)</p> <p>Q1 3.05 days lost per FTE (NYC only – excluding schools).</p> <p>Q1 2.77 days lost per FTE (full workforce)</p>		<p>10.0 days lost annually per FTE all English authorities</p> <p>11.7 days lost annually per FTE county and single tier councils</p> <p>LGA workforce survey equivalent full year based on Q3 22/23.</p> <p>10.6 days per employee (public sector)</p> <p>13.3 days per employee (organisations over 5,000 employees)</p> <p>Sept 23 CIPD</p>	<p>Excluding schools, the Q4 absence is down by more than 1 day on a very high Q3 23/24 (3.98), It is however nearly ½ a day higher than Q4 22/23 (2.39).</p> <p>The Q4 full workforce figure (including schools) is also down 0.8 of a day on last quarter (3.43), but up slightly on Q4 22/23 (2.47).</p> <p>The full year sickness absence is 12.52 days per FTE, a significant 3-day increase on the 22-23 full year figure of 9.31 days.</p> <p>However, the equivalent figure for days absence per employee rather than per FTE is 10.00 days, lower than recent CIPD comparison data for public sector (10.6 days) and organisations over 5,000 employees (13.3 days). Recently published Office for National Statistics (ONS) data illustrates the national context with a continued rise in the number of people classed as economically inactive, both amongst the over 50s and at the younger end between 16 and 34 years old. This is explained as an increase in those suffering from long term sickness, including long covid, and due to record NHS waiting lists.</p>		
HR2 Staff turnover rate	<p>Q4 Leavers – NYC staff only (excluding schools) 372 (3.70%).</p> <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 the pandemic. 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>The 23-24 full year turnover figure is 12.00%, a decrease from the 22-23 full year figure of 15.07% and is within the 'normal' 10-13% range. This is also below the annual average for all English authorities.</p> <p>In the context of significant transformation across most service areas within the past year, this relatively low and healthy turnover figure is positive.</p> <p>The labour market remains very competitive nationally and locally, with typically 5 applicants per vacancy advertised</p>		

Primary indicators	Latest data/ figures	RAG status	Bench- marking data	Comments	Improvement since last:	
					Quarter	Year
HR3 Spend on agency staff	<p>Q4 - £1,425,309 (excluding schools)</p> <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>Spend on the previous quarter, Q3, has been updated to reflect the natural lag in agency worker timesheets being processed. The adjusted figures ensure that all spend is captured fully and accurately.</p> <p>Spend (excluding schools) has increased by just £33,181 this quarter on Q3 23/24 (£1,392,128) and increased by £150k on Q4 22/23 (£1,251,757) which was spend for NYCC only.</p> <p>Total agency spend in 2023-24 is £6,325,540, compared to £5,534,215 for 2022-2023 NYCC only. While the 2 years' spend relate to different councils, it is interesting to note the increase in spend is relatively small considering the 30% increase in council size.</p> <p>The highest areas of spend remain CYPs (£2,106,612) and HAS (£1,647,357). This is due to the need for Educational Psychologists for assessments within CYPs and the BIA/MHA programme within HAS. Previously noted inherited spend for both Planning and Legal have started to reduce due to the restructures that have taken place within these areas. Further work to continue to reduce agency spend will be completed within the 2024-25 financial year.</p>		N/A
HR4 Spend against apprenticeship levy	<p>Q4 2023/24</p> <p>Levy spend</p> <p>Core Council- £160,468</p> <p>Community & VC Schools- £41,901</p> <p>Q3 2023/24</p> <p>Levy spend</p> <p>Core Council- £195,435.74</p> <p>Community & VC Schools- £35,539.89</p> <p>Q2 2023/24</p> <p>Levy Spend</p> <p>Core Council – £204,602.00</p> <p>Community & VC Schools - £40,109</p> <p>Q1 2023/24</p> <p>Levy Spend</p> <p>Core Council – £199,008</p> <p>Community & VC Schools - £55,580</p>		<p>Levy in</p> <p>Q4 Levy in £579,955</p> <p>Q3 Levy in £582,386</p> <p>Q2 Levy In £597,941</p> <p>Q1 Levy In £543,773</p>	Not RAG rated		

Primary indicators	Latest data/figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
HR5 Transferred Levy Funds	Q4 Transferred Levy Funds Total £56,499 Q3 Transferred Levy Funds Total £52,779.41 Q2 Transferred Levy Funds Total £53.983 Q1 Transferred Levy Funds Total £81,119			Not Rag Rated		
HR6 Grey fleet mileage claimed per quarter	Q4 1,801,707 £641,273 3340 employees Q3 2,033,377 miles £889,106 3527 employees Q2 1,739,501 miles £750,353 3211 Employees Q1. 1,737,013 miles £747,930 3106 Employees		No bench-marking other than our own trend data available	Total mileage cost for 2023-24 has increased by £660k or 26% on the 2022-23 claims at NYCC. This will include additional claims from previous district and borough council employees, and some claims at a higher rate than NYC's 45p/mile. Mileage costs are still below pre-covid levels which were typically £4m annually.		

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HR8 Workforce demographics (reflect those of the population of North Yorkshire)	Workforce data for Quarters 3 and 4 2023/24 is provided			<p>New RAG not rated</p> <p>The proportion of women employed has increased slightly by 0.1% to 68.8% this quarter The numbers declaring their ethnicity has increased this quarter by 1% from 61.6% to 62.6% Of those who have elected to declare, the proportion who are minority ethnic has increased by 0.1% to 3.5%. The latest population census for North Yorkshire shows 3.31% of the population are minority ethnic. The average age of the workforce has reduced slightly from 47.7 years to 47.5 years. The proportion of the workforce over 55 years has remained unchanged but there has been a reduction in the proportion aged under 25 years from 4.7% to 4.5%. The Office for National Statistics has recently reported a continued rise in the number of people classed as economically inactive between 16 and 34 years old. This is in part explained as an increase in those suffering from long term sickness, including long covid, and due to record NHS waiting lists. The profile of the top 5% of earners has seen slightly improved representation of women (up from 62.6% to 63%) and those declaring a disability (up from 2% to 2.1%), although disability data remains under reported.</p> <p>Key workforce data</p> <table border="1"> <thead> <tr> <th></th> <th>Q3 23/24</th> <th>Q4 23/24</th> </tr> </thead> <tbody> <tr> <td>% Male</td> <td>31.3%</td> <td>31.2%</td> </tr> <tr> <td>% Female</td> <td>68.7%</td> <td>68.8%</td> </tr> <tr> <td>% of staff who have declared their ethnicity</td> <td>61.6%</td> <td>62.6%</td> </tr> <tr> <td> • Of the above, % who are minority ethnic</td> <td>3.4%</td> <td>3.5%</td> </tr> <tr> <td> • Of the above, % who are white</td> <td>96.6%</td> <td>96.5%</td> </tr> <tr> <td>% of staff who have declared disability/no disability</td> <td>32.4%</td> <td>31.9%</td> </tr> <tr> <td> • Of the above, % who have a disability</td> <td>3.6%</td> <td>3.6%</td> </tr> <tr> <td> • Of the above, % who have no disability</td> <td>96.4%</td> <td>96.4%</td> </tr> <tr> <td>Average Age of workforce</td> <td>47.67</td> <td>47.46</td> </tr> <tr> <td>% over 55 years of age</td> <td>30.7%</td> <td>30.7%</td> </tr> <tr> <td>% under 25 years of age</td> <td>4.7%</td> <td>4.5%</td> </tr> </tbody> </table> <p>Top 5% of earners (excluding schools)</p> <table border="1"> <thead> <tr> <th></th> <th>50.0</th> <th>50.2</th> </tr> </thead> <tbody> <tr> <td>Average age</td> <td>50.0</td> <td>50.2</td> </tr> <tr> <td>% Male</td> <td>37.4%</td> <td>37.0%</td> </tr> <tr> <td>% Female</td> <td>62.6%</td> <td>63.0%</td> </tr> <tr> <td>% who have declared their ethnicity</td> <td>70.1%</td> <td>70.1%</td> </tr> <tr> <td> • Of the above, % who are minority ethnic</td> <td>0.8%</td> <td>0.8%</td> </tr> <tr> <td> • Of the above, % who are white</td> <td>99.2%</td> <td>99.2%</td> </tr> <tr> <td>% of staff who have declared disability/no disability</td> <td>46.5%</td> <td>46.2%</td> </tr> </tbody> </table>		Q3 23/24	Q4 23/24	% Male	31.3%	31.2%	% Female	68.7%	68.8%	% of staff who have declared their ethnicity	61.6%	62.6%	• Of the above, % who are minority ethnic	3.4%	3.5%	• Of the above, % who are white	96.6%	96.5%	% of staff who have declared disability/no disability	32.4%	31.9%	• Of the above, % who have a disability	3.6%	3.6%	• Of the above, % who have no disability	96.4%	96.4%	Average Age of workforce	47.67	47.46	% over 55 years of age	30.7%	30.7%	% under 25 years of age	4.7%	4.5%		50.0	50.2	Average age	50.0	50.2	% Male	37.4%	37.0%	% Female	62.6%	63.0%	% who have declared their ethnicity	70.1%	70.1%	• Of the above, % who are minority ethnic	0.8%	0.8%	• Of the above, % who are white	99.2%	99.2%	% of staff who have declared disability/no disability	46.5%	46.2%		
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Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
HR9 Gender pay gap (NYC)	March 2023 (reported in March 2024) Mean gender pay gap 7.7%) Median gender pay gap 8.8% *Data is for the former NYCC reported one year in arrears			The high-level figures show a positive trend: the mean gender pay gap is down from (March 2022) 9.8% to 7.7% and the median is down from 11.7% to 8.8%. The proportion of women in the upper quartile (which covers Grade J and above) has increased from 67.6% to 69.7%, and the percentage of women in the lowest quartile has dropped again from 73.6% to 72.8%, representing a steady reduction in the proportion of women in the lowest paid roles. This will be the last report of the county council's gender pay gap with next year's report reflecting the larger combined North Yorkshire Council. In the six years of reporting of the gender pay gap the mean gap has reduced from 12.0% to 7.7% and the median from 14.6% to 8.8%. The proportion of women in the upper quartile has increased from 65% to nearly 70%, and in the lower quartile has reduced from 78.6% to 72.8%	N/A	
HR10 Number of volunteers directly supporting the local authority	Q4 4,337 volunteers Q3 4,348 volunteers Q2 4,464 volunteers Q1 4,116 volunteers		No bench-marking other than our own trend data available	This indicator is 4,337 updated Q4. 2023/24 Note; this is an estimated figure based on returns for past quarters and does not include all service areas. Rag rated green – No significant change in volunteer numbers.	N/A	N/A
CD35 Libraries: total issues per 1000 population (including books, e-books, e-audio)	Q4 23/24- 784.2 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	This indicator is updated as of Q4 23/24. It includes both physical books (391,973) and E-Books/E-Audio (97,018) books. The figure for quarter four (784.2) is an improvement on the previous quarter (725.9) and also an improvement to the previous year. Therefore, this has been RAG rated green. This is further supported by ebook and audio issues remaining stable, whilst emagazine and enewspaper issues have shown considerable growth.		
CD36 Libraries: active users per 1000 population (Cumulative figure)	Q4 23/24- 119.52 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 Q4 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 (+1.52 active users per 1,000).	NA	

Primary indicators	Latest data/ figures	RAG status	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD37 Libraries: physical visits to libraries per 1000 population	Q4 23/24- 690.42 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 Q4 23/24. There were (430,481) physical visits in Q4. The figure for this quarter (690.42 physical visits per 1000 people) is significantly higher than this quarter the previous year (657.5). It is also showing an improvement on the previous quarter. Therefore, this indicator is RAG rated green. 2,483 events and activities were also held in quarter 4. Across 2023/24, there was a total of 9,193 events.		
CD38 Libraries: virtual visits to Libraries per 1000 population	Q4 23/24- 1381.08 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	This indicator is updated as of Q4 23/24. The figure for this quarter (1,381.08 virtual visits per 1000 people) is significantly higher than the same quarter for the previous year (565.3), and a significant increase on Q3. Virtual visits to libraries has outpaced physical visits. This PI is RAG rated green.		
CD39 Libraries: assisted IT sessions	Q4 23/24- 4,968 Q3 23/24 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 Q4 23/24. This is across 32,770 number of IT sessions and is made up of 27,060 hours across Libraries IT facilities. This quarter's figure (4,968 assisted IT sessions) is a significant increase on the previous quarter (4,376), 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 first outturn report for the new Council. Despite significant transformation work still being required to align services and structures, including the budgets that sit behind this, the outturn report has still been delivered within 'usual' timescales. There is confidence that there is sufficient budgetary control and knowledge in most areas and at corporate level, but it is fair to say that we are learning more about the aggregation of the eight council budgets as time progresses. Sometimes this is about increased financial risk but there are also some areas of greater savings opportunity and some of that has been established in the last quarter of this financial year as services have closed down their accounts.
- 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 based upon 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 was considered by Council on 21 February.
- 2.1.3 As reported throughout the year our people related services have reported budget pressures which have resulted in a total overspend of £6,736k. This is offset by a number of underspends within the remaining directorates.
- 2.1.4 As a reminder, the current cumulative deficit stands at £30,350k but this increases to £48,188k by the end of 2026/27 based on the MTFS report that was approved by Council in February 2024.

	24/25	25/26	26/27
In-year shortfall	22,441	-27,406	-19,968
Cumulative Shortfall	-814	-28,221	-48,188
Cumulative use of reserves	-814	-29,035	-77,223

- 2.1.5 At the end of Q4, the council is reporting an underspend of £11,319k (2.0%) against operational budgets, which is circa £7.3m more than Q3. Please note that this equates to a £19.0m structural in-year deficit given the issues raised in para 2.1.2 above. Further detail is provided in **section 2.2**.
- 2.1.6 The Council is experiencing a range of cost pressures on a number of significant capital projects. All attempts will be made to mitigate costs over and above currently available funds but the current market is challenging and it may not be realistic to deliver the objectives within the funds provided. As a result, and given the one-off benefit of the 2023/24 revenue budget surplus, it is recommended that a £10m reserve is created for capital cost over-run and is managed as part of the capital monitoring regime.

2.2 GENERAL FUND - OPERATIONAL BUDGETS

- 2.2.1 Since Q3, we have seen an increase in the reported underspend for the new Council. All directorates have seen an improved position with the exception of the

Environment Directorate. It should be noted that the Council is due to deliver savings of £25.7m in 2024/25, and that the underspend reported in 2023/24 includes a number of savings being delivered ahead of schedule such as utility savings of £5m and a number of savings delivered early through service restructures.

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 Council.

Directorate	Budget (£k)	Final Outturn (£k)	Variance (£k)	Q3 Variance (£k)
Health and Adult Services (HAS) Gross	223,667	235,232	+11,273	+11,565
Other Grant Funding	-	(6,098)	(6,098)	(5,859)
HAS Net	223,667	228,842	+5,175	+5,706
Children and Young People Services (CYPS) Gross	104,347	105,908	+1,561	+2,240
LA Provision for High Needs*	2,500	2,500	0	0
CYPS Net	106,847	108,408	+1,561	+2,240
Community Development Directorate	29,046	27,855	(1,192)	+1,152
Environment Directorate	110,441	108,878	(1,563)	(4,372)
Resources, Central Services and Corporate Miscellaneous	89,628	74,328	(15,300)	(8,699)
Total	559,629	548,311	(11,319)	(3,973)

*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 an overspend against budget of £5.2m for the 2023/24 financial year, a decrease of £0.5m in the final quarter.

2.2.4 As set out below, the budget is currently facing significant financial pressures due to increasing activity and high levels of hospital-related costs which are being passed on to the Council.

2.2.5 Nevertheless, a significant amount of work has been undertaken to reverse the increasing overspend seen throughout the past year and this, as well as some one-off grants and funding, has contributed to a reduced year-end position, compared with Q3. The Directorate's financial position however remains challenging as we move into the new financial year.

2.2.6 Since Q3 the directorate has embarked upon a cost recovery programme of work following concerns over the increasing cost pressures and the potential for these

pressures to continue to worsen. Whilst there are still underlying pressures (detailed further below), this work has led to a stabilising of costs over the final quarter. Highlights of the work undertaken include an enhanced scrutiny of practice, reviews of high-cost packages of care and income and utilisation of one-off funding to reduce existing costs. This is an ongoing programme which will continue throughout 2024/25 and beyond.

2.2.7 The outturn position demonstrates that increased pressures in ASC are continuing and can be seen within **Care and Support** in particular, which is showing an overspend (before the allocation of specific grants) of £13.7m, an increase of £0.3m since Q3. The following reasons contribute to this position:

- increasing high-cost packages of care and this has an impact on average costs which have also increased, as set out in the accompanying Q4 Performance report. For example, the average cost of a care home placement for someone aged 65+ increased by £141 (or 15%) throughout the year, to £1,098 per week at the end of March 2024. 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. Work is already underway with a new Continuing Health Care (CHC) team to ensure consistency of practice and approach and that all eligibility of funding is achieved. In Q3 there were assumptions made around a higher level of CHC income in the final quarter. Work undertaken through the cost recovery programme, such as the detailed review of 150 high-cost packages, has achieved this target.
- Increased activity levels - there has been a 24% increase in the home-based support hours provided and a 2% increase in Residential and Nursing packages of care over the year. These increases in home-based support are in line with the Council's home first strategy, providing a better outcome for people and reducing the reliance on expensive short term care home placements. The number of young people, often with complex needs, moving into Health and Adult Services is also increasing, continuing to add financial pressures both now and in the future.
- Increased Discharge Costs. We continue to see very high levels of hospital discharge activity with costs exceeding the additional grant from central government. 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.
- The impact of the implementation of the new Approved Provider Lists (APL) has continued to cause budget pressures within the service. The rate of conversion to new (and higher) Approved Provider List prices happened at a rate much quicker for some types of care than expected, reflecting the current pressures in the market. While work has been undertaken to manage the process of conversions through the monitoring of reviews, increased costs have continued to be incurred at an accelerated rate throughout 2023/24. It is predicted that the vast majority of remaining packages will convert to the new APL rates throughout the 2024/25 financial year. This has caused a financial pressure which would have been expected in later years and the application of one-off funding has helped to offset this.

- 2.2.8 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 this is seen through the increase in home-based support. We have seen a further reduction in quarter of around £0.8m. We expect this trend to continue and costs to reduce further in future years.
- 2.2.9 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 £0.1m per annum, a reduction of £0.1m compared with the previous quarter. This compares with £1.8m for the previous year. Since the introduction of the APLs, we have seen some recovery in the supply of home care supply. However, this is to some extent reliant on new entrants to the market and extensive international recruitment and is therefore potentially subject to some risk.
- 2.2.10 Work has also been undertaken over the final quarter on maximising use of specific grants from government to support the expenditure already being incurred, and as a result we have seen an additional £1.2m of one-off funding helping to reduce the overspend and support some additional one-off costs in the quarter. Again, it is important to note that these funds have been used to offset costs which have arrived before the budget for them (e.g. the accelerated APL costs, where budget has been made available in 2024/25) and are not available in future years.
- 2.2.11 Pressures within **Care Provider Services** have reduced by £0.3m since Q3 and the service is now showing an underspend of £0.2m. This reduction in quarter is as a result of a reduction in energy and minor works costs and increased client and CHC income, partially offset by some increases in staffing and agency costs. These staffing costs are largely due to health and safety precautions being taken at our Elderly Person's Homes, as outlined in previous Quarterly budget reports.
- 2.2.12 **Public Health** has used an additional £0.8m of the earmarked reserve on agreed investments and projects while the service reduces costs to match the grant allocation. This reserve requirement has increased by £0.2m in the quarter to ensure the service contributes properly to costs incurred elsewhere in the Directorate. Public Health is fully grant funded so this does not impact on the directorate's overall net position.
- 2.2.13 Whilst the following areas remain stable between quarters, they continue to cause variances to budget:
- **Prevention and Service Development** is showing a forecast underspend of £0.8m, due to contract efficiencies, contingencies and other additional funding into the service.
 - **Mental Health Services** are showing a forecast underspend of £0.7m, a further reduction of £0.1m since Q3. This is mainly as a result of staffing vacancies across the service and reductions in care costs.
 - 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 net overspend position of

£1.56m for the 2023/24 financial year. The main variances of the forecast compared to Q3 are:

- **Home to School Transport** - Additional spend on contracted provision for transport to specialist education settings, led to an adverse movement of £372k compared with the forecasted outturn position at Q3. Some of these additional costs were partly offset by lower than anticipated Special Parental Allowances claims. Overall, the Home to School Transport outturn position for 2023/24 is a gross overspend of £895k against a budget of £41.8m – a percentage variance of 2.1%. Additional income from the Extended rights to free travel grant (£347k) has resulted in a net overspend of £548k.
- **Outdoor Learning Service** -The Outdoor Learning Service reported a net £255k overspend driven by a lower than anticipated number of bookings for the winter and spring terms. Management action to address increased bookings for the Summer and Autumn Terms as well as holiday periods is underway.
- **Children and Families**
 - **Operational Delivery** – The outturn position was £33.5m compared to £33.6m projected at Q3 – a decrease of £109k. However, the cost of transporting looked after children over the course of the financial year was £550k higher than anticipated. Action to address transport costs will be taken forward within the Transport Board.

Demand pressures from high levels of contacts and referrals has resulted in staffing pressures to maintain performance and manage caseloads. Staffing pressures have also been experienced within in-house residential care services leading to a £762k financial pressure. This is as a result of keeping children within our own care and thus avoiding high-cost external placements.
 - **Child Placement** – An underspend outturn position of £320k represents a £46k increase in underspend compared with projections at Q3. This is principally attributed to a different mix of care arrangements compared to budget resulting in lower overall placements costs. In addition, lower than anticipated remand provision was required.
- **Inclusion** - An overall overspend position of £341k which was a reduction compared with projections at Q3. The demand for Educational Psychologist (EP) assessments fell in the second half of the year reducing the anticipated agency costs.

The overspend position also reflected demand for Occupational Therapy equipment to meet assessed needs (c.£330k), costs from complaint resolution (£121k) and lower than anticipated income generated by the locality hubs (£60k). This is offset by reduced agency costs as a result of a fall in the number of education psychology assessments in the second half of the year.

- 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 was £3.1m for the financial year

2023/24, a reduction of £0.6m compared with Q3 projections. The accumulated deficit at 31 March 2024 is £13m. 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.

2.2.16 **Appendix D** includes details of the projected variance within the **Environment Directorate** and includes a net forecast underspend of £(1,560k) for 2023/24, a change of £2,812k from the Q3 forecast of £(4,372k) underspend. Areas of significant variance are;

Waste Management – The outturn position is an underspend of £838k, which is a decrease in underspend of £336k compared to forecast at Q3. Contributing to the change is additional spend on bins of £622k in line with the service harmonisation plan, offset by increased income of £377k from the garden waste service. Additionally, income relating to extra commercial tonnage disposed at Allerton Waste Recovery Park contributes £919k to the overall underspend within waste services.

Integrated Passenger Transport (Fleet) - The overspend has increased from expected £220k at Q3 to £883k due to investment in fleet facilities in the Northallerton workshop to improve future efficiency and output.

An additional cost of £473k has been incurred associated with local authority fleet maintenance and fuel costs.

Integrated Passenger Transport (Concessionary Fares) - Passenger numbers continue to remain lower than budgeted resulting in lower costs for concessionary tickets driving an underspend of £813k in line with expectations at Q3.

Bereavement Services – The service has an overspend of £710k, an increase of £353k since Q3. This change is driven by a reduction in income for burials compared to forecast of £82k, which is in line with decreased death rates, and an increase in utilities and grounds maintenance costs of £170k. This is offset by the additional dividend income relating to Maple Park of £283k, which has increased by £117k since Q3. Revenue funding of capital expenditure on crematoriums of £156k is also contributing to the overspend.

Coroners - Increasing coroners' salaries which are set by the chief coroner are not covered by the current budget. This, along with additional costs for post-mortems and forensic testing, are resulting in a forecast overspend of £274k, in line with Q3 forecast.

Harbours – The service has seen an outturn of a £470k overspend, an increase of £420k since the Q3 forecast. The largest contributing factors to this position are overspends of £154k in energy, reduced income of £96k and repair work to the dredger of £127k.

The overall **Highways & Transportation** services underspend is £4,075k, an increase in underspend of £451k from Q3. Areas of significant variation are:

- **Street Lighting Energy** – New contractual energy prices were agreed at much lower rates leading to a saving of £4,513k – this is in line with the forecast at Q3.

- **Highways Maintenance** – At year end there is an overspend of £1,943k due to additional required maintenance works because of deterioration on the network (including spray injection patching and gully cleaning). This has increased from £896k at Q3, however it is offset by a credit from NY Highways of £1,900k generated through cost reductions and efficiencies which has enabled a review of the rates charged to the Council.
- **Storms** – Expenditure for maintenance costs associated with network deterioration due to the recent storms resulted in an additional spend of £401k which was £100k less than forecast at Q3.
- **Winter Maintenance** – A milder winter than expected has resulted in a forecast underspend against the budget of £1,565k, this cost £615k more than expected at Q3 due to additional gritting requirements throughout January to March.
- **Staffing** – within the highways service, staffing continues to be underspent due to only essential recruitment £877k compared to £640k at Q3.

Public Rights of Way – The outturn overspend increased to £359k from £250k at Q3. This is due to remedial works on bridges and the requirement to carry out surface improvement works.

2.2.17 A summary of the revenue outturn for the **Community Development** Directorate is available within **Appendix E** and shows a projected net underspend of £1,192k for the 2023/24 financial year. The main variances compared to budget are:

Culture, Arts, Libraries, Museums, Archives, Key Venues and Leisure – £10k overspend. Income across leisure sites has exceeded target by £128k, along with additional net income through the Scarborough Leisure contract of £65k. Legacy VAT claims have resulted in a windfall income of £462k. Utilities have exceeded budget by £433k, with most pressure being seen across key venues and attractions. Salary budgets are overspent by £191k, which are predominantly in the services with weekend allowances, and maintenance costs are overspent by £138k. There are net savings of £102k relating to external leisure contract costs, and £5k other minor variances.

Economic Development, Regeneration, Tourism and Skills – £1,181k underspend. There are £443k savings on staffing/vacancies. However, there is a shortfall in anticipated income streams of £404k. This relates to the loss of income for the Hambleton Cinema block (£122k) and from the tenant vacating the Leeming Food Centre (£91k), plus Harrogate Marketing income (£41k), the temporary closure of Harrogate TIC (£38k), some grant income not received (£51k) and some tourism related income (£35k) and other small reductions (£26k). This shortfall is being partially offset by increased expected income of £235k from Heritage Services (£85k) Harrogate Spa Water (£61k), Hambleton Evolution Business Centre (£54k) and other smaller variances (£35k).

There have been some significant savings realised in expected expenditure too. These total £913k and are made up of Major projects and heritage schemes (£240k) and some community development schemes (£116k). Also making up this variance are savings in Ryedale ED (£57k), Scarborough Cyberspace project (£94k), Hambleton Business Centre (£152k), Hambleton ED projects (£107k) and others (£147k).

Housing (excluding HRA) - £383k underspend. £843k overspend on temporary accommodation was brought back almost within budget as a result of an additional unpredicted award of Homeless Prevention grant of £830k. There was also a further £110k smaller grants received in year. Across other Housing services, there are several small income budgets amounting to a £52k shortfall. Salaries across the service are underspent by £331k mainly as a result of vacancies. There are small overspends in expenses, including £43k for PFI contract and £23k lifeline equipment.

Planning – £105k overspend. Following on from Q3 there has been an improvement in the income for applications across the County with some unanticipated large receipts prior to the year end (Scarborough, Hambleton and Craven) - the shortfall in planning application fees is £697k for the year (£1,071k Q3). 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 £262k below budgeted levels. The service is currently forecasting a £651k net saving on staffing costs through vacancies and reduced agency usage.

There are £330k of expenditure savings in consultancy fees relating to the development of former district local plans and £60k relating to IT developments. This is offset by a shortfall of £145k in staff recharges and £41k of other small variances.

Harrogate Convention Centre £10k overspend - there are higher lettings income, net of associated costs, than anticipated (£231k), although catering income shortfalls (£314k) is offsetting this. Increased Business Rate revaluation charges (£40k) and costs associated with manual order/invoice processing (£16k) are offset by favourable variances in salaries of £130k.

Senior Leadership - significant staffing savings have been reported in the bullet points above. Offsetting these are staff costs associated with Assistant Directors and Heads of Service (£248k).

2.2.18 **Resources, Central Services and Corporate Miscellaneous** variance details are included within **Appendix F** and shows a net underspend position of £15,300k, an increase of £6,601k since Q3. Since Q3, there have been a number of changes across a range of services spanning Resources and Central Services. The main changes since Q3, are a number of underspends on uncommitted legacy budgets, higher than forecast staff savings and a significant underspend on Insurance as a result of lower premiums (£1,605k).

2.2.19 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. The 2023/24 underspend should therefore be viewed predominantly as a welcome early achievement of savings.

2.2.20 Within Corporate Miscellaneous there have been a number of changes resulting in a total underspend of £5.6m compared to £743k reported at Q3. These changes include:

- Higher interest earned, which is a combination of higher cash balances and higher interest rates (an increase in income of £8.6m compared to £5.3m forecast at Q3). A prudent approach was taken at Q3, as finance resources were prioritised towards supporting budget managers with the transition to the new council;

- Q3 forecasts also included £4.8m provision for the write down of expected debt relating to Alpmare, which has subsequently been funded from a specific reserve, increasing the reported revenue underspend at Q4;
- These underspends have been offset in part by an increase in the general provision for bad debts - consolidation of legacy debts and the application of a standard approach to calculating provisions, has resulted in a need for an additional provision of £5.8m; and
- In addition, given the current wider economic pressures, the set aside of £2m to offset potential future losses on property investments.

2.2.21 As outlined in previous monitoring reports, the waste strategy provision has not been required in year and has therefore underspent by £821k.

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.

2.2.23 The £0.85m net profit for NYES is a notable improvement over 2022-23 when a net loss of £0.57m was incurred. The primary driver behind this change is the return to profitability in the Catering and Cleaning services this year, following the implementation of a recovery service plan to accommodate the larger-than-expected pay awards and other inflationary cost pressures.

2.3 HOUSING REVENUE ACCOUNT (HRA)

2.3.1 In summary, the HRA has delivered a surplus of £1.8m. Whilst a number of the in-year savings/surpluses have been generated as a result of fortuitous circumstance, such as improved investment returns and inflation on utilities settling below expectations, overall, we can see that the HRA revenue budget is broadly sound based on current activity and rent collection rates are good.

2.3.2 This, along with assessment of the 4 key financial performance metrics provides a stable basis to progress the ambitious housing delivery programme, meet the upcoming challenges around regulatory standards and continue to move towards active planned maintenance programmes and away from higher-cost responsive repairs and reduce void turnaround days.

Performance Metrics

2.3.3 Whilst the performance metrics were introduced as part of the 2024-25 HRA Business plan and Medium Term Financial plan, the 2023/24 estimates were calculated to establish a baseline for tracking performance going forwards.

2.3.4 The table below sets out the actual results of the four key metrics, showing the benchmark / 'golden rule' values, against the budgeted position and outturn. All four measures exceeded target and an improvement against budget, as a direct result of the financial performance above, along with no new borrowing being undertaken in year.

Measure	Benchmark / Golden Rule	Budget	Actual
Operating Margin	(Min) 20%	28%	33%
Interest Cover	(Min) 2.00	2.95	3.71
Debt Turnover	(Max) 4.00	2.57	2.55
Minimum Working Balance	£12,450,000	£18,703,266	£21,079,788

- Operating Margin**
 Operating margin shows an improved position as a direct result of lower than anticipated costs and exceeding income targets.
- Interest Cover**
 This is a measure of the HRA's ability to service its debt interest costs. The improved position is a result of net operating income (income-expenditure) exceeding budget, and lower than budgeted interest costs.
- Debt Turnover**
 This is another measure of debt affordability, a ratio between the HRA's debt and gross income. The improved position is as a result of income exceeding target. The HRA debt repayments were made in year as planned within the budget.
- Minimum Working Balance**
 The estimated working balance included in the 2023/24 budget was calculated ahead of 2022/23 year end, and therefore, the increase in working balance is a result of improved outturn versus budget for financial year 2022/23, plus the surplus of £1,775k from 2023/24 financial year.

2.3.5 A summary of the **HRA** outturn position can be found in **Appendix H**. The main variances are as follows:

Income

Dwelling Rents - £265k surplus

Improved position due to savings against bad debt provision - stable arrears position and minimal write offs in year

Charges for Services and Facilities - £125k shortfall

Various smaller variances, including £33k shortfall in RTB admin fees, £35k shortfall in Lifeline service income and £18k relating to rechargeable works to the GF.

Investment Income - £563k surplus

Increased investment income due to improved investment returns (4.98% v 4%) and stable HRA balances

Expenditure

Repairs & Maintenance - £175k overspend

There are overspends within repairs and maintenance budgets associated with void repairs £361k, other planned maintenance works £220k and general repairs £309k associated with mould works, roofing works and substantial reliance on external contractors for electrical works. These costs are offset by underspends, predominantly salaries £308k, repairs compensation payments £90k and other items £154k to arrive at the net position.

Supervision & Management - £976k underspend

Utilities budgets are underspent by £520K. Budgets were inflated by 100% as part of 23/24 budget setting, but increases have not been as high as expected. There has been a £50K underspend in water / sewerage charges; £95K underspend associated with a delay in system development; £212K underspend in salaries across the supervision and management areas (principally linked to vacant posts); and £78K underspend relating to HRA contingency (former Selby) not being utilised.

Interest Payments - £242k underspend

Saving as a result of lower than anticipated borrowing as no new borrowing has been undertaken in year, with £2.355m Voluntary Revenue Provision made in year towards existing debt repayment (as budgeted).

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 Q4, the following savings have not been achieved. It should be noted that the impact of these delays are already incorporated into the forecast outturn position in paragraph 2.2.1.

Delayed Achievement of Savings		£000's
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
	TOTAL	1,090

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. As at 31 March 2024 the Council has spent £11,985k leaving a reserve balance of £26,014k.

2.6 PRODUCTIVITY PLAN

- 2.6.1 As part of the final local government settlement for 2024/25 the Government announced the requirement for local authorities to submit Productivity Plans. The Minister for Local Government wrote to all local authorities in April 2024 confirming there would not be a formal template or list of criteria for submissions but that the plans should set out what the council has done in recent years, alongside current plans, to transform the organisation and services.
- 2.6.2 The letter further stated that councils should consider the following four questions when drafting their plans:
1. How the council has transformed the way it designs and delivers services to make better use of resources.

2. How the council plans to take advantage of technology and make better use of data to improve decision-making, service design and use of resources.
 3. The council's plans to reduce wasteful spend within its organisation and systems.
 4. The barriers preventing progress that the Government can help to reduce or remove.
- 2.6.3. Councils must submit their plans by 19th July and Councillors must oversee and endorse the plan before it is submitted to the Department. The draft plan is attached as **Appendix I**.

2.7 RECOMMENDATION

That the Executive

- (i) notes the outturn position against the 2023/24 Revenue Budget, as summarised in **paragraph 2.2.2**.
- (ii) notes the outturn position for the Housing Revenue Account as set out in **paragraph 2.3.1**.
- (iii) approves the creation of a £10m reserve to provide for capital cost over-runs as described in **paragraph 2.1.6**.
- (iv) endorses the draft Productivity Plan set out in **Appendix I** and delegates authority to the Corporate Director Resources, in consultation with the Executive member for Finance, to make any relevant changes prior to final submission to DLUHC.

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
I	Productivity Plan

2023-24 REVISED ESTIMATE REVENUE BUDGETS AT 31 March 2024

	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	9,770	110,441
Health & Adult Services	230,921	(7,254)	223,667
Resources, Central Services and Corp Misc	150,005	(60,377)	89,628
Community	46,476	(17,430)	29,046
NYES	-	-	-
Total Directorate Spending	635,454	(75,826)	559,629
Contribution From (-) General Working Balances	(12,446)	-	(12,446)
Net Revenue Budget	623,008	(75,826)	547,183
Business Rates	119,453		119,453
Council Tax Revenue	427,730		427,730
=Net Budget Requirement	547,183	-	547,183

HEALTH & ADULT SERVICES
Appendix B

2023/24 REVENUE BUDGET OUTFURN REPORT

BUDGET HEAD	REVISED BUDGET 2023-24 £000	FINAL OUTFURN 2023-24 £000	VARIANCE (-) = saving £000	COMMENTS
Care & Support				
<u>Area Budgets</u>				
Care & Support - Hambleton & Richmond	28,156	29,096	941	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 increased activity levels and also a marked increase in the number of very high cost packages of care for complex needs. The Directorate has been working to ensure that we receive all NHS funds due for such packages. Discharge costs continue to increase and costs exceed additional grant from central government. 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 £0.8m less being forecast compared with Q3. However this is masked by the other cost pressures mentioned above. The new APL has increased costs in 2023/24 at a rate which is faster than expected, although the budget available will catch up with spend in future years.
Care & Support - Harrogate	56,493	63,212	6,719	
Care & Support - Craven	17,940	19,105	1,164	
Care & Support - Vale of York	46,356	50,261	3,905	
Care & Support - Scarborough & Whitby	48,418	52,197	3,780	
CHC Income and Other Budgets	-	(2,392)	(2,392)	
Growth Funding	400	-	(400)	
Area Budgets	197,763	211,479	13,716	
Provider Services & EC/PCAH	20,636	20,413	(223)	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, offset by underspends in energy, one-off funding and contingencies within the service
Mental Health Services	9,288	8,534	(754)	Underspends within the Mental Health Service, largely as a result of staffing vacancies and reduced care costs, partially offset by staffing overspends within the Transforming Care Programme (TCP) and Emergency Duty teams.
Assistant Director/Cross-area budgets	(12,188)	(12,215)	(26)	Staffing pressures and additional agency costs for assessments, offset by additional one-off funding into the service
Prevention & Service Development	5,417	4,575	(842)	Underspends due to contract efficiencies, contingencies and additional funding into the service
Quality	1,109	1,096	(13)	
Winter Plan	608	-	(608)	Underspend due to delays in spending on specific projects within the winter plan
Area Budgets Total	222,633	233,883	11,250	
Public Health				
- Spend	24,560	25,318	758	Overspend as a result of planned use of reserves to fund specific schemes.
- Income	(24,560)	(25,318)	(758)	
Integration & Engagement	1,022	890	(132)	Underspend primarily due to reductions in activity levels as a result of capacity levels within the service and additional one-off income into the service
Resources Unit	(197)	(76)	121	Overspend due to delays in achievement of savings, partially offset by some additional one-off funding
Director & Cross-Directorate	209	243	34	
TOTAL	223,667	234,940	11,273	
Supplementary Adult Social Care Grant Funding (IBCF)	-	(1,121)	(1,121)	Use of temporary Improved Better Care Fund (IBCF) and Urgent and Emergency Care (UEC) grants to fund increasing adult social care pressures
Discharge Funding	-	(1,806)	(1,806)	Discharge funding received by the Council, to help fund existing discharge costs within the directorate. We continue to see very high levels of hospital discharge activity, with an average of 16.1 per day in Q4. This is a further deterioration since Q3 (15.8). Discharges totalled 5,536 during 2023/24, an increase of 561 or 11.3% year on year. During Q4 there were 34 days where discharges exceeded 20 per day, similar to the 35 days reported in Q3, which contrasts with levels around 25 in Q1 and Q2. On 14 days in Q4 daily discharges exceeded 25 per day (14 days in Q3), including four days with over 30 discharges (2 days in Q3).
Market Sustainability Funding	-	(3,172)	(3,172)	Additional one-off market sustainability workforce funding covering additional costs within ASC for additional payments to providers.
REVISED TOTAL	223,667	228,842	5,175	

CHILDREN & YOUNG PEOPLE'S SERVICES
Appendix C

2023/24 REVENUE BUDGET OVERTURN REPORT

BUDGET HEAD	REVISED BUDGET 2023-24 £000	FINAL OVERTURN 2023-24 £000	VARIANCE (-) = saving £000	COMMENTS
Local Authority				
Inclusion				
Inclusion	3,707	4,048	341	Demand for equipment following Occupational Therapy assessments has remained higher than anticipated resulting in a financial pressure of c.£330k. The number of education psychology assessments has fallen in the second half of the year reducing agency costs. In addition, there has been lower than anticipated income (c.£60k) from Inclusion Locality Hubs.
Alternative Provision	90	120	31	Additional costs associated with the delivery of the Medical Education Service.
CYPS Commissioning	1,025	809	(216)	One-off savings arising from contract management and higher than anticipated income from fixed-term penalties relating to attendance.
SEND - Special Education Needs & Disabilities				
High Needs Commissioning	2,500	2,500	0	LA provision to mirror anticipated in-year high needs deficits.
Disabled Children's Services	6,953	7,049	96	Spending was £1m higher than the recurring budget offset by a corresponding temporary budget allocation. Financial pressures include the following: - lower than anticipated financial contributions from Health for Continuing Care (£200k). - continued staffing pressures in Children's Resource Centres (£326k) - an increase in the overall cost of direct payments (£910k) due to additional demand as a result of reduced short break availability offset, in part, by lower costs on short breaks (£353k).
Home to School Transport	41,366	41,914	548	A net overspend of £548k reflects the cost of the Home to School transport network (£895k 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 was around 3.4% 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) - was slightly below the budgeted growth. Transport costs relating to out-of-school provision were £203k greater than anticipated driven by higher exclusions.
Children & Families	32,339	33,483	1,144	Overspending driven primarily by in-house residential staffing costs (c. £650k) to support children with multiple and complex needs. In addition, there is c.£550k financial pressure resulting from transport costs combined with fewer than expected staffing vacancies. In addition, the service have responded to increasing demand with the high numbers of contacts and referrals; the service has seen a sustained demand in the high number of households receiving support through Early Help.
Child Placement	11,236	10,916	(320)	£320k underspend primarily driven by a different mix of care arrangements compared to budget resulting in lower overall placements costs. There were 450 children in care (excl. USASC) as at 31 March 2024 compared with 421 at the start of the financial year.
CYPS Pooled Budgets	4,268	4,309	42	
Director's Unit	77	8	(69)	
Education & Skills				
Education & Skills Other	105	94	(10)	
School Improvement	801	692	(109)	The cost of a back-dated Soulbury pay award from September 2022 for Specialist Education Advisors has been offset by vacancies and an additional £41k de-delegated income received from Special Schools. Locality boards school improvement spend was lower than expected (£73k).
Strategic Planning Team	53	53	-	
Music Service	-	28	28	An overspend of £28k resulting from lower than anticipated income from fees.
Outdoor Learning Service	-	255	255	A surplus from the Educational Visits Service 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.
Finance & Management Support				
Finance & Management Support	812	760	(52)	
School Redundancies & Employment Related Costs	1,047	906	(141)	Higher than anticipated cost related to historic pension enhancements driven by inflationary increases (£40k). Lower than anticipated school redundancy costs.
Safeguarding Unit	467	461	(6)	
LA TOTAL	106,847	108,408	1,561	
DSG				
Inclusion				
Inclusion	5,092	4,795	(297)	Primarily driven by lower staffing in the Hubs
Alternative Provision	1,729	1,660	(69)	£50k underspend by Locality Boards
CYPS Commissioning	70	70	-	
SEND - Special Education Needs & Disabilities				
High Needs Commissioning	60,731	65,047	4,317	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	3,019	(815)	Low availability of places for complex needs have led to lower numbers of placements with shared education and care.
Director's Unit	207	207	-	
Education & Skills				
Education & Skills Other	12	(7)	(19)	
School Improvement	1,248	1,013	(235)	Underspend on Early Years' Strategy.
Strategic Planning Team	717	741	24	
Music Service	65	65	-	
Outdoor Learning Service	44	44	-	
Finance & Management Support				
Finance & Management Support	(74,831)	(74,898)	(67)	
School Redundancies & Employment Related Costs	115	115	-	
DSG TOTAL	-	2,838	2,838	Net High Needs In-year overspend of £3.1m will be transferred to the High Needs Block element of the Schools Block (Dedicated Schools Grant) Reserve. The accumulated high needs block deficit stands at £13m as at 31st March 2024. An LA reserve provision has been established which prudently ensures sufficient LA reserves to mirror the High Needs Block deficit.
DSG Net overspend funded by DSG reserve	-	(2,838)	(2,838)	
TOTAL	106,847	108,408	1,561	

ENVIRONMENTAL SERVICES

Appendix D

2023/24 REVENUE BUDGET OUTTURN REPORT

BUDGET HEAD	REVISED BUDGET 2023-24 £000	FINAL OUTTURN 2023-24 £000	VARIANCE (-) = saving £000	COMMENTS
Highways and Transportation	44,229	40,153	(4,076)	<p>The underspend position is due to a combination of factors; energy pricing for street lighting is less than budgeted £4,513k, savings arising from staffing vacancies across H&T teams (£877k), and additional income from streetworks licensing/permits, Fixed Penalty Notices and development fees (£318k). Weather events budgets were underspent (£1,165k) due to a milder winter resulting in a reduction in gritting requirements, although this is partially offset by additional costs arising as result of storms of £401k.</p> <p>Partially offsetting the overall underspend is; spend of £1,800k associated with additional improvements to the road network and £746k costs for equipment, nursery re-development and vehicles for parks & grounds. Additional routine and reactive maintenance works required because of network deterioration (including spray injection patching and gully cleaning) incurred costs of £1,943k, this however was offset by a credit from NY Highways generated through cost reductions and efficiencies.</p>
Parking Services	(9,455)	(9,322)	134	The majority of the overspend is due to funding capital projects, including car park improvements in Hambleton and Selby.
Environmental Services excl. waste	1,158	1,519	361	The overspend is driven by operating public conveniences, including staffing pressures of £103k, utilities and maintenance costs of £157k and £90k on equipment.
Waste Services	56,540	55,701	(839)	<p>The underspend is primarily driven by additional income arising from increased tonnages of commercial waste (£919k), contractual recycling performance payments (£451k) and there has been a decrease in the on going Section 106 development costs associated with Allerton Waste Recovery Park (£266k).</p> <p>Increased income from the garden waste service of £685k has been partially offset by purchase of additional bins in line with the service harmonisation plan of £825k and staffing pressures of £735k.</p>
Integrated Passenger Transport	13,334	13,868	534	<p>The overspend position is due to fleet workshop improvement costs £883k to support the transformation agenda and additional fleet maintenance & fuel costs £473k.</p> <p>This has partially been offset by £813k of the underspend due to reduced concessionary ticket costs and lower passenger demand.</p>
Licensing Services	(501)	(362)	139	The majority of the overspend is attributable to increased staffing costs due to the move of staff across to NJC Terms and Conditions of £122k following Local Government Reorganisation.
Public Rights of Way	907	1,266	359	Investment in Public Rights of Way such as footbridge repairs, surface improvements and signposts of £298k.
Harbour Services	(381)	93	474	A combination of significant overspends in electricity of £154k, reduced income of £96k and dredger repair costs of £127k have led to the overall position.
Regulation Services	6,192	6,450	258	Additional investment into various initiatives such as air quality £120k and Trading Standards materials and Equipment.
Bereavement Services	(2,839)	(2,125)	714	The service has dealt with a lower level of cremations, which is in line with a slightly decreased death rate over the year, this is partially mitigated by an increased dividend from Maple Park and results in a reduced income of £245k. There are also overspends in gas £154k, electricity £51k and grounds maintenance £35k. There is also funding of £156k for capital investment into crematoriums.
Registration Services	(404)	(293)	110	Overspend due to staffing costs associated with registrations not fully offset by registration fees income.
Coroners Service	836	1,110	274	Overspend due to increased spend on salaries £148k, plus post mortems and forensic testing £152k.
Environment Service Management	825	820	(5)	
TOTAL	110,441	108,878	(1,563)	

COMMUNITY DEVELOPMENT
Appendix E

2023/24 REVENUE BUDGET OUTTURN REPORT

BUDGET HEAD	REVISED BUDGET 2023-24 £000	FINAL OUTTURN 2023-24 £000	VARIANCE (-) = saving £000	COMMENTS
Culture, Arts, Libraries, Museums, Archives, Key Venues and Leisure	13,074	13,084	10	Income across leisure sites has exceeded target by £128k, along with additional net income through the Scarborough Leisure contract of £65k. Legacy VAT claims have resulted in a windfall income of £462k. Utilities have exceeded budget by £433k, with most pressure being seen across key venues and attractions. Salary budgets are overspent by £191k, which are predominantly in the services with weekend allowances, and maintenance costs are overspent by £138k. There are net savings of £102k relating to external leisure contract costs, and £5k other minor variances.
Economic Development, Regeneration, Tourism and Skills	4,646	3,465	(1,181)	Forecasted income shortfalls of £404k (£122k Hambleton Cinema, £91k Leeming Food Centre, £79k Harrogate Marketing and TIC temporary closure, £51k ED grant not received & £61k various other). Slightly offset by increased income of £235k (£85k Heritage Services, £61k Harrogate Spa, £54k Hambleton Evolution Business Centre, £35k Other). £443k savings in salaries. Expenditure savings £913k (£236k Ryedale Major projects and Community Development schemes, £120k Heritage Scheme savings, £152k Hambleton Business Centre, £57k Ryedale ED, £94k Cyberspace project Scarborough ED, £107k Hambleton ED projects, £86k Craven small projects, £51k Harrogate Place Marketing and Events, £10k Other). Offset by increased expenditure of £77k. Other small variance savings of £71k.
Housing (excluding HRA)	6,055	5,672	(383)	£843k overspend on temporary accommodation was brought back almost within budget as a result of an additional award of Homeless Prevention grant of £830k. There was also a further £110k smaller grants received in year. Across other Housing services, there are several small income budgets amounting to a £52k shortfall. Salaries across the service are underspent by £331k mainly as a result of vacancies. There are small overspends in expenses, including £43k for PFI contract and £23k lifeline equipment. Other small variances resulting in net £73k saving.
Planning	5,137	5,242	105	Planning Application income shortfall of £697k and other income shortfalls of £261k, partially offset by the £651k saving/underspend in employee related costs. Other expenditure savings (consultants and professional services) and income reductions net to a favourable £202k.
Harrogate Convention Centre	(1,038)	(1,028)	10	£498k increased lettings income and increased other income £307k, offset by £574k increased contractor costs associated. Catering income shortfall £314k. Additional resource, £16k, required for manual PO process. Business Rates revaluation increased costs £41k. Other salary savings £130k.
Economic Partnership Unit	346	346	(0)	
Senior Leadership	826	1,074	248	AD's and HoS Salaries to be offset across the whole service savings.
TOTAL	29,046	27,855	(1,192)	

RESOURCES DIRECTORATE, CENTRAL SERVICES AND CORPORATE MISCELLANEOUS
Appendix F

2023/24 REVENUE BUDGET OUTTURN REPORT

BUDGET HEAD	REVISED BUDGET 2023-24 £000	FINAL OUTTURN 2023-24 £000	VARIANCE (-) = saving £000	COMMENTS
RESOURCES				
Technology	23,827	23,624	(203)	Underspend on staffing (£290k), offset by a pressure on the mobile phones budget (£266k), and £1,322k overspend on IT related expenditure including hardware, licenses and repair and maintenance. Additional income of £921k largely driven by internal recharges.
Transformation Property	4,854 30,216	4,854 25,215	0 (5,001)	Savings on utilities through a combination of lower consumption and price is the main driver of the favourable variance (£5.9m). Other drivers include staff savings due to vacancies (£1.0m) and increase in external lettings income (£0.4m). These are partially offset by additional property compliance costs (£1.8m, of which £1.0m funded by reserve), increase in cleaning costs (£0.2m) and rates (£0.1m), increased use of consultants due to staff shortages (£0.3m), security costs and empty properties (£0.1m), as well as provision for further fire safety compliance work for EPHs (£0.6m).
Procurement	2,381	2,153	(228)	Saving is driven by staffing vacancies in the service.
Commercial	552	703	151	Redundancy payment (£73k) and associated unfunded post (£41k for first three months)
Financial Services	16,230	14,664	(1,567)	Underspend as a direct result of lower insurance premiums.
Customer	6,096	6,244	148	
Revenue and Benefits	3,771	3,757	(14)	
CENTRAL SERVICES				
Business Support and HR	24,690	25,123	433	HR has underspent by £52k overall, including an overspend of staffing (£464k), offset by additional income (£251k) as well as a number of synergies from becoming one unitary council including an underspend on training related budgets (£263k) and an underspend on medical fees (£43k). Business Support is reporting a £468k overspend which is largely driven by an overspend on staffing of £1.1m. This includes additional staffing resource being required within Special Educational Needs (£410k) and some additional staffing resource needed to support transition around financial administration (£250k).
Local Engagement	10,694	9,652	(1,042)	An underspend largely driven by staffing vacancies, notably within Localities (£134k) and Communications and Engagement (£124k). Within Localities there was additional income received into the North Yorkshire Local Assistance Fund (£99k) as well as a number of underspends on uncommitted legacy budgets (£161k). Communications have also reported additional income in-year (£196k). This is partially offset by spending pressure within CCTV and Community Safety (£56k). In addition, the service received additional income of £372k linked to
Legal and Democratic Services	10,883	9,606	(1,276)	Within Legal Services there is an overspend on staffing of £747k(including agency staff) which is offset with additional income of £357k. Legal expenses is also overspend (£695k), largely driven by Children's Social Care and Trading Standards. Democratic Services is showing an overall underspend of £717k which is driven by an underspend on staffing of £229k, as well as additional income of £207k. In addition there was an underspend linked to Local Healthwatch and Signposting (£108k). Elections underspend (£245k) is largely driven by staffing savings (£68k) and an underspend on IT budgets (£67k) plus numerous other smaller underspends on items such as venues, equipment and premises related costs. Member Services – have delivered a saving in-year as well as report and additional £215k underspend. This is largely a result of efficiencies and uncommitted budgets following the transition to the new council.
Senior Leadership	3,143	2,084	(1,059)	Underspend is resulting from vacant posts and uncommitted legacy budgets.
Resources & Central Total	137,336	127,678	(9,658)	

NORTH YORKSHIRE EDUCATION SERVICES

Appendix G

2023/24 REVENUE BUDGET OUTTURN REPORT

BUDGET HEAD	BUDGET Profit (-) / Loss (+) 2023-24 £000	FINAL OUTTURN Profit (-) / Loss (+) 2023-24 £000	VARIANCE (-) = saving £000	COMMENTS
TRADED SERVICES PROFIT & LOSS SUMMARY				
Cleaning Service	(540)	(707)	(167)	Salary savings due to vacancies, less than anticipated rise in cleaning materials costs
County Caterers Service	(300)	(446)	(146)	
Grounds Maintenance Service	(42)	(70)	(28)	Increase in meal uptake in primary schools and tighter control on food spend, and salary savings due to vacancies
Health and Safety Service (Hands)	(59)	(50)	9	
Health and Safety Commercial	(78)	(105)	(27)	Lower uptake from schools and double counting of a supplier rebate
Energy Traded Service	(26)	66	92	
Maintenance and Servicing Scheme	(120)	(210)	(90)	
Property & Facilities	(1,165)	(1,522)	(356)	
School Improvement Service	(8)	9	17	Take-up by schools has been good and the service managed the risk of a potential drop off in Q4 sales volume well.
LA Clerking Service	-	35	35	
Education & Skills	(8)	44	52	
Employment Support Service - Traded	(65)	(226)	(161)	Increase in level of income from pricing structure review and new contracts won.
Financial Management Services	(134)	(313)	(179)	
Health and Wellbeing Service	(175)	(295)	(120)	Additional income from senior management support to LGR AR project and demand caused by finance staff shortage in some schools. Savings from staff vacancy held.
HR Advisory Service	(69)	(49)	20	
Legal Services Traded	(28)	5	33	Additional income from Health surveillance contract with Yorwaste
North Yorkshire Procurement Service	(54)	(60)	(6)	
Schools ICT Service	(86)	(104)	(18)	Overachievement of target due to SLA retention rate of 94% and winning won back customers that had not contracted with us for a number of years. The reasons for the difference in forecast between Q3 and Q4 were mainly due to a larger amount sales of enhanced services, hardware and software in Q4 than anticipated. This is an area of the service that is highly unpredictable due to customer demand and spending at the time.
Training and Learning	(14)	(50)	(36)	
Professional Support Services	(625)	(1,092)	(467)	A forward plan of advertising, making the most of statutory changes and using the functionality of SLA Online better has contributed to an increase business in Q3 and Q4 for Training and Learning, which has resulted in a largely better than expected outturn. T&L saw a sharp increase in January and February for requests for access to the e-Learning academy. This was in the main due to reminders been sent to customers who have historically used the platform. Places on courses ran at an average of 77% during Q4, in comparison to an average of 56% through Q1-Q3. The forecast was based on a 56% for the remainder of the year. The York and North Yorkshire Combined Authority SLA came into effect in February. This wasn't finalised until January and therefore wasn't included in the forecast at the end of Q3.
	(1,799)	(2,570)	(771)	
Central Traded Establishment	882	934	52	
North Yorkshire Education Solutions (NYES)	917	813	(104)	Salary savings due to vacancies
TOTAL	-	(823)	(823)	

HOUSING REVENUE ACCOUNT

Appendix H

2023/24 REVENUE BUDGET OUTTURN REPORT

BUDGET HEAD	REVISED BUDGET 2023-24 £000	FINAL OUTTURN 2023-24 £000	VARIANCE (-) = saving £000	COMMENTS
INCOME				
Rents (Council Dwellings & Hostels)	(38,125)	(38,390)	(265)	Improved position due to savings against bad debt provision - stable arrears position and minimal write offs in year
Non-dwelling rents	(423)	(416)	8	
Charges for services and facilities	(1,387)	(1,263)	125	Various smaller variances, including £33k shortfall in RTB admin fees, £35k shortfall in Lifeline service income and £18k relating to rechargeable works to the GF.
Other Income	(378)	(414)	(36)	
Investment Income	(1,350)	(1,912)	(563)	Increased investment income due to improved investment returns (4.98% v 4%) and stable HRA balances
TOTAL INCOME	(41,663)	(42,395)	(732)	
EXPENDITURE				
Repairs and Maintenance	11,057	11,233	175	There are overspends totalling £780k within repairs and maintenance budgets associated with void repairs (£361k), other planned maintenance works (£220k) and general repairs (£309k) associated with mould works, roofing works and substantial reliance on external contractors for electrical works. These costs are offset by underspends, predominantly salaries (£308k), repairs compensation payments (£90k) and other items (£154k) to arrive at the net position.
Supervision, Management and Admin	9,630	8,654	(976)	Utilities budget are underspent by £520K. Budgets were inflated by 100% as part of 23/24 budget setting, but increases haven't been as bad as expected. £50K underspend in water / sewerage charges £95K underspend associated with a system development charge –linked to planon asset management system not yet being implemented. £212K underspend in salaries across the supervision and management areas (principally linked to vacant posts). £78K underspend relating to HRA contingency (Selby Area H) not being utilised.
Interest Payments	3,853	3,611	(242)	Savings as a result of lower than anticipated borrowing (no new borrowing in year)
Debt Repayment	2,355	2,355	-	
Depreciation charge to major repairs	7,217	7,217	-	
Capital Expenditure funded from revenue	9,771	9,771	-	
TOTAL EXPENDITURE	43,883	42,840	(1,043)	

Productivity Plan Submission to the Department for Levelling Up, Housing and Communities July 2024

Draft

How the council has transformed the way we design and deliver services to make better use of resources.

Our transformation strategy 'Becoming one council fit for the future' sets out how Local Government Reorganisation has given us the opportunity to think and do things differently, maximising scale and efficiency as one unitary council to provide outstanding services to all residents and businesses.

The first step in the creation of our new organisation has been to move delivery from eight organisations into one, ensuring that on 1 April 2023 our services were safe and legal, whilst continuing to provide what our customers need. This was achieved and through the first year of operation, overall performance has remained strong. We are at an early stage of a longer journey.

The next step is to bring together services, teams, systems, and processes from predecessor organisations to create strong teams with a One Council ethos, whilst also realising efficiencies.

Our Transformation and Change Programme will create a culture where teams prioritise customer experience, purposeful delivery, and a strong performance ethos.

The convergence of services will not only create stability and financial resilience, but also the opportunity to go further and deliver services in new ways to achieve the outcomes our customers want for themselves and their places. Teams will challenge existing practices, utilising the experiences of staff from all backgrounds to develop best practice, whether that be looking outside of the County for new ideas, or building on what has worked well here in North Yorkshire.

The budget for 2024/25 therefore sees the fruition of many of the immediate financial benefits arising from structural reform. This includes restructures in service teams; reduction in senior management; reduction in support service costs; and reduction of corporate overheads. This range of savings can be seen as the culmination of the work to converge eight councils into one. The table below demonstrates the savings proposals in total over the period of the Budget and MTFS and specifically identifies those that accrue from unitarization.

LGR Related savings			
Commissioning-LGR	£2,090,000		
Democracy-LGR	£256,000		
Income- LGR	£6,633,000		
Procurement	£5,241,000		
Property	£1,008,000		
Service synergy	£11,795,100		
Support Services	£6,716,000		
Technology led LGR	£1,947,000	£35,686,100	78%
Non-LGR Savings			
Commissioning	£3,162,000		
Income	£3,452,000		
Policy	£1,437,000		

Service synergy- Highways/HNY Technology led	£1,250,000		
	£800,000	£10,101,000	22%
		£45,787,100	

As a new organisation, we will embed new mechanisms that encourage continuous improvement and address the needs our residents, businesses, and communities. The Target Operating Model (TOM) is the strategic framework that describes how the council will operate. To ensure a solid foundation for teams to build on, there must be absolute clarity on how the council operates and will operate in the future – the TOM will ensure that the organisation is built around key principles that can deliver the council’s strategic vision. These principles ensure consistent, coherent, and complementary design of the new council, and to allow decisions to be made quicker and prevent duplication. Ensuring adoption of a common operating model will help us deliver improved and efficient services for customers and it will also enable us to improve our ways of working for employees.

How we plan to take advantage of technology and make better use of data to improve decision making, service design and use of resources.

Transformation Programme

Our transformation programme is supported by data and intelligence, this will help inform our approach and monitor our performance against the highest standards along the way.

Moving towards our Target Operating model requires a number of projects and activities to make sure we have the right processes, technology and skills in place. A number of programmes of work have started that will help the council to move to these new ways of working, including:

- **Technology Infrastructure** – a range of activities that brings together the council’s technology infrastructure to support the council – this includes rolling out Windows 11, rationalising and decommissioning legacy technology and equipment and making sure that our systems, networks and technology safety features are up to date.
- **Data** – brings together work around the council’s approach to data and how we can make best use of this to inform decisions and deliver services. This includes activities such as a new data strategy, GIS Strategy, data architecture as well as pilot projects in areas such as AI data mining and Robotic Process Automation (RPA).

We will improve and find efficiency, try new ways of doing things and become the best we can be. This will require thinking in new ways and considering a diverse range of views as we develop our plans. We will work flexibly, using hybrid working and technology to ensure processes are efficient and close to the needs of our customers.

Service Planning

All teams will develop plans that set out clearly their objectives, aligning this with the vision and priorities of the council and how it will operate. The purpose of the plan is to ensure that every team understands what it is contributing to achieving those outcomes and allow its activities and performance to be monitored.

We will align the service planning process with the MTFS to ensure services are looking at team plans on how they can deliver and develop services opportunities for savings and how they can be captured (e.g. following benchmarking activity, opportunities to improve performance, increased use of digitisation, Robotic Process Automation, Artificial Intelligence or general process improvement).

To achieve the best for our customers, we need all teams to be strong and high performing, making the best use of resources and striving for excellent customer experience. All teams will make use of our data and intelligence, learning from the feedback we get from customers to drive performance improvement.

Through a quarterly reporting cycle, performance monitoring will help to identify where services are performing well or need further support and communicate this to allow decisions to be taken which drive improvement.

Our Plans to reduce wasteful spend within the organisation and systems

Our transformation strategy sets out the following themes, which will allow us to reduce wasteful spend within the organisation and systems:

Stronger teams:

All teams will use the creation of North Yorkshire Council as a catalyst to challenge existing practice, move forward and strive to be strong and high performing teams.

For teams with functions previously split across the County and Districts, there first needs to be a process of Service Convergence. This will bring teams together with the same processes, standards and performance, customer experience, technology and staff training and skills to be aligned.

Transforming the way we work:

An opportunity to embed fundamental changes to how the council operates, utilising a coherent transformation and change programme that puts customer experience, purposeful delivery, and strong performance at the heart of what we do. The programme will be structured around a series of themes. Initially the first themes will focus on the experiences of the Customer and The Way we Work:

Customer: Focussing on how we ensure that the customer experience is paramount in how we operate and what the customer can expect from the council in meeting their need. The programme will develop the actions needed for the council to achieve this objective and set in place the high-level principles, processes, and mechanisms of how this will be achieved.

The Way We Work: Focussing on establishing an employee experience that supports efficient, and effective delivery of services in a way that meets customer needs. To ensure our working practices and procedures enable the delivery of high-quality services, whilst creating a positive working environment for staff.

A financially stable council:

The council already has in place a Medium-Term Financial Strategy (MTFS) that starts to meet the immediate financial challenges facing the council.

However, recognising the current challenges of public sector finance, the need to continually look for opportunities to ensure the council's financial sustainability is a critical and a constant requirement. This emphasis on delivering effective and efficient services ensures that the money the council spends can be prioritised in maintaining services, responding to customer needs, and minimising unnecessary spending.

Within the MTFS, a savings programme totalling £46 million (to 2026-27) will be taken forward to drive efficiencies and respond to significant pressures on budgets. However, even with these savings, there is still a projected recurring shortfall building to £48.2m by 2026/27. We therefore need to use the time over the next twelve months to identify further transformational savings that arise from LGR to bridge much of this deficit.

Looking ahead, we will:

- Work with senior managers and teams to support them in delivering the savings/income generation activities already identified in the MTFS and ensure that these programmes are resourced and monitored to ensure delivery.
- Align the service planning process with the MTFS to ensure services are looking at team plans on how they can deliver and develop services opportunities for savings and how they can be captured (e.g. following benchmarking activity, opportunities to improve performance, increased used of digitisation, Robotic Process Automation, Artificial Intelligence or general process improvement).
- Identify best practice from other councils and large organisations whereby efficiencies and savings can be successfully achieved and weave these in at a team level through service plans or as a transformation theme.

Our agency spend is very low (only 1.7% of the pay budget in 23-24) and there is a general policy of not using agency staff except for short term periods whilst recruiting. This reflects a pro-active policy of recruitment with a specialised recruitment team (whose costs are subsidised through trading with external organisations) and also development schemes to fill known skills shortages (e.g. the Future Finance Leaders apprenticeship programme to develop in-house accountancy staff).

North Yorkshire Council does not run significant internal EDI activities, but does carry out work to ensure we have a workforce cognisant and representative of our communities.

The barriers preventing progress that the Government can help to reduce or remove

- We are facing high service demand in our critical services including Children's Social Care, Special Educational Needs, Adult's Social Care, and housing.
- The need to develop, and maintain, a proper needs-based funding system which provides multi-year settlements that allow effective medium-term planning for local authorities.
- The failure of the local government funding regime to adequately reflect the rural premium in delivery of services where unit costs are higher and people tend to receive lesser service.
- Our SEND statutory responsibility is in excess of the government funding allocated. Current policy states that an assessment can be requested for anyone, as a result this effectively means there is open ended demand for the service, however, the funding received from Government does not reflect this.
- Greater access and fair usage of existing government data, this will help us to deliver more efficient services.

3.0 ANNUAL TREASURY MANAGEMENT AND PRUDENTIAL INDICATORS REPORT 2023/24

OVERVIEW

3.1 This section of the report presents the results of the Treasury Management operations of the Council for 2023/24 and the outturn position on Prudential Indicators.

BACKGROUND

- 3.2 Treasury Management in Local Government is governed by the CIPFA Code of Practice on Treasury Management in Public Services and in this context is the management of the Councils borrowing, cash flows, its banking and capital market transactions, the effective control of the risks associated with those activities and the pursuit of optimal performance consistent with those risks. The Council has adopted the Code and complies with its requirements.
- 3.3 The Code recommends that Members should be informed of Treasury Management activities including as a minimum an Annual Strategy, a mid-year review and an annual report after the year end. This report ensures, therefore, that the Council is adopting Best Practice in accordance with CIPFA's Code of Practice.
- 3.4 This report has been prepared in the context of the Annual Treasury Management Strategy for 2023/24 approved by Executive on 24 January 2023 and Council on 22 February 2023.
- 3.5 This **Annual Treasury Management Report** for 2023/24 addresses the following:-
- the Council's overall treasury (debt and cash) position
 - performance measurement
 - Treasury Management Strategy for 2023/24
 - the Economy in 2023/24
 - borrowing and investment rates in 2023/24
 - borrowing outturn for 2023/24
 - debt rescheduling and the Premature Repayment of External Debt
 - investment outturn for 2023/24
 - revenue impact of 2023/24 Treasury Management Activity
 - compliance with Treasury limits and Prudential Indicators
 - approved lending list
- 3.6 The key statistics and/or performance indicators explained in this report can be summarised as follows:
- long term external debt decreased from £379.8m (at 31 March 2023) to £377.7m. There has been no new borrowing throughout 2023/24.

- the average rate of interest on this debt was 3.76% (3.76% at 31 March 2023)
- for cash invested the average rate of interest achieved was 4.98% compared to the average 7-day market rate of 4.96% and the average bank rate of 5.03%. Investments placed during 2022/23 that matured in 2023/24 have an affect on the Council's in year performance when measured against bank rate during a period of aggressive base rate increases.
- none of the approved Treasury Management Prudential Indicators and limits were exceeded during the year.

OVERALL TREASURY (DEBT AND CASH) POSITION

3.7 The Council's position at the beginning and end of the 2023/24 financial year was as follows:-

	As at 31 March 2023		As at 31 March 2024	
	Principal	Weighted Average Return	Principal	Weighted Average Return
	£m	%	£m	%
External Debt Outstanding				
PWLB	355.8	3.75	353.7	3.74
Money Market LOBOs	24.0	4.04	24.0	4.04
	379.8	3.76	377.7	3.76
Investments (NYC only)	512.0	2.18	549.6	4.98
Net Borrowing	132.2	N/A	171.9	N/A

3.8 In the above table the weighted average rate for 'cash available' is expressed on an annualised average basis.

TREASURY MANAGEMENT STRATEGY 2023/24

3.9 The expectation for interest rates incorporated within the **Annual Treasury Management Strategy for 2023/24** was based on officers' views at that time, prepared with assistance from the Council's Treasury Management Advisor, Link Treasury Services Limited, (Link) and supported by a selection of City forecasts.

3.10 The interest rates for the UK were expected to be as follows:

Bank Base Rate is expected to fall to 4.25% by December 2024 and to stabilise at 3% by September 2025.

PWLB Borrowing rates are expected to fall over the next one to two years as Bank Rate falls and inflation moves below the Bank of England's 2% target.

3.11 Based on the above, the Strategy adopted by the Council for 2023/24 was as follows:

a) Long Term Debt to Finance Capital Expenditure (borrowing strategy 2023/24)

2023/24 was expected to continue with relatively high interest rates and rises expected to control inflation.

Borrowing in advance of need within the constraints of the Prudential Code and approved Prudential Indicators would only be considered in exceptional circumstances.

Consideration would be given to financing capital expenditure by taking borrowing from PWLB/money markets, but the key treasury strategy was to postpone borrowing and maintain an under borrowed position to avoid the cost of holding higher levels of investments and to reduce counterparty risk.

In considering this option however, day to day cash flow constraints and the loss of longer term interest stability would also be taken into account together with the possibility of having to replace the internal borrowing with external borrowing in a subsequent year at higher interest rates.

b) Investment of Surplus cash (investment strategy 2023/24)

The Council's investment priorities are firstly the security of capital and secondly the liquidity of its investments. The highest return would then be sought provided that proper levels of security and liquidity are achieved. The investment risk appetite of the Council is low in order to give priority to the security of investments.

THE ECONOMY IN 2023/24

3.12 The Council's treasury advisors Link summarised the key points associated with economic activity in 2023/24 as follows:

UK Economy

- Against a backdrop of inflationary pressures, the Russian invasion of Ukraine, and war in the Middle East, UK interest rates have continued to be volatile.
- Inflation is easing at 3.4% but taking longer than anticipated to get towards the governments target of 2%.
- Real household disposable income continues to be under pressure to the impact of mortgage rates and inflation.

USA

- Despite market pressure to cut rates in June 2024, the economy has remained resilient and inflation remained stubborn meaning monetary policy remains flexible.
- Rate cuts are expected this year but perhaps fewer than anticipated.

EU

- Inflation rate has fallen to 2.4% but the ECB may cut rates in June as growth is slower than expected with GDP having made little to no progress in 2023.

BORROWING AND INVESTMENT RATES IN 2023/24

3.13 Notwithstanding the forecasts for interest rates and prospects for the economy in 2023/24 as projected in February 2023 the actual interest position experienced during the year is described below.

3.14 The movement in relevant UK market interest rates for the year was as follows:

a) for Bank rate

Period	%
1 April 2023 – 10 May 2023	4.25
11 May 2023 – 21 June 2023	4.50
22 June 2023 – 2 August 2023	5.00
3 August 2023 – 31 March 2024	5.25

b) for PWLB rates

Item	Range during Year	Start of Year	End of Year	Average In Year
	%	%	%	%
Fixed Interest Maturity				
1 year	4.85 – 6.56	5.00	5.56	5.74
5 years	4.30 – 6.06	4.50	5.42	5.15
10 years	4.42 – 5.76	4.55	4.97	5.19
25 years	4.78 – 6.16	4.89	4.84	5.53
50 years	4.47 – 5.94	4.59	5.21	5.28

The PWLB rates in the above table reflect the PWLB 0.2% discount rate.

BORROWING OUTTURN FOR 2023/24

3.15 The year on year movement in the external debt position is as follows:-

Item	£m	£m
Debt outstanding at 1 April 2023		
PWLB	355.8	
Other institutions	24.0	
		379.8
New borrowing in the year		0.0
Scheduled debt repayments in year		-2.1
= external debt outstanding at 31 March 2024		377.7

3.16 The reduction in external debt during 2023/24 of £2.1m (from £379.8m to £377.7m) reflects the impact of debt repayments.

3.17 The following analysis shows the maturity profile of the Council's long term debt as at 31 March 2024.

Item	Debt	Weighted average interest rate
	£m	%
PWLB		
Maturing within		
1 year	-	-
1-2 years	10.0	3.10
2-5 years	15.0	2.95
5-10 years	59.0	2.90
10-20 years	34.3	3.32
20-30 years	143.0	4.30
30-40 years	64.1	4.25
40-50 years	28.3	2.63
Total	353.7	3.74
HRA	99.5	3.35
Non HRA	254.2	3.89
Money Market Loans – All Non-HRA		
Commerzbank A.G.		
50 years but fixed for 5 years (to 26/09/2025)	5.0	3.78
50 years but fixed for 5 years (to 27/09/2024)	5.0	3.73
Dexia Bank		
70 years but fixed for 3 years (to 18/08/2026)	10.0	4.15
Barclays Bank		
50 years fixed (15/09/2043)	4.0	4.45
	24.0	4.04
total as at 31 March 2024	377.7	3.76
total as at 31 March 2023	379.8	3.76

- 3.18 External interest payable for PWLB debt for 2023/24 was £13.3m of which £3.4m related to HRA debt and £9.9m related to General Fund debt. Interest payable on Money Market Loans totalled £1m, all of which related to the General Fund.
- 3.19 Recognising the Borrowing Strategy, the economic situation in 2023/24 and the actual borrowing rates during the year, the borrowing approach taken in 2023/24 was as follows:-
- a) in view of interest rate forecasts it was recognised that the internal borrowing strategy was not a significant risk throughout 2023/24. Continuing substantial cash balances ensured there was no need to borrow for cash flow purposes alone. Deferral of any potential new borrowing also supported the Council in terms of reduced credit risk on its investments;
 - b) it was appreciated that the overall forecast for long term borrowing rates is to increase over the next few years and, therefore, consideration was also given to weighting the short term advantage of internal borrowing against potential long term costs. A close watch will, however, continue to be kept on interest rates;
 - c) continuing low investment rates throughout 2023/24 supported the continued use of cash balances, where appropriate, to maintain the internal financing (under borrowed) position of the annual borrowing requirement;
 - d) the 2023/24 borrowing requirement increased the internal financing position. No additional external debt repayments were made due to early redemption penalties that would be incurred;
 - e) the internal borrowing strategy achieves significant short term revenue savings and also mitigates the credit risk incurred by holding investments in the market. The strategy is not risk free, however, in terms of the loss of long term stability in interest payments, operational cash flow and ultimate refinancing of the capital borrowing requirement;
 - f) looking ahead to future years, the Capital Financing Requirement is forecast to continue falling as the annual Minimum Revenue Provision for debt repayment exceeds the annual capital borrowing requirement. There is, however, further significant maturing debt and both these factors will be reflected in the annual consideration of how to finance the cumulative internally financed (under borrowed) position and the borrowing requirement for each year.
- 3.20 As at 31 March 2024, the Capital Finance Requirement was £720.0m (£579.4m debt and £140.6m leases) resulting in an underborrowed position of £201.7m. (**Appendix B**).
- 3.21 It is a statutory duty for the Council to determine and keep under review its “Affordable Borrowing Limits”. The Council’s approved Prudential Indicators (affordable limits) were outlined in the Treasury Management Strategy Statement (TMSS). A list of the limits is shown in **Appendix B**. The Prudential Indicators were not breached during the year.
- 3.22 The TMSS indicated that there was no requirement to take long term borrowing during 2023/24 to support the budgeted capital programme.
- 3.23 The Council approved an Authorised Borrowing Limit of £652.1m (£465.3m debt and £186.7m leases) and an Operational Borrowing Limit of £631.1m (£445.3m debt and £186.7m leases) for 2023/24 in February 2023 within the Council’s Treasury Strategy.

- 3.24 As at 31 March 2024, Long Term Borrowing totalled £518.3m (£377.7m debt, £140.6m leases).
- 3.25 The Treasury strategy, in relation to capital financing, is to continue the voluntary set aside of Minimum Revenue Provision (MRP) payments from the HRA in relation to self-financing debt, to allow for repayment of the outstanding debt. The voluntary set aside of the HRA MRP has been charged in accordance with budget for the 2023/24 financial year. In future years, HRA MRP will be charged for loans with annual principal repayments. As a result, £2,355k of HRA voluntary MRP was incurred in 2023/24.
- 3.26 As at 31 March 2024, the Council was in an underborrowed position of £201.7m. This means that capital borrowing (external debt) is currently lower than the Council's underlying need to borrow.
- 3.27 The underborrowed position is in line with the approved Treasury Management Strategy.

DEBT RESCHEDULING AND THE PREMATURE REPAYMENT OF EXTERNAL DEBT

- 3.28 The rescheduling of debt involves the early repayment of existing debt and its replacement with new borrowing. This can result in one-off costs or benefits called respectively premiums and discounts dependent on whether the rate of the loan to be repaid is higher (premium) or lower (discount) than comparative current rates.
- 3.29 No cost effective repayment options were identified in year.

INVESTMENT OUTTURN FOR 2023/24

Internally Managed Investments

- 3.30 The Council's investment policy is governed by DLUHC guidance which has been implemented in the annual investment strategy approved in February 2023. This policy sets out the approach for choosing investment counter parties and is based on credit ratings provided by the three main credit rating agencies supplemented by additional market data such as rating outlooks, credit default swaps, bank share price etc.
- 3.31 The investment activity during the year conformed to the approved strategy and the Council had no liquidity difficulties.
- 3.32 The Council currently manages its cash investments in-house and only invests with the organisations specified in its Approved Lending List. Investments were made for a range of periods from overnight to 12 months dependent on cash flow, interest rates on offer and interest rate expectations. The investment position was managed as follows:
- a) the Council generally looks to keep most cash invested for short periods (to cover specific dates and cash flow requirements);
 - b) the general approach throughout the year was, therefore, one of keeping investments at shorter dates whilst taking advantage of perceived good value for longer term investments;
 - c) no investments for longer than one year were made during 2023/24 and none were in place at 31 March 2024 (£40m maximum limit);

- d) Increasing interest rates have resulted in improved returns throughout 2023/24 on the Council's short term investments;
- e) less use was made of business reserve accounts for cash flow generated balances. Alternatively, a number of "notice" accounts were used during the year with notice periods varying between 31 and 180 days which offered attractive rates of return. Increasingly using longer fixed rate investment opportunities and lending to other Local Authorities has been required to achieve acceptable rates. The Council will continue with this strategy in the future, subject to satisfying the stringent Approved Lending List criteria;
- f) as in the previous year, the overall level of investments was depressed throughout the year through the agreed strategy of internally funding the 2023/24 and recent previous years capital borrowing requirements.

3.33 The results of the Council's investment activities for 2023/24 were as follows:-

Number of loans made	571
	£m
Balance outstanding 01/04/2023	503.18
=Balance outstanding 31/03/2024	549.57
Average daily balance during 2023/24	624.08
Interest Earned	30.9
Average Rate achieved 2023/24	4.98%
Average 7 Day Rate 2023/24	4.96%
Average Bank Rate 2023/24	5.03%

3.34 Of the £30.9m earned by the Investment pool in 2023/24, £1.8m relates to other bodies. The Council's share of the pool amounted to £29.1m, of which £1.9m was attributed to the HRA and £27.2m to the General Fund.

3.35 An analysis of the investments placed at 31 March 2024 totalling £549.57m is attached at **Appendix A**.

3.36 No institutions in which investments were made had any difficulty in repaying investments and interest in full during the year.

Treasury Management Investment Pool

3.37 The level of funds loaned out and interest earned figures reported above include transactions relating to the various independent bodies for which the Council provided treasury management services during 2023/24.

3.38 Due to the size of the cash balances of these bodies, the Council operates a 'sweep' arrangement under which any surplus cash of the organisation(s) are merged with similar funds managed by the Council to secure better overall returns in the money market.

- 3.39 This arrangement is advantageous to these bodies because on their own the day to day balances in their bank accounts can be volatile and unpredictable and yet are small in terms of involvement in the money market.
- 3.40 Interest is paid out to these organisations at the same overall average rate as earned by the Council on the total funds loaned out, and they are charged an annual fee for the service provided.
- 3.41 Any loss incurred as a result of default by a bank / building society counterparty would be apportioned between the Council and these organisations in proportion to the total surplus cash funds of each organisation, at the time of default.
- 3.42 In terms of levels of balances outstanding the position is as follows:-

Item	31-Mar-23	31-Mar-24	Interest Earned in 2023/24
	£m	£m	£000
NY Pension Fund	1.8	2.1	194.0
NY Fire and Rescue Authority	7.2	1.2	324.9
Richmondshire District Council	7.8	0.0	0.0
Yorkshire Dales National Park	4.0	4.8	258.8
North York Moors National Park	6.4	7.9	382.4
Peak District National Park	7.5	9.1	463.6
Selby District Council	77.9	0.0	0.0
National Parks England	0.2	0.2	21.0
Align Property Partners	1.9	2.7	116.7
NYnet Limited	11.7	14.0	0.0
	126.4	42.0	1,761.4
North Yorkshire Council	315.9	507.6	29,123.2
Total	442.3	549.6	30,884.6

Fund Managers and Externally Managed Investments

- 3.43 The option to use external Fund Managers for management of an element of the Investment Portfolio has been kept under constant review throughout 2023/24 and is discussed as part of regular strategy meetings with the Council's Treasury Management advisors, Link.
- 3.44 No Fund Managers were used during 2023/24.

ALTERNATIVE INVESTMENTS

3.45 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.

3.46 The primary objectives of alternative investment activities are:

- a) Security – to protect the capital sums invested from loss; and
- b) Liquidity – ensuring the funds invested are available for expenditure when needed.

3.47 Non-core activities and investments are primarily undertaken by the Council in order to generate income to support the delivery of a balanced budget. Such investments are only entered following a full assessment of the risks and having secured expert external advice (i.e. where it is relevant to do so).

3.48 In order to manage risk appropriately, achieve targets for investment returns, deliver a diverse portfolio and maintain a level of liquidity, the Commercial Investment Board has established an investment framework. The investment framework provides a range of investment options and investment limits for each option.

Commercial Property

3.49 Options are continually reviewed for the acquisition of land and buildings for investment purposes. Such assets will be classified as Commercial Property.

3.50 The investments in Commercial Property are classed as capital expenditure. As Commercial Properties are funded from core cash balances, the investments are effectively funded from internal borrowing for capital accounting purposes. As a result, expenditure on Commercial Property investments are included in the calculation of the Capital Financing Requirement (CFR). When the Council ultimately disinvests and sells the properties, the income will be classed as a capital receipt and applied to reduce the CFR. The Council will not borrow to fund commercial investment through loans from PWLB or money markets.

3.51 Commercial Properties in place as at 31 March 2024 are as follows:

Property	Date Purchased	Investment	Valuation as at 31/03/24	Rate of Return	Return
		£000	£000	%	£k
Bank Unit in Stafford Town Centre	May-19	876.0	790.0	6.05	50.4
Co-op Store in Somercotes	Mar-19	1,497.3	1,290.0	6.13	91.8
		2,373.3	2,080.0	6.10	142.2

3.52 The value of Commercial Property investments will continue to be assessed. 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 have been set

aside to ensure that there is no impact on the General Fund at the point of any future sale. An additional £400k be set aside to reserve for this purpose in 2023/24.

3.53 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

3.54 The position on Alternative Property Investments at 31 March 2024 is as follows:-

Property	Investment £k	Valuation as at 31/03/24	Performance			
			Total Capital Gain / (Loss)		Rate of Return	Return
	£000	£000	£000	%	%	£000
Harrogate Royal Baths	9,504.0	7,000.0	(2,504.0)	(26.3)	1.52	144.7
Scarborough Travelodge	14,828.0	13,250.0	(1,578.0)	(10.6)	6.84	1,014.4
Shopping centre – Harrogate	925.0	925.0	0.0	0.0	7.24	67.0
Secondary industrial land - Harrogate	792.0	792.0	0.0	0.0	3.88	30.7
Total	26,049.0	21,967.0	(4,082.0)	(15.7)	4.82	1,256.8

Loans to Companies in which the Council has an interest

3.55 The Council's policy on making loans to companies in which it has an interest is incorporated into the Annual Treasury Management Strategy and is as follows:-

- a) the Council's general investment powers under the Annual Treasury Management and Investment Strategy come from the Local Government Act 2003 (section 12). Under this Act a local authority has the power to invest for any purpose relevant to its functions or for the purpose of the prudent management of its financial affairs;
- b) in addition to investment, the Council has the power to provide loans and financial assistance to limited companies under the Localism Act 2011 (and also formally under the general power of wellbeing in the Local Government Act 2000) which introduced a general power of competence for authorities (to be exercised in accordance with their general public law duties); and
- c) any such loans to limited companies by the Council would therefore be made under these powers. They would not, however, impact on the Investment Strategy but would be classed as capital expenditure by the Council under the Local Authorities (Capital Finance and Accounting) Regulations 2003 and would be approved, financed and accounted for accordingly.

3.56 The position on these loans at 31 March 2024 is as follows:-

Period	Yorwaste	Brierley Homes	First North Law	NY Highways	Align Property Services	Broadacres Housing Association*	Selby & District Housing Trust*	Bracewell Homes*	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m
Balance as at 31 Mar 2023	3.7	10.5	0.1	11.0	0.0	33.6	2.7	0.7	62.3
Variation in 2023/24	0	2.5	0	0	0.5	0	-2.7	0	0.3
Balance as at 31 Mar 2024	3.7	13.0	0.1	11.0	0.5	33.6	0	0.7	62.6
Approved Limits	7.5	22.9	0.25	11.0	1.0	35.0	5.0	10.0	83.65
Revenue Return £k	334.9	1,336.1	5.9	1,266.7	15.6	1,383.4	0.0	111.3	4,453.9

*Outstanding with Legacy District/Borough Councils

3.57 These loans have been treated as Capital Expenditure by the Council and financed from Internal Borrowing. The revenue interest loss is offset by the interest charged to the four companies.

Property Funds

3.58 Property Funds, pooled investment vehicles investing in diversified UK commercial property, were added to the schedule of Non Specified Investments as part of the 2023/24 Annual Treasury Management Strategy.

3.59 Investments held in Property Funds are classified as Non-Specified Investments and are, consequently, long term in nature. Valuations can, therefore, rise as well as fall, over the period they are held, therefore funds have been set aside to ensure that there is no impact on the General Fund at the point of any future sale. An additional £1.6m is to be set aside to reserve for this purpose in 2023/24.

3.60 Each fund also provides a monthly revenue return, representing interest earned on the fund over that period. The position on Property Funds at 31 March 2024 is as follows:-

In year

Fund	Bfwd Investment	Valuation as at 31 March 2024	Gain / (Loss)	Revenue Return	Return
	£k	£k	£k	£k	%
Blackrock	5,095.6	4,760.3	(335.3)	120.5	3.0
Threadneedle	4,791.2	4,559.5	(231.7)	186.4	4.6
Hermes	1,921.2	1,777.9	(143.3)	50.5	3.4
Fidelity	2,864.1	2,633.4	(230.7)	95.3	4.3
Total	14,672.1	13,731.1	(941.0)	452.7	3.8

Total Fund Performance

Fund	Original Investment	Valuation as at 31 March 2024	Gain / (Loss)	Revenue Return	Return
	£k	£k	£k	£k	%
Blackrock	5,505.5	4,760.3	(745.2)	528.6	9.6
Threadneedle	5,366.3	4,559.5	(806.8)	739.0	13.8
Hermes	2,000.0	1,777.9	(222.1)	284.1	14.2
Fidelity	3,000.0	2,633.4	(366.6)	515.3	17.2
Total	15,871.8	13,731.1	(2,140.7)	2,067.0	13.0

Summary

3.61 The investment framework and alternative position as at 31 March 2024 is as follows:

Type of Investment	Invested as at 31/03/2024	Rate of Return	Return
	£m	%	£k
Alternative Treasury Instruments			
Money Market Funds	0.0	0.00	0.0
Enhanced Cash Funds	0.0	0.00	0.0
Certificate of Deposit	0.0	0.00	0.0
Property Funds	15.9	3.81	452.7
Total Alternative Treasury Instruments	15.9	3.81	452.7
Alternative Investments			
Loans to Council Companies			
- Yorwaste	3.7	9.3	334.9
- Brierley Homes	13.0	11.3	1,336.1
- First North Law	0.1	9.3	5.9
- NY Highways	11.0	11.8	1,266.7
- Align Property Services	0.5	11.3	15.6
- Broadacres Housing Association	33.6	4.1	1,383.4
- Bracewell Homes	0.7	9.8	111.3
Total Loans to Council Companies	62.6	7.4	4,453.9
Other Alternative Investments			
Spend to Save	0.0	0.0	0.0
Loans to Housing Associations	0.0	0.0	0.0
Solar Farm (or similar) Project	0.0	0.0	0.0
Commercial Investments/Local Growth	2.4	6.1	144.8
Alternative Property Investments	26.0	4.8	1,256.8
Total Other Alternative Investments	28.4	4.9	1,401.6
Total Alternative Investments	91.0	5.1	6,308.2

COMPLIANCE WITH TREASURY LIMITS AND PRUDENTIAL INDICATORS

3.62 The Council is required to comply with the CIPFA Prudential Code and set Prudential Indicators for the next three years to ensure that capital investment plans are affordable, prudent and sustainable.

3.63 During the financial year the Council operated within the Treasury Limits and Prudential Indicators as set out in the Council's Treasury Management Policy Statement and Annual Treasury Management Strategy for 2023/24.

3.64 The Prudential Indicators covering the period up to 31 March 2024 were approved by the Council in February 2023. More recently an updated set of indicators up to 31 March 2025 was approved by Council in February 2024 as part of the 2024/25 Budget process.

3.65 As part of this Annual Treasury Management Report for 2023/24 it is therefore appropriate to report the 2023/24 outturn position on these Prudential Indicators compared with the last updated set of indicators, these are set out in **Appendix B**.

APPROVED LENDING LIST

3.66 The criteria for monitoring and assessing organisations (counterparties) to which the Council may make investments (i.e. lend) are incorporated into the detailed Treasury Management Practices (TMPs) that support the Treasury Management Policy Statement (TMPS). Applying these criteria enables the Council to produce an Approved Lending List of organisations in which it can make investments, together with specifying the maximum sum that at any time can be placed with each. The Approved Lending List is prepared and maintained, taking into account the advice of the Council's Treasury Management Advisor, Link.

3.67 The credit rating criteria utilised in 2023/24 reflected the following:

- a) a system of scoring each organisation using Link's enhanced creditworthiness service. This service which has been progressively developed uses a sophisticated modelling system that includes:
 - credit ratings published by the three credit rating agencies (Fitch, Moody's and Standard and Poor) which reflect a combination of components (sovereign, long term, short term, individual and support)
 - credit watches and credit outlooks from the rating agencies
 - Credit Default Swaps (CDS) spreads to give early warnings of likely changes in credit ratings
 - sovereign ratings to select counterparties from only the most credit worthy countries;
 - any known Central Government involvement or specific guarantees issued for an organisation.
- b) sole reliance was not placed on the information provided by Link. In addition, the Council also used market data and information available from other sources such as the financial press and other agencies and organisations;
- c) furthermore, the following measures were also actively taken into consideration throughout the year:
 - institutions were removed or temporarily suspended from the Approved Lending List if there was significant concern about their financial standing or stability
 - investment exposure was concentrated with higher rated institutions wherever possible
 - investments were generally kept short.

3.68 The Approved Lending List is monitored on an ongoing basis and changes made as appropriate by the Corporate Director – Strategic Resources to reflect changes in organisations standing against the agreed criteria. This includes credit rating downgrades/upgrades, mergers or market intelligence and rumours that impact on the 'credit score' and 'colour coding system'

3.69 Changes to the Approved Lending List, together with the current List are included in the Treasury Management section of the Quarterly Performance Monitoring reports submitted to Executive. Changes to the list last submitted to Executive in January 2023 are listed in **Appendix C** with the current lending list attached as **Appendix D**.

RECOMMENDATION

3.70 The Executive is recommended

- a) Note the performance of the Treasury Management operation during 2023/24 and the outturn position on Prudential Indicators.

TREASURY MANAGEMENT APPENDICES

Appendix A Analysis of Investments placed at 31 March 2024

Appendix B Compliance with Treasury Limits and Prudential Indicators

Appendix C Changes to Approved Lending List since January 2024

Appendix D Approved Lending List as at 31 March 2024

Analysis of Investments placed at 31 March 2024

	Lender	Sector	Start Date	Amount	End Date	Interest Rate
				£		%
	National Westminster Bank Plc	Bank		500,000		1.45
	Barclays Bank Plc (NRFB)	Bank		42,700,000		4.80
	Bank of Scotland call	Bank		34,000,000		5.14
	Santander UK Plc 95 Day Notice	Bank		35,000,000		5.95
	Santander UK Plc 180 Day Notice	Bank		27,000,000		5.95
	Property Funds	Prop F		15,871,840		3.80
Apr-24	Cheshire East Council	LA	03-Oct-23	10,000,000	03-Apr-24	5.45
	Goldman Sachs	Bank	06-Oct-23	10,000,000	05-Apr-24	5.59
	Handelsbanken	Bank	11-Oct-23	10,000,000	11-Apr-24	5.50
	Goldman Sachs	Bank	12-Oct-23	10,000,000	12-Apr-24	5.55
	SMBC Bank International Plc	Bank	12-Jan-24	10,000,000	12-Apr-24	5.33
	East Dunbartonshire Council	LA	13-Oct-23	5,000,000	15-Apr-24	5.45
	Goldman Sachs	Bank	17-Oct-23	15,000,000	17-Apr-24	5.56
	Standard Chartered	Bank	18-Oct-23	10,000,000	18-Apr-24	5.51
	Bracknell Forest Borough Council	LA	27-Oct-23	5,000,000	29-Apr-24	5.50
	Suffolk County Council	LA	27-Oct-23	5,000,000	29-Apr-24	5.50
	West Dunbartonshire Council	LA	31-Jul-23	5,000,000	30-Apr-24	5.75
May-24	DBS	Bank	03-May-23	10,000,000	02-May-24	5.05
	SMBC Bank International Plc	Bank	03-Nov-23	20,000,000	03-May-24	5.47
	DBS	Bank	10-May-23	5,000,000	08-May-24	5.05
	Standard Chartered	Bank	09-Feb-24	10,000,000	09-May-24	5.15
	DBS	Bank	02-Jun-23	5,000,000	31-May-24	5.50
Jun-24	East Dunbartonshire Council	LA	04-Dec-23	5,000,000	04-Jun-24	5.50
	Handelsbanken	Bank	14-Dec-23	10,000,000	14-Jun-24	5.27
	Wrexham County Borough Council	LA	28-Sep-23	5,000,000	28-Jun-24	5.55
Jul-24	Suffolk County Council	LA	05-Jan-24	5,000,000	05-Jul-24	5.65
	Kingston upon Hull Council	LA	11-Oct-23	10,000,000	11-Jul-24	5.50
	National Bank of Canada	Bank	12-Jan-24	10,000,000	12-Jul-24	5.25
	Goldman Sachs	Bank	12-Jan-24	5,000,000	12-Jul-24	5.26
	Suffolk County Council	LA	27-Oct-23	5,000,000	29-Jul-24	5.55
Aug-24	National Bank of Canada	Bank	02-Feb-24	15,000,000	02-Aug-24	5.20
	National Westminster	Bank	18-Aug-23	5,000,000	16-Aug-24	6.05
	Helaba	Bank	22-Aug-23	5,000,000	20-Aug-24	6.15
Sep-24	Harlow District Council	LA	01-Mar-24	5,000,000	02-Sep-24	6.10
	Kingston upon Hull Council	LA	12-Dec-23	10,000,000	12-Sep-24	5.70
	Wakefield Council	LA	20-Sep-23	10,000,000	18-Sep-24	5.95
	Wakefield Council	LA	22-Sep-23	10,000,000	20-Sep-24	5.95
	North Lanarkshire Council	LA	24-Jan-24	7,000,000	24-Sep-24	5.50
	Dundee City Council	LA	27-Mar-24	5,000,000	25-Sep-24	5.60
	East Dunbartonshire Council	LA	29-Sep-23	5,000,000	27-Sep-24	5.55
Oct-24	LB Brent	LA	04-Oct-23	10,000,000	02-Oct-24	5.80
	Falkirk Council	LA	13-Oct-23	5,000,000	11-Oct-24	5.65
	North Lanarkshire Council	LA	17-Oct-23	7,500,000	15-Oct-24	5.60
	Suffolk County Council	LA	23-Feb-24	10,000,000	23-Oct-24	5.90
	Aberdeen City Council	LA	30-Oct-23	5,000,000	28-Oct-24	5.55
Nov-24	North Lincolnshire Council	LA	05-Feb-24	10,000,000	05-Nov-24	5.60
	Wrexham County Borough Council	LA	09-Feb-24	5,000,000	11-Nov-24	5.60
	West Dunbartonshire Council	LA	24-Nov-23	5,000,000	22-Nov-24	5.65
	Dundee City Council	LA	26-Feb-24	10,000,000	27-Nov-24	5.55
Dec-24	Aberdeen City Council	LA	04-Dec-23	10,000,000	02-Dec-24	5.60
	Harlow District Council	LA	01-Mar-24	5,000,000	02-Dec-24	5.80
	Worcestershire County Council	LA	19-Dec-23	10,000,000	17-Dec-24	5.60
Jan-25	West Dunbartonshire Council	LA	06-Mar-24	10,000,000	16-Jan-25	6.05
	Bolton MBC	LA	22-Mar-24	5,000,000	22-Jan-25	6.20
	Bolton MBC	LA	18-Mar-24	10,000,000	18-Feb-25	6.20
				549,571,840		5.48

Actual Loans Outstanding Summarised by Organisation	
	£m
Local Authority	229.5
Santander	62.0
Barclays	42.7
Standard Chartered	20.0
Helaba	5.0
National Westminster	5.5
Goldman Sachs	40.0
DBS	20.0
Property Funds	15.9
Bank of Scotland	34.0
Bank of Canada	25.0
SMBC	30.0
Handelsbanken	20.0
	549.6

Maturity Profile	
Period	%
<1 Month	31
1 – 3 Months	13
3 – 6 Months	32
6 – 9 Months	17
9 – 12 Months	5
>12 Months	3
	100

Portfolio Breakdown	
	%
Fixed Term	72
Notice Accounts	11
Call Accounts	14
Money Market Funds	0
Property Funds	3
	100

Institution Type	
	%
Banks	55
Local Government	42
Building Societies	0
Money Market Funds	0
Property Funds	3
	100

Country	
	%
Domestic	95
Foreign	5
Money Market Funds	0
	100

COMPLIANCE WITH TREASURY LIMITS AND PRUDENTIAL INDICATORS

Capital Expenditure

	2023/24 TM Strategy £m	2023/24 Actual £m
New Capital Expenditure	113.7	178.2
New Finance Leases and PFI	0.0	0.0
Total Capital Expenditure	113.7	178.2
Financed by		
- Capital grants and contributions	71.3	108.2
- Direct Revenue Funding	32.5	40.6
- Capital receipts	7.2	8.5
Capital Borrowing Requirement	2.6	20.9

Capital Financing Requirement (CFR)

	2023/24 TM Strategy			2023/24 Actual		
	Borrowing £m	Other Long Term Liabilities £m	Total £m	Borrowing £m	Other Long Term Liabilities £m	Total £m
Total CFR	612.1	141.8	753.9	579.4	140.6	720.0
Net Financing need for year	2.6	0.0	2.6	20.9	0.0	20.9
MRP	-18.7	-4.1	-22.8	-15.7	-3.7	-19.4
Movement in CFR	-16.1	-4.1	-20.2	5.2	-3.7	1.5

Authorised Limit, Operational Boundary and Actual Debt

	2023/24 TM Strategy			2023/24 Actual		
	Borrowing £m	Other Long Term Liabilities £m	Total £m	Borrowing £m	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

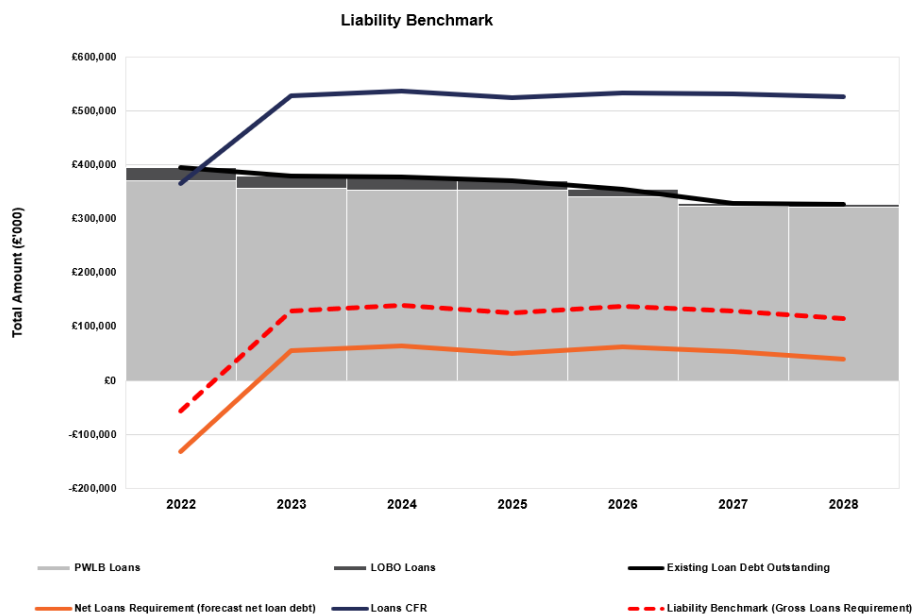
Gross Debt and the CFR

	2023/24 TM Strategy			2023/24 Actual		
	Borrowing £m	Other Long Term Liabilities £m	Total £m	Borrowing £m	Other Long Term Liabilities £m	Total £m
CFR	612.1	141.8	753.9	579.4	140.6	720.0
Gross Borrowing	377.7	141.8	519.5	377.7	140.6	518.3
Under / (over) borrowing	234.4	0.0	234.4	201.7	0.0	201.7

Ratios

	2023/24 TM Strategy %	2023/24 Actual %
Financing costs to net revenue stream – General Fund	5.0	2.2
Financing costs to net revenue stream – HRA	20.5	10.9

Liability Benchmark



Maturity Structure of Borrowing

	Lower Limit %	2023/24 Upper Limit %	Actual %
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	
	Limit £m	Actual £m
Limit on investments > 1 year	60.0	0.0

Changes to Approved Lending List 1 January 2024 to 31 March 2024

Amendments to Investment Limits / Terms

Organisation	Original Investment Limit / Term	Date Amended	Revised Investment Limit / Term	Reason for Amendment
Amendments made to Investment Limits				
None				
Amendments made to Investment Terms				
Barclays Bank PLC	3 months	13/03/2024	6 months	Upgrade due to expectation that capital and liquidity will remain strong and sound performance in corporate banking.
Temporary Suspensions for Lending List				
None				

The above shows changes to the Lending List as at 31 March 2024 compared to 31 December 2023. 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.

APPROVED LENDING LIST AS AT 31 March 2024

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

	Country	Specified Investments (up to 1 year)		Non-Specified Investments (> 1 year £40m limit)	
		Total Exposure £m	Time Limit *	Total Exposure £m	Time Limit *
UK "Nationalised" banks / UK banks with UK Central Government involvement					
Royal Bank of Scotland PLC (RFB)	GBR	90.0	365 days	-	-
National Westminster Bank PLC (RFB)	GBR				
UK "Clearing Banks", other UK based banks and Building Societies					
Santander UK PLC (includes Cater Allen)	GBR	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	-	-
High Quality Foreign Banks					
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	-	-
Local Authorities					
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
Other Deposit Takers					
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 March 2024

4.0 CAPITAL EXPENDITURE OUTTURN AND FINANCING 2023/24

4.1 PURPOSE OF REPORT

- 4.1.1 This section of the report presents a summary of the actual capital expenditure incurred in 2023/24 against approved budgets including details of the financing of that expenditure.
- 4.1.2 To note the risks highlighted in relation to the programme going forward into 2024/25.

4.2 SUMMARY

- 4.2.1 For the purposes of this report, the final capital outturn expenditure for the financial year 2023/24 is compared to the Capital Plan as at Quarter 3 2023/24 which was approved as part of the 2024/25 budget / MTFS suite of reports by Executive on 23/01/24 and Council on 21/02/24.
- 4.2.2 This report represents the first capital outturn since the establishment of the new unitary council. The schemes and programmes included reflect the commitment to support services with their existing investment plans as per the original capital plan which gained general consent in May 2022. Moving forward into 2024/25, whilst delivering the approved programme, the focus will be on establishing the Council's future capital investment needs and priorities which will, in turn, shape future capital planning.

4.3 CAPITAL EXPENDITURE IN 2023/24

- 4.3.1 A comparison of the overall capital expenditure incurred in 2023/24 to the Quarter 3 forecast referred to in **paragraph 4.2.1** is as follows:

	Latest Plan £m	Capital Outturn £m	Variance £m
Gross Capital Spend	231.90	178.20	- 53.70
Grants & Contributions	- 198.10	- 157.30	40.80
Net Capital Spend	33.80	20.90	- 12.90

And by Capital Board:

	Gross Latest Plan £m	Gross Capital Outturn £m	Variance £m
Economic Development	10.00	9.70	- 0.30
Highways & Infrastructure	77.90	70.30	- 7.60
Housing	48.30	32.60	- 15.70
Corporate Property & Other	95.70	65.60	- 30.10
Total Capital Plan	231.90	178.20	- 53.70

Further details can be found in the Capital Board appendices A-D.

4.3.2 ECONOMIC DEVELOPMENT & REGENERATION

The gross capital outturn expenditure was £9.7m overall. This compared to the latest gross plan of £10.0m resulting in a £0.3m underspend (3%).

Towns Fund

The Fab Lab+ Project review has identified a potential Council owned site, however, further feasibility work and costings have raised doubts over the progression of the scheme. Potential to divert the underspent funding (£1.2m) to other projects in the Towns Fund programme. There have also been some delays on progress within the Station Gateway project due to contractual agreements with Network Rail.

Broomfields Farm Project

The £12.7m, Broomfield Farm project was identified as slippage and carried forward into 2024/25, with very little spend in 2023/24 (£9k). After exploration of options for delivery, the only option available within the tight timescales is for Brierley Homes to take over as Project Sponsor and deliver the site. Approval has been sought to agree to this approach and to submit a Project Adjustment Request to DLUHC.

4.3.3 HIGHWAYS & INFRASTRUCTURE

Outturn

Gross expenditure at outturn was £70.3m, a reduction of £7.7m compared to budget. The majority of the spending reduction was due to the A59 Kex Gill diversion scheme outturn spend being £13.1m, compared to a budget of £19.4m. This was due to land compensation payments being delayed and a reduction in payments to the contractor compared to previous programme estimates. This is a timing delay rather than underspend.

In total, the Highways capital programme overspent by £1.265m, which was met by funding from revenue.

Emerging Issues

There is a general risk associated with delivering the capital plan within budget as cost inflation and commercial behaviour of contractors continues.

The diversion of the A59 at Kex Gill is proving to be a highly complex project. Work is ongoing to rectify the landslip on the existing carriageway, at a cost of

approximately £1.8m, and the project to construct the new diversion route continues to present challenges.

There are a number of large coastal schemes - including Scarborough Harbour West Pier, Whitby Maritime Hub, and schemes to repair structures at Whitby and Scarborough harbours – at differing stages of progress, with further funding likely to be needed in some cases.

The three Transforming Cities Fund 'station gateway' schemes in Harrogate, Selby and Skipton will all move to the construction phase in 2024/25, with the potential for associated time and cost challenges.

4.3.4 HOUSING

HOUSING REVENUE ACCOUNT

HRA Major Repairs

Outturn exceeded Q3 estimates by £1.57m as a result of mobilisation of newly appointed contractors during Q4 to reduce the backlog of works from 2022/23. Expenditure is funded by sums already set aside within the Major Repairs Reserve.

HRA Housing Development and Acquisition

Outturn exceeded Q3 estimates by £687k due to earlier completion of properties which had been reforecast into 2024/25. A total of 85 properties were brought into the HRA stock during the year, including 12 properties to support refugee settlement.

HOUSING GENERAL FUND

Home Upgrade Grant Scheme 2

This is a scheme fully funded by the Department for Energy Security and Net Zero to fund energy saving home improvements. Targets were revised due to initial mobilisation challenges with £6.8m slippage at year end. The project is now expected to deliver a total project spend of £8.3m and we are a leading authority in terms of delivery.

GF Shared Ownership Schemes

Scheme underspend of £5.89m at year end, with £1.12m committed to complete schemes in 2024/25 that were already in progress. Going forwards, as an HRA authority, NYC shared ownership schemes will sit within the HRA.

Net Zero Affordable Housing

Year-end slippage of £1.2m. Three homes have been purchased, with the remainder of the scheme to complete in 2024/25. This will include the decarbonisation retrofit works as set out in the funding agreement.

Community Led Housing Developments

Year-end slippage of £1.3m. By nature, these schemes are often difficult to develop (for reasons such as rural locations) and therefore delivery timescales are longer than standard housing delivery programmes. Policy and procedures will be developed to allocate un-committed funds, taking into consideration the wider housing need across North Yorkshire.

4.3.5 CORPORATE PROPERTY & OTHER

Outturn

There were a number of significant underspends on Resources Directorate capital schemes including IT £2.9m, industrial units £1.8m, Harrogate Convention Centre £1.5m, community centres £0.4m, public conveniences £0.4m as well as across a number of property and survey budgets £1.1m. This is due to delays in delivery and budgets are to be carried forward for delivery in future years. In addition, it was anticipated that £9.4m of loans would be drawn down by Brierley Homes, but due to the phasing of works in the company only £5.5m was required in 23/24. The balance will be carried forward for future drawdowns.

HAS Extra Care scheme was underspent by £0.5m due to delays in scheme completion as a result of post-lockdown supply factors.

CYPS underspend was £10.2m, £4.1m of unallocated / contingency was not required and will be carried forward to support the 24/25 programme; SEND capital programme re-profiled.

Emerging Issues

As part of the first year of NYC, surveys and reviews of the property portfolio are being undertaken to support the necessary investment needed to ensure essential maintenance and compliance works are carried out.

A legacy project from Harrogate Borough Council (HBC) related to the ground stabilisation of Ripon Leisure Centre. £6.5m had been provided from HBC to fund the necessary works but the contract did not guarantee the costs of the remedy given the uncertainty of the amount of grout required to fill the holes identified below the centre. The grout take required is now forecast to be an additional c3,400t higher than originally anticipated and further budget of circa £2m is estimated to be required to complete the stabilisation works and the refurbishment works that were paused whilst the ground works are being undertaken. As the project progresses there is greater confidence about the nature of the remedial works but even this estimate cannot be guaranteed at this stage. It is recommended that a further £2m is allocated from the Strategic Capacity Reserve to complete this project.

4.4 IMPLICATIONS OF 2023/24 CAPITAL UNDERSPENDING AND PROPOSED CARRY FORWARD TO 2024/25

4.4.1 The Council's Financial Procedure Rules allow the carry forward of under/overspends for approved capital expenditure and scheme specific capital income.

4.4.2 The various components of this net £12.9m underspend and the proposed carry forward to 2024/25 is as follows:

Item	£m
2024/25 Q3 Capital Plan - Latest Revised Update (Gross Spend)	231.9
Less 2023/24 Capital Outturn (Gross Spend)	178.2
= Gross Capital Underspend	53.7
Less Reduction in Grants and Contributions	-40.8

= Net Capital Underspend	12.9
Less Capital Scheme variations not proposed for Carry Forward	0.5
= Adjusted Net Underspend Proposed for Carrying Forward	12.4

4.4.3 This proposed carry forward will not impact on the long-term capital financing arrangements for the Capital Plan as borrowing and use of capital receipts can be used flexibly between years.

4.5 FINANCING OF 2023/24 CAPITAL EXPENDITURE

4.5.1 Total capital expenditure of £178.2m in 2023/24 has been financed as follows:

Item	£m
New Internal Borrowing	20.9
Grants and Contributions	108.2
Schemes financed from Revenue	40.6
Capital Receipts from Property Sales	0.2
Capital Receipts (Directorate)	8.3
= Total Capital Expenditure to be Financed in 2023/24	178.2

4.5.2 The figure of £20.9m in the table above is a balancing figure, which effectively represents the increased level of borrowing for capital purposes made from internal sources.

4.5.3 The level of internal borrowing required for non-commercial capital expenditure has been minimised through the prioritisation of grants and contributions received by the Council to fund eligible capital expenditure.

4.6 CAPITAL RECEIPTS AND FUTURE AVAILABILITY OF CAPITAL RESOURCES

4.6.1 The Council's policy on capital receipts is now one that requires all receipts received in year from the sale of land and property assets to be credited to the Capital Receipts Unapplied Reserve. This reserve is to be used to support future new capital investment which will be the subject of future reports to Executive and/or reduce capital borrowing, the latter leading to savings in the cost of debt financing in the Revenue Budget/MTFS.

4.6.2 The current Capital Receipts Unapplied position after ear-marked receipts have been applied to the financing of capital expenditure is as follows:

Item	£m
HRA General	8.7
HRA 1-4-1 Replacement	2.4
HRA Total	11.1
General - Earmarked	3.3

General - Non-earmarked	8.0
Total Value of Capital Receipts Unapplied Reserve	22.4

- 4.6.3 Post LGR capital receipt monitoring is being developed to enable the forecasting of potential future receipts to support future financing decisions. The timing of future receipts and the amounts realised against forecast remain fluid which brings with it a risk of not achieving receipts as per the forecast. As a result, this will be monitored on a regular basis throughout the year.
- 4.6.4 Looking ahead, the capital investment requirements of the Council are expected to be considerable although further work is needed to refine and prioritise spending in line with the Council Plan and emerging risks. Creating financial capacity whilst balancing the need for a sustainable revenue budget will be an on-going challenge as we develop the medium-term financial strategy and deliver planned savings.
- 4.6.5 In addition to future needs, there is growing pressure on the existing Capital Plan including those capital projects that were inherited from the eight predecessor councils. The impact of high inflation and supply chain issues post-Covid means that there is a higher level of volatility in building and engineering project costs. For that reason, a provision has been recommended within the Revenue Budget monitoring report given the final outturn position.

4.7 RECOMMENDATIONS

4.7.1 The Executive is recommended:

- (a) to note the position on capital outturn as detailed in **Appendices A to D**
- (b) to approve the allocation of £2m from the Strategic Capacity Reserve for the Ripon Leisure Centre project (**paragraph 4.3.5**).
- (c) to recommend to the Council, the proposed carry forward to 2023/24 of the net capital underspend totalling £12.4m as set out in **paragraph 4.4.2**
- (d) to approve the financing of capital expenditure as detailed in **paragraph 4.5.1**

CAPITAL BOARD OUTTURN 2023/24 - APPENDICES

Appendix A Economic Development and Regeneration Capital Board Outturn

Appendix B Highways and Infrastructure Capital Board Outturn

Appendix C Housing Capital Board Outturn

Appendix D Corporate Property and Other Capital Board Outturn

Economic Development and Regeneration Capital Board Outturn 2023/24

GROSS EXPENDITURE	BUDGET	ACTUAL	VARIANCE
Local Enterprise Partnership	-	187,004.97	187,004.97
Regeneration Schemes	8,498,600.00	7,306,777.50	-1,191,822.50
Economic Development	1,515,600.00	2,242,456.17	726,856.17
Gross Outturn	10,014,200.00	9,736,238.64	-277,961.36

FUNDING SOURCES	BUDGET	ACTUAL	VARIANCE
Capital Receipts	- 161,400.00	- 348,404.97	-187,004.97
Capital Contributions	- 50,000.00	- 17,200.00	32,800.00
Direct Revenue Funding	- 4,846,200.00	- 4,225,415.66	620,784.34
Grants	- 3,005,700.00	- 3,426,913.36	-421,213.36
Funding Outturn	- 8,063,300.00	- 8,017,933.99	45,366.01

Net Outturn	1,950,900.00	1,718,304.65	-232,595.35
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Highways and Infrastructure Capital Board Outturn 2023/24

GROSS EXPENDITURE	BUDGET	ACTUAL	VARIANCE
Local Transport Grant Funded Highways Programme	44,635,800.00	46,551,058.27	1,915,258.27
Other Grant Funded Highways	2,665,400.00	1,842,390.11	-823,009.89
Other Funded Highways Programme	1,305,400.00	679,700.38	-625,699.62
Parking, Street Scene, Parks & Grounds	2,559,000.00	1,871,921.76	-687,078.24
Flood Risk Management	264,800.00	96,066.09	-168,733.91
Major Projects	21,612,700.00	15,845,957.55	-5,766,742.45
Coastal Protection	2,910,000.00	2,251,146.29	-658,853.71
Waste Services	294,400.00	212,783.42	-81,616.58
Countryside Access Services	50,500.00	-	-50,500.00
Harbours	1,624,000.00	905,590.86	-718,409.14
Gross Outturn	77,922,000.00	70,256,614.73	-7,665,385.27

FUNDING SOURCES	BUDGET	ACTUAL	VARIANCE
Capital Receipts	- 190,600.00	- 92,600.00	98,000.00
Capital Contributions	- 1,053,200.00	- 954,835.51	98,364.49
Direct Revenue Funding	- 5,145,400.00	- 4,077,304.44	1,068,095.56
Grants	- 73,082,200.00	- 67,117,248.30	5,964,951.70
Funding Outturn	- 79,471,400.00	- 72,241,988.25	7,229,411.75

Net Outturn	- 1,549,400.00	- 1,985,373.52	-435,973.52
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Housing Capital Board Outturn 2023/24

GROSS EXPENDITURE	BUDGET	ACTUAL	VARIANCE
Housing (HRA)	19,222,700.00	21,766,786.08	2,544,086.08
Disabled Facilities Grant	5,731,900.00	6,028,624.96	296,724.96
Housing Non-HRA	23,336,400.00	4,808,826.48	- 18,527,573.52
Gross Position	48,291,000.00	32,604,237.52	- 15,686,762.48

FUNDING SOURCES	BUDGET	ACTUAL	VARIANCE
Capital Receipts	- 5,683,500.00	- 2,642,642.04	3,040,857.96
Capital Contributions	- 5,789,800.00	- 3,441,552.20	2,348,247.80
Direct Revenue Funding	- 13,578,600.00	- 15,336,181.41	- 1,757,581.41
Grants	- 23,239,100.00	- 11,187,788.29	12,051,311.71
Funding Position	- 48,291,000.00	- 32,608,163.94	15,682,836.06

Net Position	-	-	3,926.42	-	3,926.42
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Corporate Property and Other Capital Board Outturn 2023/24

GROSS EXPENDITURE		BUDGET	ACTUAL	VARIANCE
RES	Strategic Property	1,705,000.00	1,479,590.33	- 225,409.67
RES	District & Borough Legacy Property Schemes	8,498,200.00	5,408,613.57	- 3,089,586.43
RES	Commercial Property	2,559,800.00	665,996.05	- 1,893,803.95
RES	Special Projects (Property)	-	11,672.36	11,672.36
RES	ICT Infrastructure	1,125,900.00	2,322,105.35	1,196,205.35
RES	District & Borough Legacy ICT Schemes	3,921,800.00	971,241.19	- 2,950,558.81
RES	Material Damage	100,000.00	500.00	- 99,500.00
RES	Loans to Limited Companies	10,348,100.00	6,495,000.00	- 3,853,100.00
RES	CCTV Infrastructure	352,000.00	158,667.38	- 193,332.62
CYPS	Basic Need	10,491,400.00	6,292,563.52	- 4,198,836.48
CYPS	School Condition - Modernisation	8,678,000.00	2,025,689.16	- 6,652,310.84
CYPS	School Condition - PCU	1,537,500.00	1,212,021.10	- 325,478.90
CYPS	Annual Programmes	6,029,400.00	5,841,072.61	- 188,327.39
CYPS	Non-Schools Programme	928,600.00	878,729.19	- 49,870.81
CYPS	Self Help Schemes	4,523,200.00	3,541,843.06	- 981,356.94
CYPS	Devolved Capital Grant	1,080,900.00	2,295,765.42	1,214,865.42
CYPS	Strategic Priorities (Other)	46,500.00	17,396.00	- 29,104.00
HAS	Maintaining the Fabric and Facilities of Property	364,600.00	112,146.80	- 252,453.20
HAS	Our Future Lives Extra Care Scheme	499,800.00	-	- 499,800.00
HAS	Public Health	104,000.00	-	- 104,000.00
ENV	Waste Services	30,000.00	154,977.31	124,977.31
ENV	Natural Capital	135,200.00	61,351.35	- 73,848.65
ENV	Fleet	4,000,000.00	4,720,326.68	720,326.68
ENV	Bereavement	380,900.00	365,281.19	- 15,618.81
CDEV	Economic Development	39,000.00	39,973.30	973.30

CDEV	Regeneration Schemes	1,715,000.00	1,452,760.84	-	262,239.16
CDEV	Culture & Archives	639,400.00	361,286.52	-	278,113.48
CDEV	Leisure	25,525,900.00	18,486,252.25	-	7,039,647.75
CDEV	Library Services	331,200.00	245,053.75	-	86,146.25
	Gross Position	95,691,300.00	65,617,876.28	-	30,073,423.72

FUNDING SOURCES	BUDGET	ACTUAL	VARIANCE
Capital Receipts	- 7,453,800.00	- 2,482,932.94	4,970,867.06
Capital Contributions	- 10,096,800.00	- 5,523,492.35	4,573,307.65
Direct Revenue Funding	- 23,205,800.00	- 16,949,772.95	6,256,027.05
Grants	- 21,490,200.00	- 16,571,531.18	4,918,668.82
Funding Position	- 62,246,600.00	- 41,527,729.42	20,718,870.58

Net Position	33,444,700.00	24,090,146.86	- 9,354,553.14
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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 outturn position against the 2023/24 Revenue Budget, as summarised in **paragraph 2.2.2**.
- b. notes the outturn position for the Housing Revenue Account as set out in **paragraph 2.3.1**.
- c. approves the creation of a £10m reserve to provide for capital cost over-runs as described in **paragraph 2.1.6**.
- d. endorses the draft Productivity Plan set out in **Appendix I** and delegates authority to the Corporate Director Resources, in consultation with the Executive member for Finance, to make any relevant changes prior to final submission to DLUHC.
- e. Note the performance of the Treasury Management operation during 2023/24 and the outturn position on Prudential Indicators.
- f. to note the position on capital outturn as detailed in **Appendices A to D**
- g. to approve the allocation of £2m from the Strategic Capacity Reserve to complete the Ripon Leisure Centre project (**paragraph 4.3.5**).
- h. to recommend to the Council, the proposed carry forward to 2023/24 of the net capital underspend totalling £12.4m as set out in **paragraph 4.4.2**
- i. to approve the financing of capital expenditure as detailed in **paragraph 4.5.1**

Richard Flinton
Chief Executive

Gary Fielding
Corporate Director, Strategic Resources

28 May 2024

