

Executive Performance Report

Quarter 2 2024-25

Report produced by Strategy and Performance



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Executive summary

Introduction

Welcome to the quarter 2 performance report for the period 1st July 2024 to 30st September 2024.

The report layout is as follows:

- Executive summary
- Main body covering the Council Plan Themes
- Appendix of KPI's

Data Collection

Quarter 2 continues the format started in quarter 1, switching from a departmental format to one based on themes contained in the council plan. The aim of this is to give a clearer read across to the council plan achievements. Other changes include a sharper more concise format, including not reporting on all KPI's each quarter, especially if they are just annual updates or maintaining satisfactory levels of performance. A complete set of current KPI are listed in the Appendix.

Appendix of Key Performance Indicators (KPI)

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

Organisation

Going Well

Customer Service - The percentage of telephone calls answered in 4 minutes has seen an improvement in performance for all three months compared to Q2 in 2023/24.

Revenue Collection - The percentage of council tax and non-domestic rates collected in the quarter was higher than for the same period last year.

Benefits Processing – The time to process new claims and changes of circumstances for Housing Benefit and Council Tax Reduction has improved compared to the previous quarter.

Things to be addressed / considered.

No items of significance to discuss.

Place & Environment

Going Well

Missed Bins

Q2 had the lowest percentage of missed bins since reporting began in Q1 2023-24. The number of missed bins for Q2 was 2,799 (0.08%). This is an improvement compared to the previous quarter, when there were 4,622 missed bins (0.21%) and an improvement compared to the same period in 23/24, when there were 3,637 bins (0.17%) missed.

Data sets for North Yorkshire Council Greenhouse Emissions

As part of the Council's commitment to be net zero in its operational emissions by 2030, a new comprehensive data set has been created, covering, all aspects of NYC. Covering Scope 1 2 and 3 for the council. Scope 1 are those direct emissions that are owned or controlled by the Council, whereas scope 2 and 3 indirect emissions are a consequence of the activities of the Council but occur from sources not owned or controlled by it. Although in its initial stages for NYC, this data shows greenhouse gas emissions including energy use and fleet fuel usage. This will form part of regular monitoring and updates going forward.

National Energy Efficiency Award

North Yorkshire Council's work on sustainability and energy efficiency saw them crowned Local Authority of the Year at the 2024 National Energy Efficiency Awards.

Community Grants

The Council continues to support the local community with **£580,000** worth of 'community grants' funding allocated to date.

Gas Safety

Compliance with gas safety requirements in Council-owned housing stands at 99.73% ahead of the introduction of a new Gas Safety Management Plan. While there are a small number of properties without gas certificates these are being followed up as a matter of urgency

Things to be addressed / considered.

Highways Data System

An upgraded asset management system for the Highways Service 'Symology Aurora' has been introduced this quarter. The new system is still being tested and the data is being interrogated, however there are a number of differences to previous quarters together with data that looks to have discrepancies. A whole team effort is ongoing to understand these discrepancies with the Symology team, Highways and Strategy & Performance. It is anticipated that issues with street lighting data, permit applications, street works data and footway inspections data will be resolved quickly and a full update provided in Q3.

Local Devolution

The council is already working with Town and Parish Councils to deliver Double Devolution; however this does not come without its complexities and as a result a review of the approved Expressions of Interest by the Assistant Director for Local Engagement will be undertaken with a further report to the Executive in due course.

Fly Tipping

During quarter two, 785 fly tipping incidents were reported, an increase of 7% with the cost to the council for clean up being £46,700.

Use of Temporary Accommodation

The sustained rise in households approaching the Council for help after the point of becoming homeless led to an 8% rise in the number of households needing to be placed in temporary accommodation.

Economy

Going Well

The library service has reported a positive second quarter with total issues, visitor numbers and virtual visits all up on quarter 1. Again, this is largely driven by a range of summer activities for parents and children ranging from the summer reading challenge and supporting Public Health through the 'Know Your Numbers' week to encourage people to be more aware of their blood pressure. The service has also received external recognition this quarter due to its management of stock which has saved the authority approximately £203K through effective transfers of books and materials as opposed to purchasing additional copies. This saw the authority recognised as the best performing council by Collection HQ the stock management specialist.

Things to be addressed / considered.

Across the Culture, Archives and Libraries services performance has been excellent through Q2. The only area showing a decrease in performance is in relation to the cumulative active users per 1,000 population. This is marginally below the 2023/24 position of 91 per 1000 pop by just 2.77.

Health and Wellbeing

Going Well

During Q2 2024/25, 623 **reablement** packages were started, which compares with 426 in Q1 2023/24 and represents a 46% increase or 197 packages of support. Activity levels have continued to increase from the end of Q1 and reached a high in September of 220 packages started. Total activity for the quarter was up by 12%, or 68 packages, on Q1 2024/25. Development work on a new service model is progressing in partnership with health colleagues to maximise the impact of reablement interventions.

The total number of **people supported in short-term bed-based placements** during the quarter saw a continued reduction in Q2, down from 382 in Q1 to 361 in Q2. Progress remains ahead of the improvement target trajectory, with the rate of reduction having increased during Q2; and,

The **completion of annual reviews** has maintained the step-change in performance improvement started at the end of 2023, reaching 66.2% at the end of Q2 compared with 64.1% at the end of Q1 and against the stretch target set for 2024/25 of 70%. Two of the five adult social care operational localities were performing above 70% at the end of Q2, with a third at 69.2%.

The **Active North Yorkshire** service is making good progress as it implements the recommendations for the Strategic Leisure Review. The new branding has been launched, services in Selby and Tadcaster were successfully transferred to the new service in September, with minimal disruption to customer and some positive feedback from customers about the smooth transfer.

Healthy Child Programme - Performance across all mandated contacts has remained relatively steady across 23/24 and this has been the same for Q1 24/25. The shift in delivery of virtual contacts at the 6-8 week and 9-12 month contact has continued to rise within Q1 in accordance with the agreed model.

The NHS Health Check programme has continued the strong start to 24/25, with similar performance in Q1 and Q2. In comparison to Q2 in previous years (see table below), the percentage of people that received an NHS Health Check of those invited was 58.5%, far higher than Q2 in previous years, and builds on the strong uptake percentage of 51.7% in Q1. Around 18% of those receiving an NHS Health Check were identified with a CVD risk $\geq 10\%$, demonstrating the programme continues to achieve a key aim.

The **Free School Meals Auto-enrolment project** was implemented for the first time in North Yorkshire over the summer period 2024. The project successfully identified around 800 local children who were entitled to claim free school meals (FSM) but weren't enrolled or claiming the free meals. It has also brought in around an extra 1 million pounds in (pupil premium) funding to our local schools to help our most deprived children. Furthermore, it was estimated that the project could lead to an annual saving of around £450 per child for local families (in not having to pay for / provide school lunches).

Things to be addressed / considered.

Pressure from hospital discharges

Hospital discharge activity averaged 15.4 discharges per day during Q2 compared with 16.0 in Q1. In 2023/24, the average for Q1 was 14.1 discharges per day. The proportion of people returning to a pre-existing care arrangement after discharge or to their own home with a support package declined in Q2, down to 67.7% compared with 68.4% in Q1. Performance for the year to date (Apr-Sep) at 68.0% remains above the target of 67%.

Increased safeguarding referrals

Safeguarding activity increased during 2024/25. In total 4,088 safeguarding concerns were received during Q1 & Q2, which represents a 18% increase in activity compared to the same period in 2023/24. Information gathering activity, the next step in the process where safeguarding concerns are indicated, was also up by 15%, from 1865 in 2023/24 to 2,170 in 2024/25. The key driver continues to be increases in the number of cases where multiple agencies are reporting a concern related to the same incident.

Increasing cost of care home placements

The average cost of a care home placement for someone aged 65+ increased to £1,123 per week at the end of Q2, up by £91 per week compared with 2023/24 (+9%). Admissions of people aged 65+ to permanent care home placements (720 per 100,000 of population) have seen an increase from 680 per 100,000 at the end of 2022-23 but are in line with the same rate at the end of Q2 2023-24.

People Going Well

Contacts into Children's Social Care

This quarter saw a brief seasonal lull in the number of contacts received at the front door, with 7,489 recorded. Although this is 2% fewer (n=172) contacts than in Q1, it is almost identical to the 7,516 contacts recorded in Q2 last year.

Number of Looked After Unaccompanied Asylum-Seeking Children

The number of unaccompanied asylum seeking children (UASC), has remained at 53 at the end of Q2 2024/25 same as for Q1 2024/25. Currently North Yorkshire has reached approximately half of the expected quota of UASC as directed by the National Transfer Service, the number is currently stabilising due to the number of children turning 18 and ceasing to be looked after.

Early Help

The number of households receiving support from the Early Help Service has decreased in each of the last 2 quarters and is below 1,500 for the 1st quarter end since March 2023. The current total of 1,441 Households relates to 2,783 children and young people.

Early Help Timeliness

The timeliness of Early Help Initial Assessments continues to be very strong with 95.6% of Initial Assessments completed within the 20 working days target in Quarter 1 2024/25. This is a reduction from the 96.5% seen in the same period in 2023/24 but higher than the 94.2% seen in Quarter 2 2022/23.

Youth Justice Service -First Time Entrants (FTE's) into the Criminal Justice System

The latest data for the 12 months ending June 2024 showed a decrease in the rate of FTE's (r=156) into the criminal justice system in North Yorkshire compared with the rate 12 months previously (r=175). The rate of 156 relates to 87 young people and places North Yorkshire in the 2nd Quartile nationally. The current rate in North Yorkshire remains lower than the regional (r=182) and national (r=166) rates but higher than the family group average (r=124).

Education and Skills - EYFS

Provisional attainment data for primary school pupils has been released for the 2023/24 academic year. Performance across North Yorkshire at Early Years Early Years Foundation Stage Profile) has continued to be above national benchmarks, with 71.1% of children achieving a Good Level of Development (%GLD) in 2023/24, compared to 67.9% nationally (+3.2pp). This rate is approaching pre-pandemic levels, when rates of attainment were slightly higher and is an increase from the 70.3% reported last year.

Things to be addressed / considered.

Child Protection Plans

The number of Child Protection Plans has increased by 54 (+12%) this quarter to 523. Highest number of open CPP since Q1 2018/19 and above the typical range of 350-450 open Child Protection Plans. Increase is reflective of additional complexity of family problems and risk of significant harm to children.

Children becoming Looked After

The number of children in care at the end of Q2 2024/25 has reached the highest ever recording since April 2016 when the current data reporting started. There are currently 526 children in care, with 473 North Yorkshire children and young people currently reported, this is an increase of 23 children (+5%) compared to 450 children at the end of Q1 2024/25. When comparing the same point last year, Q2 2023/24, this demonstrates an increase of +51 (+12%), children.

Dental

The number of children with a dentist and percentage with an up-to-date dental check is currently a challenge for North Yorkshire children services, at the end of Q2 2024/25, 70% of children and young people

have an up-to-date dental check compared to 72.0% at the end of Q1 2023/24. Although the percentage has not dropped as low as seen in Q2 2023/24 65.9%, however when looking back historically Q2 2019/20 (pre-pandemic), North Yorkshire percentage of looked after children with an up-to-date dental check was reported as 85%.

Youth Justice Reoffending Rates

The Binary reoffending rate in North Yorkshire increased to 44.0% in the July-September 2022 cohort. As indicated in the chart below, the North Yorkshire rate is higher than the regional rate (33.4%), the national rate (32.2%) and the family group average (28.9%).

Elective Home Education

The number of children recorded as being Electively Home Educated in North Yorkshire (EHE) saw a sharp increase in 2024, with a total of 1267 recorded at the end of Q1, which dropped to 1142 by Q2 but is an increase of 35% (+297) on the same period of the previous year.

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 course of the pandemic.



Organisation

Our Council Plan outlines the following ambitions:

- Good quality, value for money services that are customer focused and accessible to all.
- A well-led and managed, financially sustainable and forward- thinking council.
- A carbon neutral council.
- One council, where colleagues work together to achieve our ambitions and support each other.

Central Services

Customer Services

Customer service have seen a decrease in demand in Q2 by 7.8% compared to Q1. This is understandable given that Q1 encompassed the Revenues annual billing, changes to fees and charges for the new financial year.

The top 5 demands for the customer service function in Q2 by service area are: -

- Social Care
- Revenues
- Bin's, Recycling and Waste
- Roads, Parking and Travel
- Housing and homelessness

Social Care were the highest demand into the customer services this quarter. This is followed by Revenues which has moved above Bins, Recycling and Waste. The change in positions of these services compared to Q1 is understandable given Revenues have issued reminders this quarter whereas bins,

| Channel | Q2 2024/25 Demand by Channel | Q2 2023/24 Demand by Channel | % Difference in 2024/25 to 2023/24 |
|---------------------------------|------------------------------|------------------------------|------------------------------------|
| Telephony | 147,621 | 166,625 | -11.4% |
| E-mail | 34,513 | 43,383 | -20.4% |
| Face to Face | 15,660 | 23,976 | -34.7% |
| Contact Us On-line Enquiry | 12,397 | 11,566 | +7.2% |
| Total Number of Contacts | 210,191 | 245,550 | -14.4% |

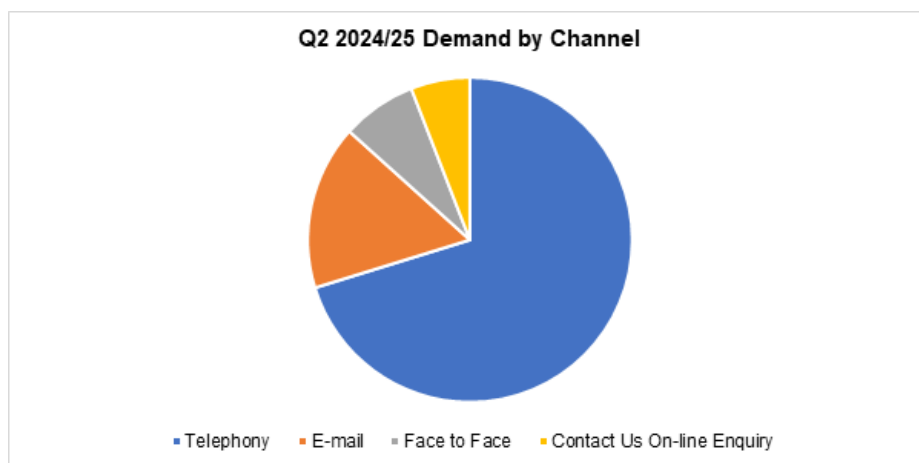
recycling and waste has just been mainly business as usual for the service with no additional

communications to drive demand. The top five service areas are consistent to Q1, but the order changed slightly. It is worth noting that Benefits was the sixth highest demand service for Q2, this increase in demand can be directly linked to the Household Support Fund Phase 5 being conducted in this quarter.

Customer Demand by Channel

Q2 has seen demand by customer channel vary to the same period in 2023/24.

As shown in the table above, the telephone interaction was the highest in Q2 at 147,621, followed by online at 46,910 (email and contact us forms) and then face to face at 15,660. Telephony accounted for 70.2% of demand this quarter, which is a 0.5% decrease from Q1. Face to face however accounted for 7.5%, a rise of 1.1%, and the online channel accounted for 22.3%, a decline of 0.6%. The Household Support Fund has seen a rise in footfall in previous phases, so shifts in customer behaviour were expected compared to Q1 to account for this communication.



Compared to Q2 in 2023/24, telephony, face to face and email demand has declined. Whereas the contact us online

enquiry demand has increased by 7.2%. The rise for contact us is significant considering overall demand has decreased in the quarter by 15.1% compared to the same period last year. This rise in demand for contact us may indicate a shift for customer preferences moving forward. The face-to-face channel accounted for 9.8% of demand in Q2 2023/24 compared to 7.5% in Q2 2024/25, further indicating potential changes in customer behaviour.

In Q2 last year the customer service function saw the Annual Canvass, a by election, the launch of Household Support Fund at the end of the quarter and Selby launched their garden green waste subscription. This Q2 has seen Household Support Fund Phase 5, the General Election and Annual Canvass.

The telephone calls answered in 4 mins (KPI) in Q2 2024/25 has seen an improvement in telephone performance for all three months compared to Q2 2023/24. This improvement can be linked to the ability

to utilise resource from all call centres for shared call types, for example Elections and Household Support Fund. This has led to resource being utilised efficiently for these call types which has improved quarterly performance and the customer journey.

Performance by month for front line queues - % of calls answered in 4 minutes:

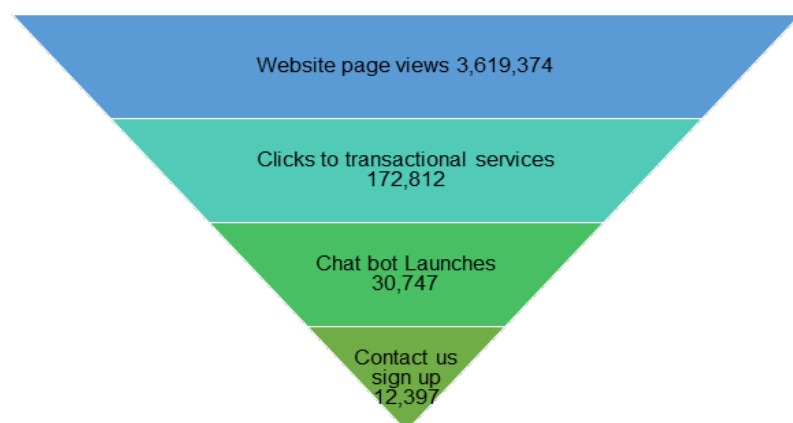
| Month | Q2 2024/25 % of calls answered in 4 mins | Q2 2023/24 % of calls answered in 4 mins | % Difference in 2024/25 to 2023/24 |
|-----------|--|--|------------------------------------|
| July | 90.30% | 88.60% | +1.7% |
| August | 90.00% | 87.60% | +2.4% |
| September | 92.60% | 81.20% | +11.4% |

We continue to see the demand for social care grow year on year, compared to Q2 2023/24 there has been a shift in channel from telephone to email, in 2023/24 phone accounted for 56.6% of demand, whereas in 2024/25 this is 52% of demand.

| | Q2 2024/25 Social Care Demand | Q2 2023/24 Social Care Demand | % Difference in 2024/25 to 2023/24 |
|--------------|-------------------------------|-------------------------------|------------------------------------|
| Call Demand | 19,462 | 20,803 | -6.4% |
| Email Demand | 17,929 | 15,923 | +12.6% |
| Total Demand | 37,391 | 36,726 | +1.8% |

On-line Demand

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



Website page views have seen a decline this quarter, this can especially be linked to pages on, check bin collection days and bins, waste, and recycling. Even though the web page views have decreased for bin collection day checking, the check your bin collection day page has continued to have high views this quarter, 131,583. This is the third highest viewed page on the website after the home page and the 'We need a location' page. Web page views for term times and school related queries increased this quarter as expected with the return to schools in September, this is a trend that occurs every year.

The Household Support Fund page saw a decline in views this quarter, this is understandable as residents would check this page more in Q1 to determine when the scheme would be going live and if they were eligible. The phrases 'HSF' and 'household support fund' are both in the top 10 most popular search items on the website this quarter.

Elections web pages also declined this quarter, even though the General Election occurred this quarter, this was held the first week of Q2 and was called in Q1, so most web page hits occurred when the election was called. In addition, the annual canvass communication does not direct residents to the North Yorkshire Council website so no online impact will have occurred from this communication. All online demand decreased in Q2 which is understandable given a key driver behind Q1 was still Garden green waste, in addition the Household Support Fund 5 and General Election were both communicated to residents in Q1 to then be actioned in Q2 so most of the online demand occurred in the previous quarter.

Elections

In Q2 the customer services team have assisted the elections team to deliver the General Election and the annual canvass. The team supported elections through handling their phone calls at first point of contact, providing face to face resource to help elections check ID for both residents and staff, and released resource to help deliver the election on both polling day and the count. Overall, in Q2 the customer services team received 3,341 calls for Elections and saw 297 customers for election related enquiries. For the footfall demand, 169 customers for election related enquiries were in the first week of July. Elections were the fourteenth highest service for phone calls across Q2, but the highest call queue in the first week of July.

Household Support Fund

This quarter the Welfare & Benefits service and Customer Services have supported the Household Support Fund phase 5 which commenced on Monday 24 June 2024 and ended on 5 August 2024. The scheme concluded on a 94% redemption rate which equates to over 20,000 residents being supported through this scheme. Overall, in Q2 the services handled 1,188 calls and supported 672 customers face to face with Household Support Fund queries.

Revenue and Benefits

Revenues Collection

Please note that the alignment of collection statistic across all seven previous legacy areas were not achieved until Q3 (2023/24).

Council Tax

The current annual Council Tax liability to be collected for 2024/25 is £567,758,544. In Q2 the Council Tax collection rate stands at 61.87%. This equates to a total amount still to be collected of £216,481,775 for 2024/25 at the end of Q2. The council tax outstanding value has improved compared to Q2 of the previous financial year, which equated to £220,933,727 outstanding for the 2023/24 financial year. However, this should not be used as an accurate benchmark at this stage as the aligning of collection statistics was not achieved until Q3 in 2023/24. The collection rate recorded at the end of Q2 in 2023/24 was 58.56%.

Business Rates

The current annual Business Rate liability to be collected for 2024/25 is £215,724,970. In Q2 the Business Rate collection rate stands at 62.80%. This equates to a total amount still to be collected of £80,245,559 for 2024/25 at the end of Q2. This is an improvement from the Q2 amount still to be collected in 2023/24 which was £82,243,746. The Q2 2023/24 business rate collection rate was 59.41% although again, the alignment of compiling statistics was not achieved until Q3 in 2023/24 and therefore is not a fully accurate comparison.

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.

Welfare & Benefits

Housing Benefit

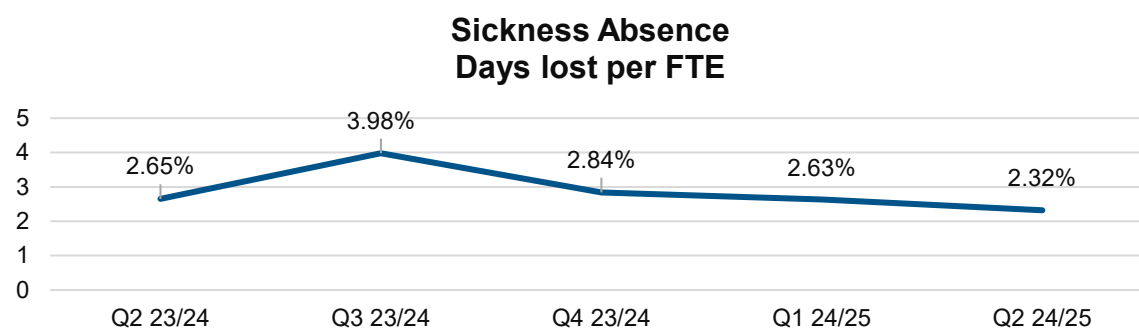
In Q2 the average time to process Housing Benefit new claims was **18.65** days, this is an improvement on the Q1 performance of **21.82** days. An improvement in performance has also occurred from Q1 for the average time to process Housing Benefit change of circumstances, in Q2 the average processing time was 6.05 days, an improvement to the Q1 average of 6.57 days. The service's speed of processing Housing Benefit claims is quicker than the Q2 2023/24 DWP national performance of 20 days for new claims and 9 days for change of circumstances. The speed of processing Housing Benefits new claims has improved and change of circumstances has remained consistent to Q2 2023/24 performance, due to the delay in DWP releasing performance statistics this is the most comparable data source.

Council Tax Reduction

In Q2, the average time to process CTR new claims was 21.42 days, an improvement of 0.38 days to the Q1 average of 21.88 days, showing consistency within the service performance. The average time to process CTR change of circumstances has also remained consistent, from 8.8 days in Q1 to 8.48 days in Q2. The service continues to ensure claims are processed quickly despite the increased national roll out of the migration of legacy benefits to Universal Credit which prevents a new claim being processed in less than 30 days for all working age claims.

Human Resources

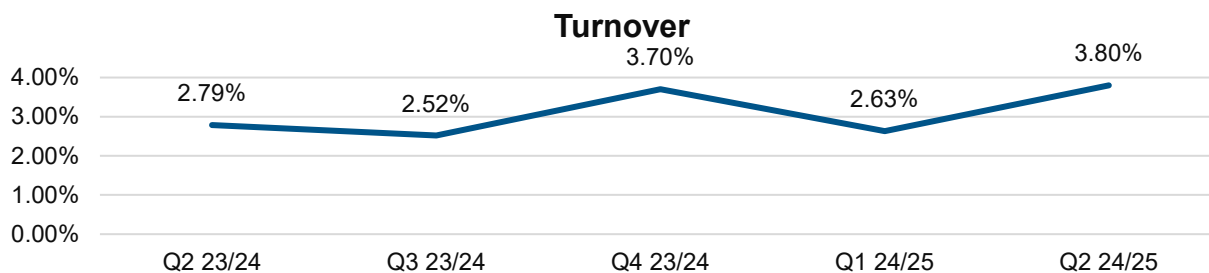
Sickness Absence



Excluding schools, the Q2 absence is down on Q1 24/25 (2.63), and on Q2 23/24 (2.65). The Q2 full workforce figure (including schools) (2.07) is down on Q1 24/25 (2.62), and down on Q2 23/24 (2.13).

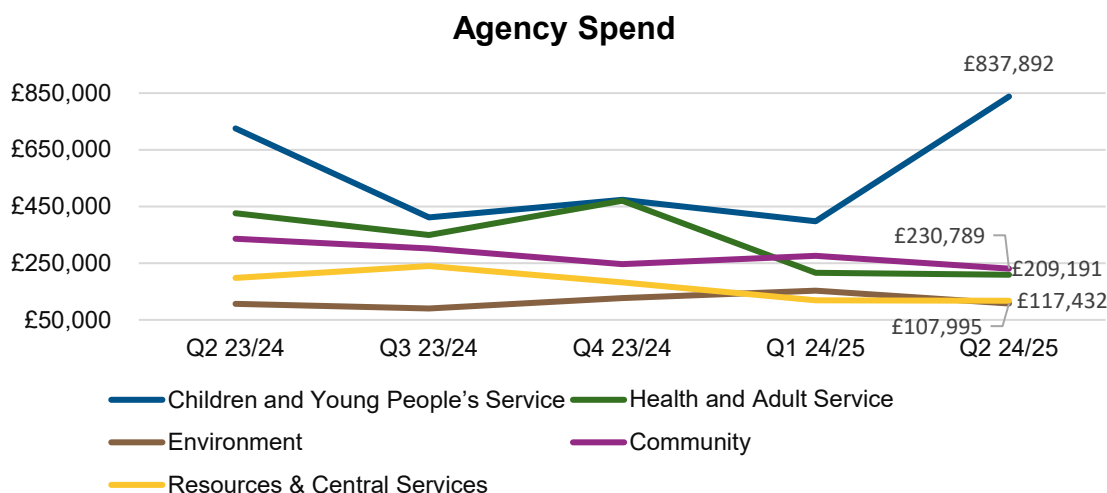
The rolling full year sickness absence is 11.77 days per FTE, a decrease on the full year figure of 12.10 for 23/24. The highest reason for sickness absence remains as Stress, Depression, Anxiety and related (29%), and Other Musculo-Skeletal Problems (19%).

Turnover



The Q2 figure (383, 3.80%), is an increase on Q1 24/25 (263, 2.63%). Traditionally Q2 has the highest turnover of the four quarters linked to the end of the school year and changes as some schools continue to convert to academies and there are changes in facilities contracts. The rolling full year turnover figure is 12.65% which is a slight increase on the 23-24 full year turnover figure of 12.00%. This remains within the target healthy range of 10-13% allowing for fresh innovative thinking from new recruits.

Agency Spend



Spend on the previous quarter, Q1 24/25, 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.

Spend (excluding schools) for Q2 24/25 (£1,503,299) has increased by £112,557 compared to Q1 24/25 (£1,390,742) and a decrease of £407,003 compared to Q2 23/24 (£1,791,745).

The highest areas of spend for Q2 are CYPS (£837,892) and Community Development (£230,789). For CYPS Spend on Education Psychologists continues to be high due to the increased demand for assessments and national shortage of professionals in this field.



Place and Environment

Our Council Plan outlines the following ambitions:

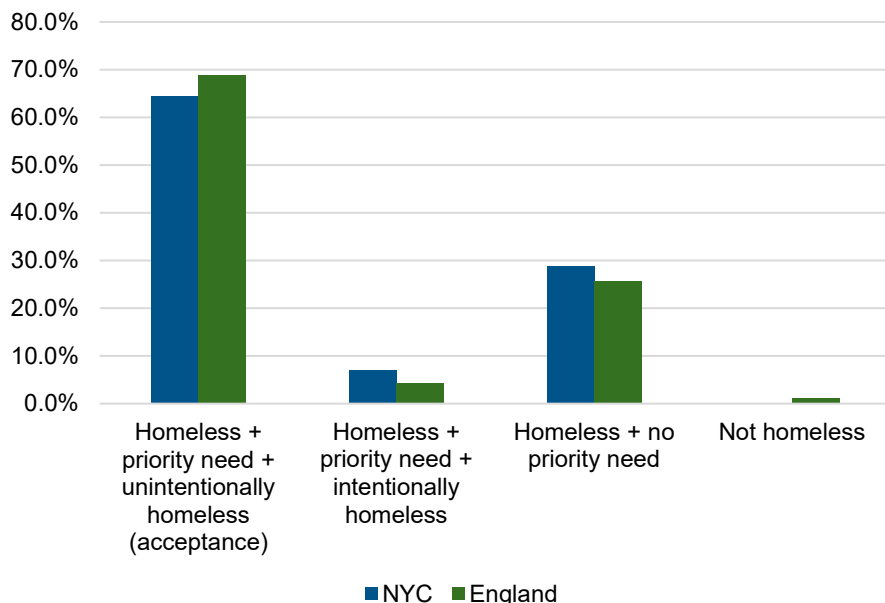
- A clean, environmentally sustainable and attractive place to live, work and visit
- A well connected and planned place with good transport links and digital connectivity
- Communities are supported and work together to improve their local area
- Good quality, affordable and sustainable housing that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

Housing

Temporary Accommodation

The number of households placed in temporary accommodation as a result of homelessness continued to grow in Q2, increasing from 233 to 251 (8%), while the proportion of prevention and relief duties ending with households securing accommodation for at least the next six months fell from 43.17% to 36.27%. In another measure of the changing dynamic of homelessness, the proportion of households assessed as threatened with homelessness fell while those found to be homeless already increased. What this means is that more of the households approaching Housing Options for help were owed a relief duty because they were already homeless, or because their accommodation was not suitable when they made that approach. As a result, the Council has less time and fewer opportunities to intervene, and more households end up needing to be placed in temporary accommodation. This has cost implications for the Council, particularly because growth in Q2 was fastest in more expensive placements like Bed & Breakfast or hotels.

% of households assessed against a main duty decision, by outcome, 2023-24



Need for homelessness prevention and relief is growing nationally, with approaches to local authorities up more than 10% in 2023/24. The distribution of assessment outcomes is similar in North Yorkshire to the rest of England: while it is concerning that, locally, 62% of households assessed were owed a relief duty in Q2, the national picture indicates a wider problem in that most households are not assessed by local authorities early enough to be assisted through homelessness prevention activity.

In response to the pattern of households approaching for help later, the Council is increasing collaboration with

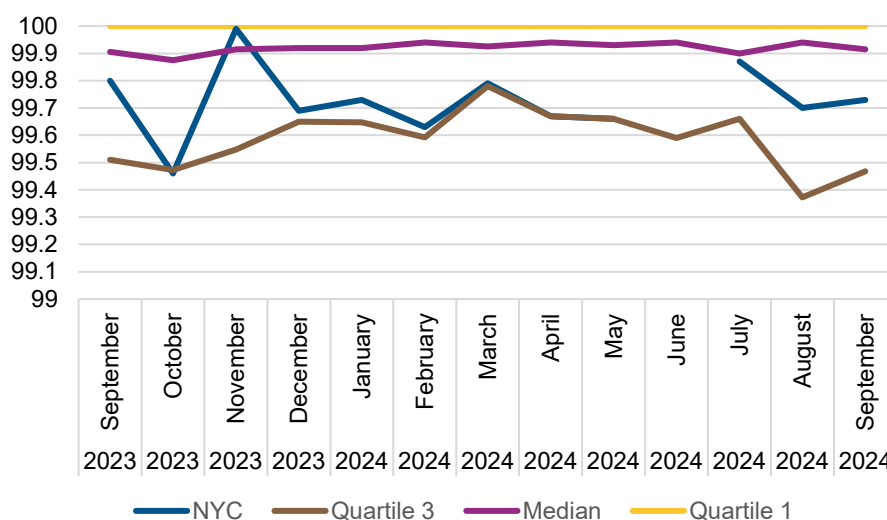
internal and external partners to ensure that signposting is effective and to raise awareness of the need to involve housing options discussions in conversations households may be having with other Council services. Staff training around priority needs is planned for Q3 to ensure homelessness assessments accurately identify households with the greatest needs for intervention.

Gas Safety

A fatal gas explosion in Newcastle has brought heightened awareness of gas safety in socially rented homes. At the end of Q2, 99.73% of Council-owned homes in North Yorkshire had valid gas safety certificates. A certificate is issued following inspection by a registered gas safe engineer and remains valid for 12 months.

Compliance within the social rented sector is typically very good: the median percentage achieved by local authorities with up to 10,000 units was 99.92% at the end of Q2, putting North Yorkshire in the third quartile. Performance has aligned with the third quartile quite consistently over the first year of benchmarking.

Homes with a valid gas safety certificate (%)



In total, 19 homes within the local authority stock had an expired gas safe certificate at the end of September. The earliest expiry date was April 2024. Engagement with the two tenants concerned began

in February, and the Council is pursuing legal authorisation to access the properties and to complete the required safety checks. In all cases at least three appointments have been made with the tenant and the tenant has either failed to provide access or has not had credit on their meter at the time. Some instances where access is refused are complicated by anti-social behaviour or poor health. These factors must be handled appropriately alongside efforts to enable inspections to take place.

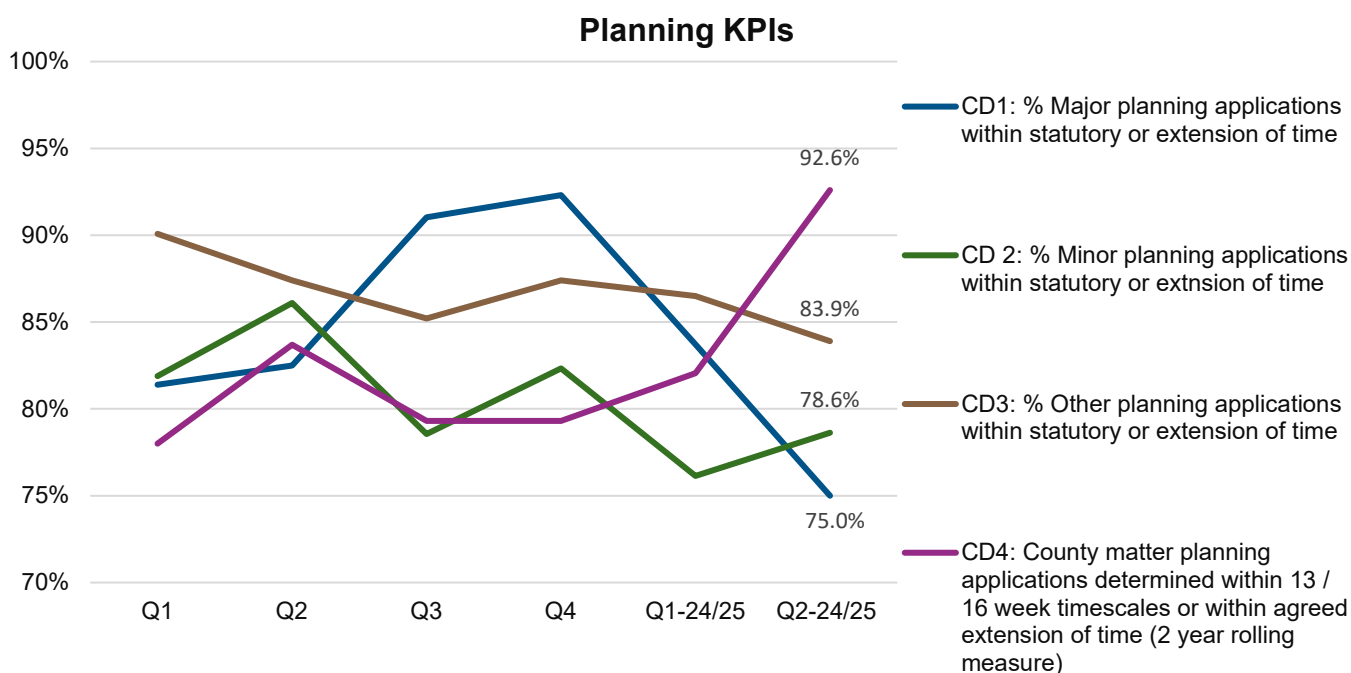
The implementation of a single asset management system for Housing will deliver improved visibility and management of gas safety. Currently, former locality areas maintain manual records of cases 'passed back' from contracted gas safety engineers and work with tenants and housing management to gain access to the property.

Tenants are first informed by letter two months before their certificate is due to expire. They are offered a morning or afternoon appointment and advised that they must have credit on the meter for the safety checks to take place. If the safety check is not completed, contractors will continue to contact tenants by phone, text and letter to confirm a convenient appointment. Housing Standards and Housing Management Officers also attempt to engage with the tenant. After 3 failed appointments the Council commences legal proceedings to gain entry.

The Council is in the process of aligning legacy procedures into a new and comprehensive Gas Safety Management Plan, which will cover the no-access and enforcement processes to ensure compliance with the consumer standard.

Planning

As anticipated in the Q1 report, capacity and systems constraints met with steady demand for planning permissions between July and August 2024. The percentage of cases resolved within the requisite time was slightly lower than in Q2 of last year across Major, Minor, and Other planning applications, with Major and Other applications dipping below last quarter's figures. Overall service delivery remains excellent: across all four categories of planning application, the rate of timely determination outstripped national targets.



The Planning Service is continuing to move towards a single technical solution, which is expected to go live at the end of Q4; this will support greater integration of the service and allow for deployment of resources where it can be most impactful. The national operating environment is subject to evolve because of changes to Government policy -for example, through proposed reforms to the National Planning Policy Framework that were subject to consultation over the summer.

Environment Services and Climate change

Climate Change

Annual Greenhouse Gas Emissions Data

The Department Energy Security and Net Zero (DESNZ) produce annual emissions estimates at Local Authority level. The most recent data was published in June 2024 and shows a general decline of terrestrial CO₂e between 2005 and 2022 in North Yorkshire – from 8225ktCO₂e to 5714ktCO₂e (~31% decrease over an 18-year period).

North Yorkshire Council Operational Emissions

A full progress report on the environmental activities of North Yorkshire Council has been submitted to the Transport, Economy, Environment and Enterprise Overview and Scrutiny Committee and can be found [here](#). Some examples of this work can be found below.

In July 2022, North Yorkshire County Council (NYCC) declared a Climate Emergency which was adopted by North Yorkshire Council from April 2023. North Yorkshire Council has set a target to be net zero in its operational emissions by 2030. These emissions are categorised into the following:

Scope 1 emissions are associated with the burning of fuels by properties, fuel-based equipment (mowers, strimmer's etc.) and fossil fuel vehicles that are owned and managed by North Yorkshire Council. Ownership of emissions is taken where North Yorkshire Council pay the bill for the fuel used.

Scope 2 emissions are those which are associated with electricity usage at North Yorkshire Council buildings, including EV charging, where North Yorkshire Council pay the bill for the electricity used.

Scope 3 emissions are the emissions associated with activities outside of North Yorkshire Council's direct control and are referred to as upstream and downstream emissions. This includes business travel, emissions from delivery of goods, commuting and working from home to name a few. Currently North Yorkshire Council only report the below three areas of Scope 3: Electricity Transmission and Distribution (T&D), Well to Tank (WTT) and Business travel.

All emission figures reported below have been calculated using the GHG Accounting Tool, using the UK government's conversion factors and the UK Footprint Results (1990 - 2021) produced by University of Leeds to convert consumption data to emission data (tCO₂e). Schools and wholly owned companies are not currently included in the accounting methodology.

| North Yorkshire Council Greenhouse Gas Emissions 2023/2024 | | |
|--|--------------------------------|-------------------------------|
| Scope | Emissions (tCO ₂ e) | Percentage of Total Emissions |
| Scope 1 | 14,676.47 | 46.3% |
| Building Gas and Oil Usage | 7,962.48 | 25.1% |
| Commercial and Pool Car Fleet | 6,713.99 | 21.2% |
| Scope 2 | 6,571.64 | 20.7% |

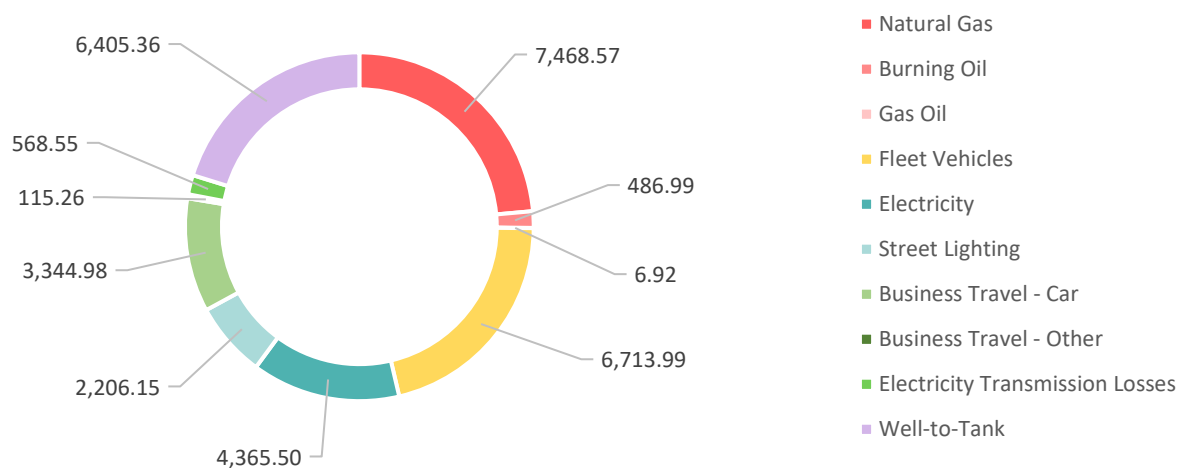
| | | |
|--|------------------|--------------|
| Building Electricity (Including EV Charging) | 4,365.50 | 13.8% |
| Streetlighting | 2,206.15 | 7.0% |
| Operational Emissions (Scope 1 & 2) | 21,248.11 | 67.1% |
| Scope 3 | 10,434.15 | 32.9% |
| Business Travel | 3,460.24 | 10.9% |
| Transmission and Distribution | 568.55 | 1.8% |
| Well-to-Tank | 6,405.36 | 20.2% |
| Total Emissions | 31,682.26 | |

This is the first time that North Yorkshire Council has reported the organisation’s greenhouse gas emissions as a whole, therefore it is not possible to make meaningful comparisons to previous years or quarters. However, this data will provide a baseline to track our progress towards becoming operationally net zero in the future.

Energy Usage

A total of 63,909 MWh of energy was used across all North Yorkshire Council buildings (excluding street lighting) throughout 2023/24, with 63.9 % of the energy being produced through burning gas, 33% produced via electricity and the remaining 3.1% through burning oil and gas oil. This resulted in emissions of 12,327.98 tCO₂e.

North Yorkshire Council Greenhouse Gas Emissions 2023/2024



Currently, there is no way to differentiate between energy used from the grid and that used from self-generation on site and North Yorkshire Council does not currently procure electricity through a renewable contract and so there are no reportable market-based emission savings at this time.

The forthcoming Property Decarbonisation Strategy will layout the council’s approach to decarbonise North Yorkshire Council’s property portfolio and identify areas where energy consumption can be reduced.

On top of this, North Yorkshire Council used 10,653,896 kWh of electricity for street lighting across 2023/24, resulting in 2,206.15 tCO₂e of GHG emissions.

Fleet Fuel Usage

Of the 2,684,166 litres of fuel that the North Yorkshire Council Fleet consumed in 2023/24, 2,614,960 litres (97.8%) were diesel.

To gain an understanding regarding how the council can reduce vehicle-related fuel consumption, a holistic vehicle assessment is being undertaken to examine the use of each vehicle, for example when to move to electric or hydrogen powered vehicles. The results from this assessment are expected at the end of January 2025. To support this assessment, a feasibility study into the production and utilisation of green hydrogen as an alternative low carbon fuel source for our HGV fleet is also underway.

Furthermore, the forthcoming Fleet Decarbonisation Strategy will look to agree an approach to decarbonise the North Yorkshire Council Fleet and identify areas where fuel consumption can be reduced.

Business Travel

Throughout 2023/24 13,304,802 miles worth of business travel were claimed resulting in emissions of 3,460.24 tCO₂e. This refers to the actual mileage covered by colleagues for work-related purposes which is defined by the distance travelled from their starting point to their destination and back. It is estimated that 90 tCO₂e of emissions are saved as a result of North Yorkshire Council's Lift share Scheme.

National Energy Efficiency Award

North Yorkshire Council were crowned Local Authority of the Year at the 2024 National Energy Efficiency Awards in recognition of delivering an important programme to insulate housing across North Yorkshire in partnership with the Council's own company Align Property Partners. The council showcased retrofit projects where some of North Yorkshire's worst-performing homes had been successfully upgraded to help tackle climate change, fuel poverty, and provide residents with the opportunity to save money on their energy bills.



Additional Climate Change Projects the Council is working on:

Mitigation

Green Skill Development and Support: In partnership with North Yorkshire Council and RGG Associates, the York and North Yorkshire Combined Authority has designed and developed a training programme for careers leaders, supporting their increased knowledge and confidence in green skills and careers advice. This activity focuses on the delivery of training to careers leaders in schools and colleges, as well as independent careers advisors. Currently, 28 careers advisors/leaders are attending this training.

Landlords Energy Efficiency Advice: 129 Minimum Energy Efficiency Standard Investigations were carried out throughout 2023/24, with no enforcement actions required for non-compliance.

Supporting Nature

Biodiversity Net Gain: A map of Habitats of Strategic Significance in North Yorkshire has been created by the ecological data centre, providing an incentive for Biodiversity Net Gain delivery to create habitats in areas beneficial to creating an ecologically resilient network across the county.

White Rose Forest: With the help of 337 volunteers and in partnership with National England, Woodland Trust, and Yorkshire Wildlife Trust just to name a few, 654 hectares of trees were planted throughout

North Yorkshire in 2023/24 as part of the White Rose Forest Project with a further 859 hectares identified for 2024/25.

Nidderdale National Landscape: Developed by Defra and delivered by Nidderdale National Landscape and Natural England, the 4th year of Farming in Protected Landscapes fund is set to allocate £1.013m to support 150 projects relating to wetland habitats, historic environment conservation and regenerative farming across the NNL area.

Long Preston Flood Plain Project: The Long Preston Floodplain Project is an ongoing partnership between North Yorkshire Council, the Yorkshire Dales Millennium Trust, RSPB, Natural England, the Environment Agency, and others and has resulted in the completion of 16 habitat creation sites covering 10.5 hectares of land on the Long Preston floodplain since 2022.

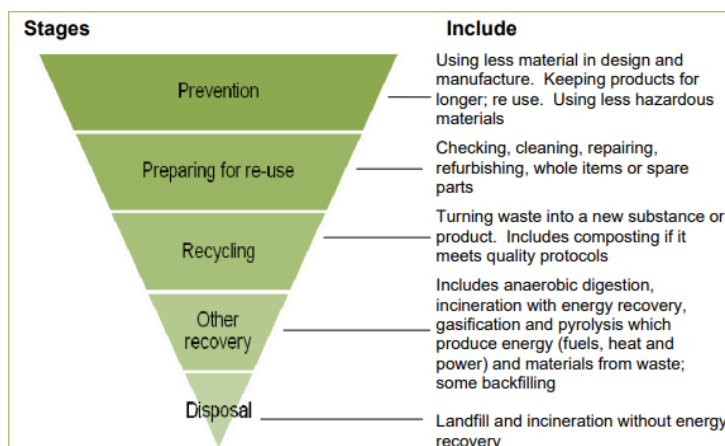
Waste

Waste Disposal

Residual waste tonnages in quarter 1 were 135.71kg, a decrease compared to the previous quarter (136.9kg) and the same period the previous year (140.27kg). In quarter 1 47.8% of household waste was sent for reuse, recycling or compost, an increase compared to both the previous quarter (36.9%) and the same period the previous year (46.9%).

The percentage of waste that went to landfill at 7.8% was lower / better than for quarter one the previous year when 8.0% of waste went to landfill. The quarter one landfill figure is always higher than the other 3 quarters, due to the planned shutdown of Allerton Waste Recovery Park (AWRP) for maintenance.

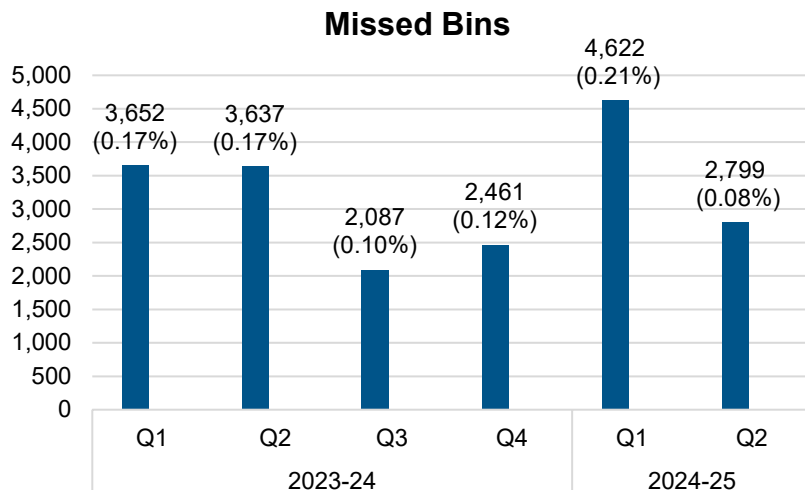
A recent media article highlighted the impact of incinerating waste on the environment. The guidance from DEFRA (Department for Environment Food and Rural Affairs) is that we should seek to incinerate material as a priority ahead of sending it to landfill. The DEFRA Waste Hierarchy Guidance ranks waste management options according to what is best for the environment. It gives top priority to preventing waste in the first place. When waste is created, it gives priority to preparing it for re-use, then recycling, then recovery, and last of all disposal (e.g. landfill) - see DEFRA waste hierarchy diagram:



Missed Bins

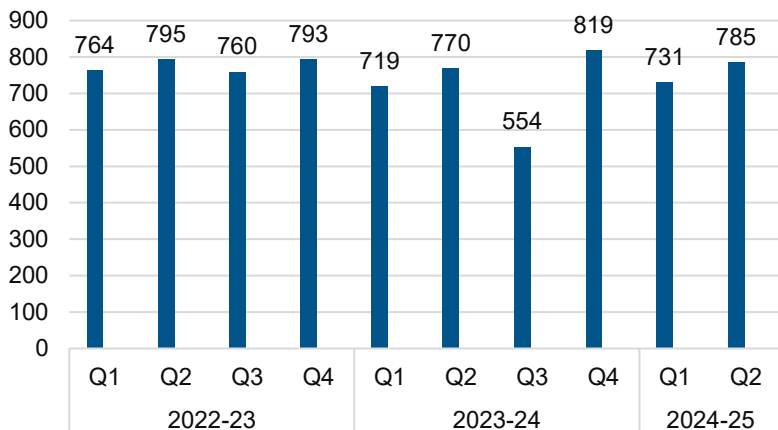
The number of missed bins for Q2 was 2,799 (0.08%). This is a significant improvement compared to the previous quarter, when there were 4,622 missed bins (0.21%) and an improvement compared to the same period in 23/24, when there were 3,637 bins (0.17%). This is the lowest percentage of missed bins since reporting began in Q1 2023-24. A higher figure for the number of missed bins can equate to a lower percentage of missed bins, compared to previous quarters,

due to a change in the total number of households i.e., where there is an increase in the number of households, the number of missed bins may be higher, but the percentage will be lower.



Fly Tipping

Fly Tipping Incidents



Incidents have increased in quarter 2 which shows a historical trend for this period as shown in 23/24 (770) and 22/23 (795), all were increases on the previous quarter one data sets.

Scarborough had the highest incidents reported with 306, Selby had the second highest with 160. The total cost to the Council for clean-up was £40,887 in Q1, compared to £46,700 this Quarter.

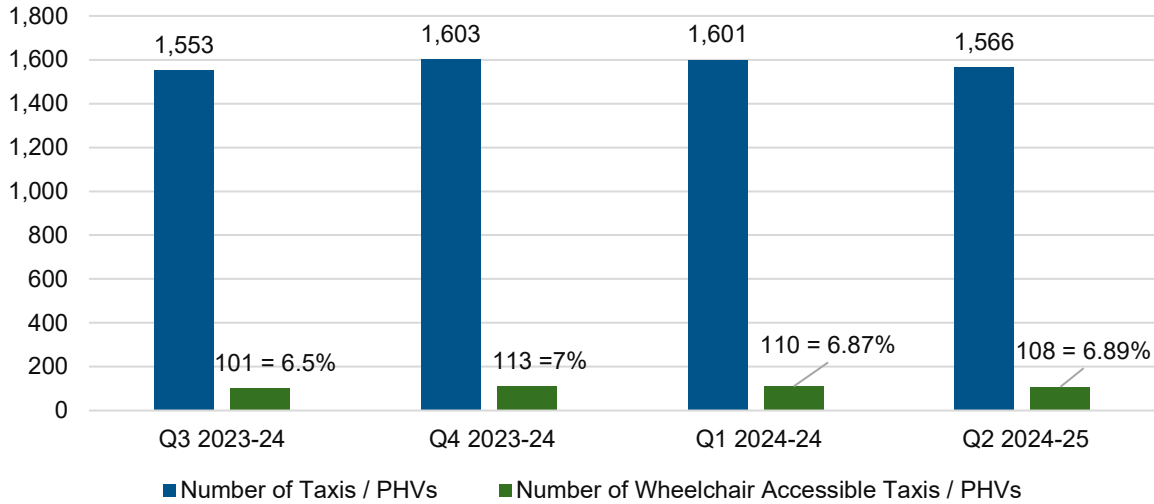
Licensing

The service is in the process of gathering and monitoring brand new data sets for the authority which brings together areas from the former districts. Among these emerging areas are Taxi Licensing and Temporary Event Notices (TEN's).

Taxi Licensing

The number of Taxis/PHV's in North Yorkshire for Q2 is 1,566 a reduction of 2.2% compared to Q1 1,501. The number of wheelchair accessible taxis/PHV's has decreased slightly by two from 110 in Q1 and 113 (the highest) in Q4 2023-24, however still remains at 6.89% per 1000 people in our overall population despite the overall decrease.

Taxi Licensing:

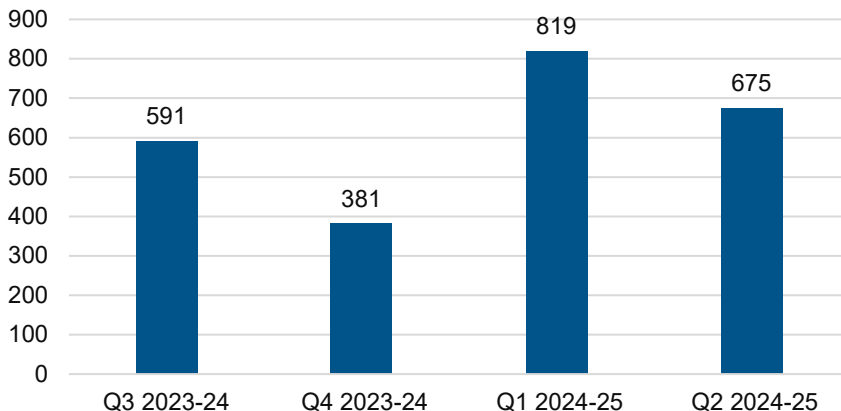


Temporary Event Notices

TENs are a requirement of the Licensing Act 2003 (Permitted Temporary Activities) (Notices) Regulations 2005. When the public wish to hold a licensable activity at premises in North Yorkshire that are not licensed or hold activities which an existing licence does not allow, then they must apply for a temporary event notice at least ten working days before the proposed event.

There were 675 TENs served in Q2, a reduction of 17.5 % from Q1 which was 819. However, as TENs tend to be seasonal, this is still higher than Q3 2023-24 which would probably have included notices served for Bonfire night and the Christmas period, this could possibly indicate that the next quarter Q3, will be a busy period for the service and will be further monitored.

Temporary event notices



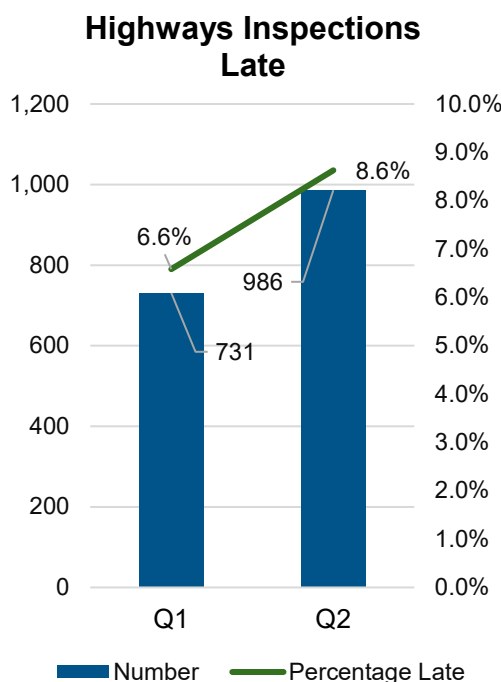
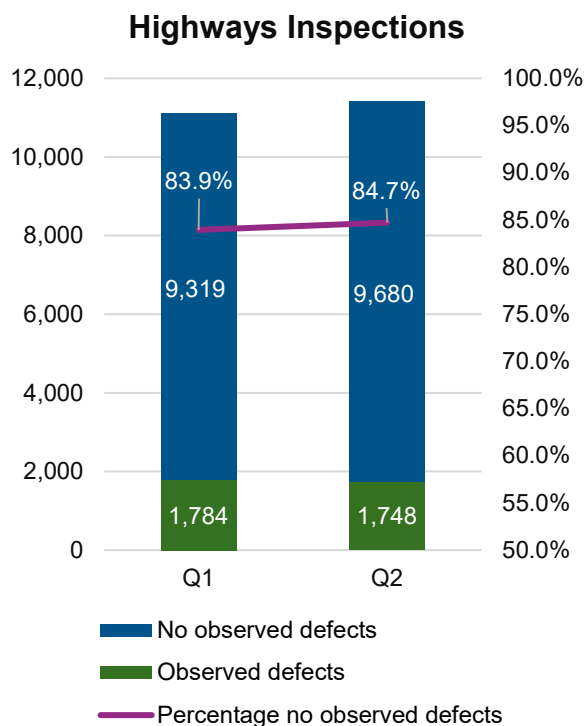
Highways

Highways Operations

An upgraded asset management system for the Highways Service ‘Symology Aurora’ has been introduced this quarter. The new system is still being tested, however there are a number of differences to previous quarters. Work is ongoing to understand these discrepancies with the Symology team, Highways and Strategy & Performance. It is anticipated that issues with street lighting data, permit applications, street works data and footway inspections data will be resolved in the next few months and a full update provided in Q3.

Highway Inspections

There were 11,428 completed, an increase of 325 compared to Q1, with 84.7% of those completed with no observed defects, this was also an increase on Q1 which had 83.9%. Quarter Two saw 986 late inspections which again was an increase on Q1 which had 731. This equates to 8.6% being late in Q2. The service has experienced some performance reduction due to vacancies and increased demand through customer service requests but will be focussing on recovering the performance in the next quarter.



Localities

Communities

Community Anchor Organisations

The 25 place-based organisations from across the county continue to work with the Localities and other service teams to progress a Community Anchor model for North Yorkshire; in Q2, this included the

progression of organisational development action plans and participating in the UKSPF funded collaborative support programme for CAOs, delivered by Community First Yorkshire (CFY) and Better Connect continues. It is 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.

Collaborative work with our key voluntary sector partners in our larger urban areas of Harrogate and Scarborough has concluded and work is on-going to develop the grant specification. For the eight localities where a suitable CAO has not been identified, development work continues to explore the potential for a local voluntary sector organisation to become a CAO, or to look at alternative models.

Digital Inclusion

There is continued momentum on the strategic development of digital inclusion across North Yorkshire encompassing the three key strands of access, skills, and equipment. The digital inclusion leads group continues to provide vital steer and information within NYC as well as connection to important wider digital inclusion initiatives including the NYC staff digital champions network and the HAS AI Conference exploring social care and artificial intelligence innovations and possibilities which takes place in October.

Reboot North Yorkshire has continued to support digital inclusion with regular referrals into the scheme from a broad range of organisations across the County, including from health partners, and NYC services. In Q2, 76 devices have been gifted to individuals either to improve social connectedness and enhance health and wellbeing of those socially isolated or to support those in need of a device to access training or to continue their education. Those supported range in age from young people to those in their 80s. Signposting is also made to resources within their community who can support people who are new to using a device, such as the Library service.

Community Partnerships

The team continues 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 Forest and Dale (Thornton-le-Dale and rural hinterland). As expected they are all progressing at their own pace, i.e the pace of the local community so are at different stages of development. All are establishing local priorities and local action plans. The team are also involved with and support, in a less formal way, the work of three other local community partnerships that were already in existence in Malton, Filey and Knaresborough. An update on Community Partnerships was included in the report taken to the NY Exec on 17th September. Members agreed that there was no longer the requirement for community partnerships to be informal partnerships given two (Uredale and Sherburn are being delivered via a Community Interest Company model). The Scope and Terms of Reference for the operation of Community Partnerships has now been amended to remove the requirement for Community Partnerships to operate only as informal groups. It was also agreed to open up the Community Partnerships programme to all Members who wish to bring forward the development of a partnership in their area.

UK Shared Prosperity Fund (UKSPF)

Localities continue to take the lead role in the delivery of the Communities 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 delivery of the work being progressed on the year one and two allocations, as well as over-seeing year three allocations.

The SPF Communities theme continues to lead the way in terms of spend, with 98% of funds now contracted and spent, with the final 2% committed. Following the notable success of the Q1 performance, the numbers below (aside from Digital Inclusion) are relatively similar with all funds now closed.

- The Community Grants fund has made 35 awards to date, representing £580,000 worth of investment. This fund has now been fully allocated and is closed for new applications.
- Village Halls and Community Buildings Grant fund closed in Q1, resulting in £815,000 worth of investment into a range of valued local community assets. This a total of 35 awards over the two years, with £350,000 worth of investment made in Year 2.
- 35 grants awarded to support organisations with feasibility work to date. This fund is also now closed to new applications with all funds now fully allocated.
- The Physical Activity, Sport and Active Travel Fund continues to be successfully delivered by North Yorkshire Sport on behalf of the Council after its launch in autumn 2023. This programme is now fully allocated with 57 organisations receiving a total of £725,000 of funding. In addition, 8 projects have receiving a total £450,000 for large scale works via the capital fund available.
- Digital Inclusion - the Digital Inclusion Fund was launched in April 2024. 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. The funding comprises of £250,000 capital grants, £336,000 revenue for digital learning and skills and £25,527 for research and development from the Integrated Care System. Following a second application and panel process, all funds within this programme have now been fully allocated. 39 projects have now been allocated £470,000 in capital and revenue grants to set up digital hubs. A further £150,000 has then been invested in a training and support structure to upskill digital champions in the local communities who can then go on to assist the local people. It is anticipated that the programme will result in over 500 new digital champions who will go on to assist 3000 people with their digital skills.

Now that nearly all funds have been allocated, the SPF focus is on the monitoring and evaluation of the projects. The team in each locality have been assigned the projects in their area and are in the process of returning the data forms back to the UKSPF team. The focus is to ensure the projects are being completed as applied for but also to collect case studies for the UKSPF case study page ([UKSPF case studies | North Yorkshire Council](#))

Parish Liaison, Local Devolution and Community Rights

Parish Liaison/Consultation

Work has progressed to introduce formal Parish Liaison meetings and area-based meetings are taking place over the next six months. The first drop-in session took place in Knaresborough on 25 September and the first Liaison meeting took place on 23 October at the Civic Centre in Harrogate. Attendance and presentations to the Area Committees have also taken place with the last one scheduled for Thirsk and Malton Area Committee on 29 November.

Joint work with the Yorkshire Local Councils Association has developed with consultation and responses provided to YLCA Member councils across North Yorkshire. The Parish Liaison and Local Devolution Manager has also attended Branch meetings for, Ryedale, Harrogate and Hambleton and information and responses provided for all other Branch meetings.

A voluntary representative group of Parish/Town/City Councils and Parish Meetings has been established. This provides a valuable opportunity for regular informal dialogue with the Parish Sector to inform the on-going development of initiatives such as the single 'front door', liaison meetings, dedicated web pages etc. as well as broader Parish Liaison activities. Present areas of consideration include the review of the commitments within the Parish Charter.

A Regular "All Parish Council updates" has commenced with the establishment of a Parish Liaison contact e-mail address for Localities and Democratic services. This has facilitated the opportunity for services to

have a consistent consultation/contact with Parish Councils with support from the Parish Liaison Team, something that is being increasingly utilised.

Parish Charter

Work has been progressing on the commitment to review the Parish Charter. The action plan is being developed with specific work planned or completed including:

- The ongoing development of a Forward Plan of key consultation campaigns with appropriate communication and coordination.
- Work to progress the coordination of consultation and response timescales as well as feedback.
- The establishment of baseline information for performance and service monitoring

The commitments within the Charter set out the relationship between North Yorkshire Council and the Parish Sector, informing other Parish Liaison work.

Local Devolution

The work to progress local devolution has focused on the agreed double devolution pilot proposals. Progress on these has been dependent on the availability of information due to restructures and the capacity of Parish Councils to develop and submit full business cases. Following more detailed operational discussions between services and Parishes, revised and in some cases reduced proposals are emerging. In some cases, service elements that formed part of the original bids now form part of broader operational service reviews as work has progressed about potential wider devolution opportunities to the Parish Sector within services. As a result, there are double devolution proposals at varying stages of development. They are potentially smaller than original expressions of interest, with differing timescales and may include small-scale service transfers such as park benches or in one case the single transfer of a public convenience. In addition, some are also subject to other necessary operational decisions outside of the double devolution process, resulting in decision making on proposals being more complicated than originally envisaged. A review of the approved Expressions of Interest by the Assistant Director for Local Engagement will be undertaken with a further report to the Executive in due course.

Community Rights

Transitional arrangements to fulfil the council's statutory responsibilities for community rights were put in place from April 2023. This combined the previous District/Borough processes within a new overall decision-making framework. Support for community rights within the team is now in place and work to develop new structures, policies, procedures and changes to delegation has commenced. This includes the arrangements for Community Right to Bid, (Assets of Community Value) and the Community Right to Challenge.



Economy

Our Council Plan outlines the following ambitions:

- 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.

Q2 has seen some change across the Economic Development service with the appointment of a new Assistant Director; in addition, work is being undertaken regarding measurement of key metrics. This will ensure that new platforms such as Town and Place AI and Hubspot are collecting the right information across the County.

Economic Development, Tourism and Skills

Investment – Konect62

Konect62, the site of the former Kellingley coalmine, the last deep coal mine in the UK which only closed in 2015 is now being converted into a modern environmentally friendly employment park (BREAMM Excellent rating). Officers have worked closely with developers Cole Waterhouse to bring the development to fruition, bringing investment and employment to the region. Recently, leases on the first 2 units (161,000 sq ft and 61,000 sq ft) have been signed with UK-wide food processing and distribution company, Oakland International and local hauliers Campey's of Selby (Recent winners of the Motor Transport "UK haulier of the year" award.). Both businesses are successful family owned and run growth businesses, officers are now working with them to connect them into the local support network, particularly around recruitment of staff.

Shared Prosperity Fund

Delivery of £15 million Year 3 SPF and REPF is on track with 44% already spent on grant programmes this year. The three year £23 million programme ends on 31st March 2025. Evaluation of the whole programme is in full swing to celebrate but also highlight future funding needs for North Yorkshire. In addition to being the Accountable Body, North Yorkshire Council is leading on direct delivery of the Place theme and also a Small Business grant programme. Year 3 of the UKSPF Small Business Grants Programme opened for applications on the 6 May 2024 with a 9 week application window which closed on the 12 July 2024. Open to sole traders and limited companies from all sectors, Community Interest Companies and Community Enterprises, farm businesses diversifying outside of agriculture and new business start-ups the scheme offered grants of between £1,000 and £10,000. Over 300 applications have been received with 266 of those proceeding to panel with a total grant request of £1.8m. Additional monies have been added to the £1m originally available to give a final funding pot of £1.38m to allocate. Final panel meetings will be held in November to determine which projects will be funded.

Inward Investment - Schneider Electric, Scarborough - £42m expansion creating 200 jobs on the North Yorkshire Coast.

The current Schneider plant in Scarborough specialises in the manufacture of low-voltage switchgears which supports the roll-out of electric vehicle charging points and net-zero buildings. Operations will relocate to the new larger plant at Scarborough Business Park, close to the firm's existing premises, early in 2025. Just under a third of the facility's energy will be produced by a state-of-the-art solar energy system, while an intelligent building management system will ensure energy-efficient operations including light sensors and automated heating and cooling. The site is designed to be environmentally friendly, with dedicated cycling racks, shelters and showers on site for employees.

Culture, Archives and Libraries

Culture & Archives

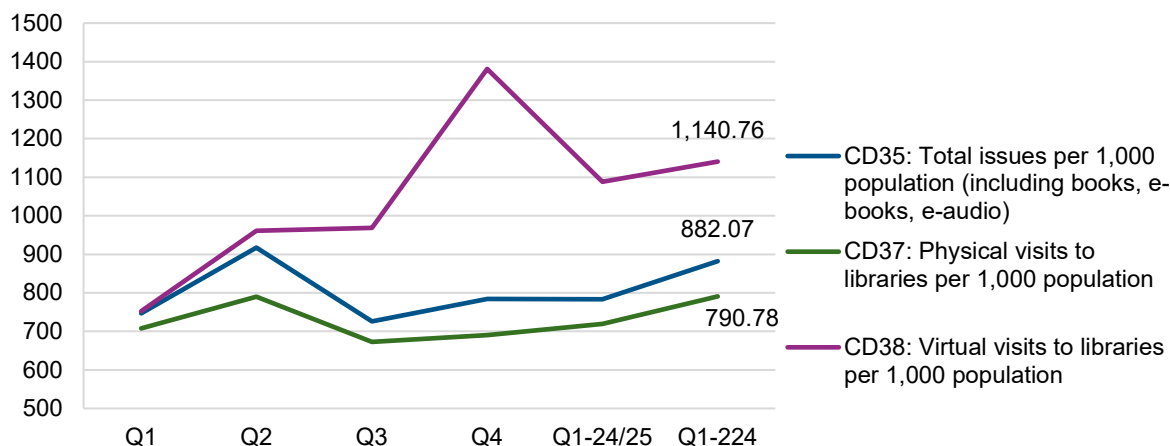
The Culture and Archives service has experienced an excellent quarter with visitor numbers the highest level since NYC formed (87,634 compared to 85,828 in Q1; and 23,573 more than Q2 in the 2023/24 financial year). Again, Q2 is often expected to be the highest performing quarter across the year it contains the summer school holidays however some of the notable successes include 113% increase in visitors to the Mercer Art Gallery compared to September 2023.

Customer feedback is also extremely positive with all three satisfaction measures reporting scores over 97.5% of customers responding as satisfied or very satisfied to the following questions: overall satisfaction, value for money and accessibility. The responses provided included 'inspiring exhibition of contemporary lace'; 'really good level of information provided – great to learn more'.

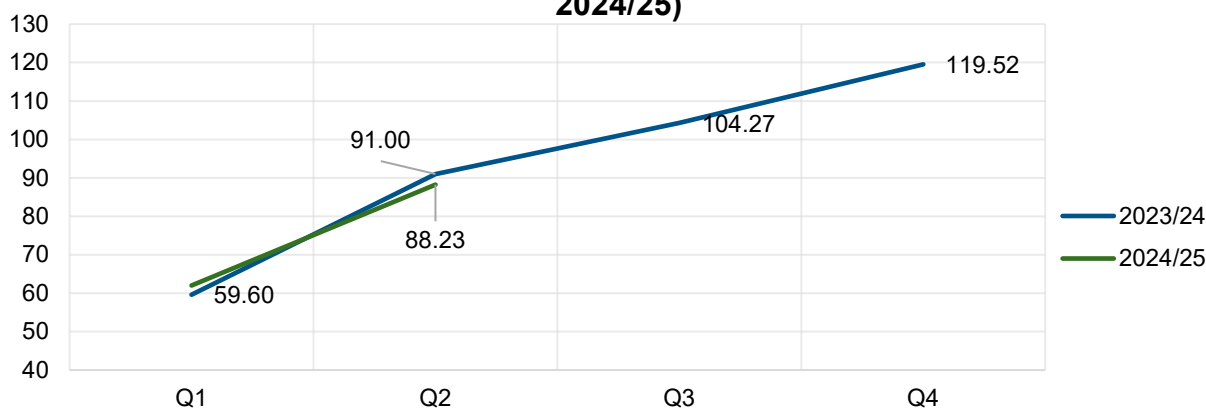
Libraries

The library service continues to deliver excellent performance; with all indicators showing improvement when compared to Q1; although both total issues per 1,000 population and active users per 1,000 population are not quite at the levels report in Q2 in the 2023/24 financial year.

Total issues, physical visits and virtual visits (per 1,000 population)



Active Users per 1,000 Population - Cumulative (2023/24 & 2024/25)



The summer months are typically busy periods for the library service given the school holidays and range of activities hosted by the service to appeal to children and families. The service took part in the Summer Reading Challenge organised by The Reading Agency which aimed to maintain reading skills over the summer holiday by encouraging children to read six books over six weeks; with a variety of incentives being included throughout the period. Whilst the number of participants was slightly lower than last year but equivalent to 2022 and the number of books issued increased. In addition, the service recorded an additional 629 children taking up library memberships. The service also saw a number of new volunteers assisting the initiative by linking up with schools whereby those taking part in the Duke of Edinburgh award; a total of 149 young volunteers assisted the service over the holidays.

One notable success relates to the recognition the service has received from Collection HQ (the services stock management system). North Yorkshire has been recognised as the best performing authority in relation to stock transfers, providing customers with access to a greater range of material via effective stock management. It is estimated that through the use of the software and management of stock in this way the service has been able to save approximately £203,767 via 20,684 transfers as opposed to purchasing additional copies.

Finally, demonstrating the versatility of the venues and supporting wider outreach work of Public Health, 30 libraries participated in 'Know Your Numbers Week' to encourage the public to learn more about their blood pressure and what action to take to address any concerns. Over the course of the programme 284 people used the monitors, however many of the monitors have remained in situ meaning they are available for public use when visiting the library.



Health and Wellbeing

Our Council Plan outlines the following ambitions:

- 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.

Public Health

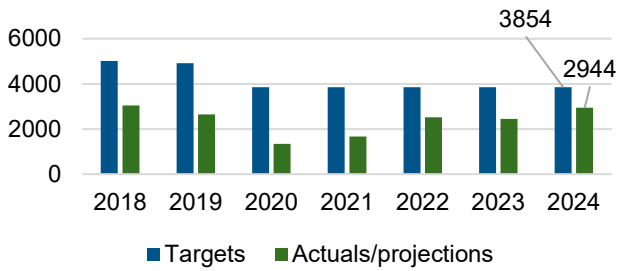
North Yorkshire Adult Weight Management Service

In year 7 of the Adult Weight Management service contract, the second quarter (April to June 2024) has seen 1,472* referrals into the Service. If this rate of referrals continues for the next two quarters of the year 7 contract period, then the service will see almost 500 more referrals when compared to the year 6 contract period (January to December 2023). Referrals continue to be managed well by the weight management service teams. The second quarter of the year 7 contract period has seen an average of 67% of those that complete a 12-week programme achieve a 5% weight loss target (over double the NICE guidance of 30% and slightly higher than the quarter one average of 64%), of which 63% of people go on to sustain weight loss at 24 weeks. The 5% weight loss achievers at 12 weeks are projected to be the highest they have been for since the commissioned service launched in 2018. The sustained weight loss achievements are projected to exceed outcomes for the previous year by over 150 clients.

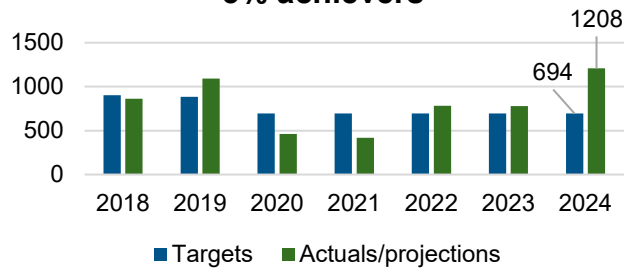
**Selby year 7 contract period includes three quarters, cumulative (July 2023 to end of March 2024).*

Based on January to June 2024 outcomes, the full contract year 7 projections are presented below.

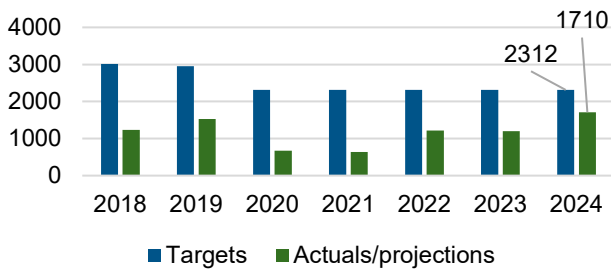
Referrals



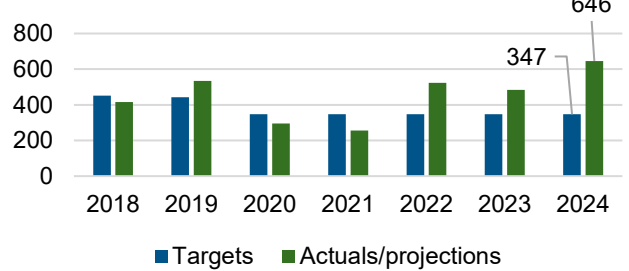
5% achievers



Completers

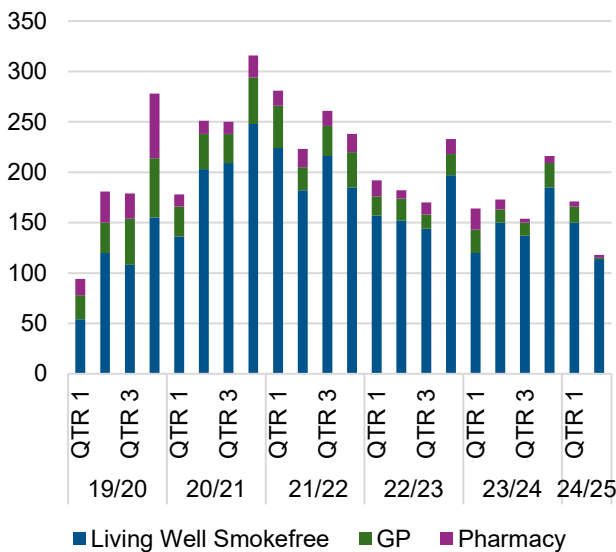


24 week sustainers



Stop Smoking Services

Number of 4 week quits



- 7,502 people were invited for an NHS Health Check
- 4,385 people received an NHS Health Check

In the second quarter of the 2024/25 financial year, stop smoking services have seen lower numbers of quits than the 2023/24 financial year. The service aims to improve these uptake figures over the remainder of the financial year, and the service has recently completed recruitment and new clinics have opened across the county.

NHS Health Check Programme North Yorkshire

The NHS Health Check programme has continued the strong start to 24/25, with similar performance in Q1 and Q2. 62 out of 69 practices delivered the service to some extent.

From the 62 practices:

- 44 have identified one or more individuals with a CVD risk $\geq 10\%$ (moderate-high risk)
- A total of 793 individuals were identified with a CVD risk $\geq 10\%$

In comparison to Q2 in previous years (see table below), the percentage of people that received an NHS Health Check of those invited was 58.5%, far higher than Q2 in previous years, and builds on the strong uptake percentage of 51.7% in Q1. Around 18% of those receiving an NHS Health Check were identified with a CVD risk $\geq 10\%$, demonstrating the programme continues to achieve a key aim.

| | Q2 20/21 | Q2 21/22 | Q2 22/23 | Q2 23/24 | Q2 24/25 |
|------------------------|----------|----------|----------|----------|----------|
| Invites | 1,514 | 6,063 | 7,157 | 8,898 | 7,502 |
| Uptake | 312 | 2,393 | 2,820 | 3,618 | 4,385 |
| % those invited | 20.6% | 39.5% | 39.4% | 40.7% | 58.5% |
| CVD risk ≥10% | 49 | 392 | 587 | 778 | 793 |

Healthy Child Service

| 0-5 KPI'S | Q4 23/24 | | Q1 24/25 | |
|-------------------|----------|--------------------|----------|--------------------|
| Antenatal | 96.5% | Not available | 96.5% | F2F 56% Vir 33% |
| New Birth | 91% | All F2F | 93% | All F2F |
| 6-8 week | 95% | F2F 41% Vir 54% | 96% | F2f 45% Vir 53% |
| 9-12 month | 99.6% | F2F 20% Vir 80% | 99.6% | F2f 14% Vir 85% |
| 2-2.5 year review | 98% | All F2F | 93% | All F2F |

0-6 Pillar - Performance across all mandated contacts has remained relatively steady across 23/24 and this has been the same for Q1 24/25. The shift in delivery of virtual contacts at the 6-8 week and 9-12 month contact has continued to rise within Q1 in accordance with the agreed model. This will become more established as the virtual team is embedded within the service. The split across the caseload between the different levels of intervention gives an indicator of where virtual contacts should be Universal and remains at 94%. Caseloads per FTE Health Visitor remain high with the highest in Craven and Harrogate.

Emotional Health and Resilience Pillar

In Q1 246 referrals were received into the pillar and 178 accepted (72% acceptance rate). 51% of referrals came from Schools. Schools have the highest decline rate at 54%. The Mean age of our referral remains at 10 years. The greatest presenting concern is support with managing emotions.

North Yorkshire Horizons – Drug and Alcohol Support Services

North Yorkshire Horizons celebrated 10 years of integrated service in North Yorkshire. Whilst there has been a slight decline in number in the service overall, the number accessing a structured treatment offer is steadily increasing and is now 10% away from reaching the national treatment targets. The aftercare team continue to offer recovery peer support groups across the county, an average of 45 sessions per month.

| Indicator | Target | Q1 23/24 | Q1 24/25 |
|---|-------------------------|---------------|----------------------------|
| Standard | | | |
| No engaged with NYH Service overall (not including pharmacy needle exchange) financial year to date | N/A | 2044 | 1821 (11% decline) ▼ |
| Number of Individual Service Users Engaged in Structured Treatment Interventions financial year to date | 2355 | 1627 | 1555 (4% decline) ▼ |
| Wait times from referral to comprehensive assessment | Within 3 weeks/ 21 days | 340/347 (98%) | 328/356 (92.1%) |
| No of recovery groups across county facilitated by Community Asset team financial year to date | N/A | 120 | 140 ▲ |

| Treatment Plan | Target | Performance (rolling 12 months – to June 24 |
|--|--------|---|
| No in structure treatment | 2856 | 2584 (90% of target reached) |
| Continuity of care (Rolling 12 months) | 60% | 58% |
| Inpatient Detox – <i>note includes privately funded.</i> | N/A | 19 |
| Residential Rehab – <i>note includes privately funded.</i> | Max. 6 | 8 |

North Yorkshire RISE – Drug and Alcohol Support Services for Young People

The NY Rise team has expanded and is at full staff capacity resulting in improvements to processing of referrals and service offer.

The service has done well to achieve its treatment plan targets but has seen a slight decline in referrals this Q1 this year, 8%. The service report prioritising their service promotion across the county.

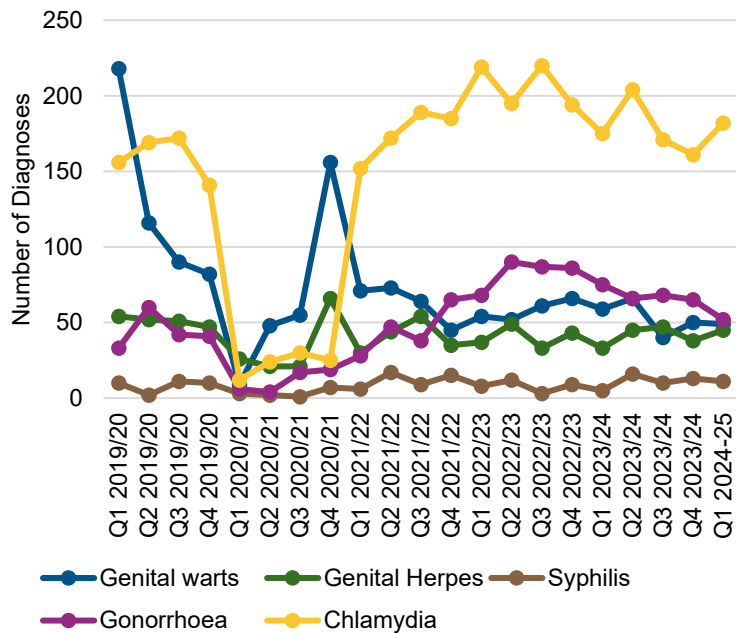
The NY Rise service is actively engaged in the University of York research on young peoples experienced of drugs and alcohol, with findings and results due to be concluded at the end of the year.

| Indicator | Treatment Target | Q1 23/24 | Q1 24/25 |
|--|-------------------------|----------|--------------------------|
| Standard | | | |
| No in structured treatment (year to date) | 139 | 124 | 114 (8% decline) |
| Percentage of referrals contacted within 5 working days and offered a comprehensive assessment | Within 5 working days | 65% | 95% (48% improvement) |
| First structured intervention | Within 21 days/ 3 weeks | 100% | 100% |

Sexual Health

In Q1 2024/25, 3392 face-to-face attendances were delivered by YorSexualHealth (YSH), this is the highest level since Q4 2019/20 (4005). STI testing in a clinic setting is increasing quarter on quarter, in Q1 2024-25 there were 1775 compared to 1108 in Q1 2023-24 (+60%) and as a result diagnoses are increasing for this setting (+24%). Chlamydia remains the most diagnosed STI in North Yorkshire and England. From Q1 online STI testing moved to a more targeted approach, offering online tests for those aged 16-24 only, with a daily cap of 16 tests, the cap is not regularly reached, and the approach is having the desired affect with more work to do to target areas of deprivation and greatest need. It is important to note that people can still access STI tests via clinics or by phoning the booking line.

Diagnoses of Sexually Transmitted Infections by Type



Free School Meals Auto-enrolment

The Free School Meals Auto-enrolment project was implemented for the first time in North Yorkshire over the summer period 2024. The project required numerous NYC teams working together to overcome various challenges to move the project forward under a very rigid timescale.

This project involved using benefits data to identify North Yorkshire families who were eligible for free school meals but were not enrolled or claiming the meals. The families identified were sent letters over the summer to let them know that they could claim a free school meal for their child(ren), and that the council would automatically enrol them unless they opted out.

The project successfully identified around 800 local children who were entitled to claim free school meals (FSM) but weren't actually enrolled or claiming the free meals. It has also brought in around an extra 1 million pounds in (pupil premium) funding to our local schools to help our most deprived children. Furthermore, it was estimated that the project could lead to an annual saving of around £450 per child for local families (in not having to pay for / provide school lunches).

For the children who have been enrolled, as well as getting access to a healthy school meal every day at school, they can also access other benefits and support such as free holiday activities and food (as part of the FEAST programme).

The project team included staff from Public Health, Projects and Programmes, Business Change, Free School Meals Business Support Team, Customer Revenues and Benefits, Data Governance, Communications, Data and Intelligence, NYES Catering, Education, Children and Young People's Service and others and so is an excellent example of collaboration and cross-council working, and it will benefit hundreds of North Yorkshire families in the months and years to come.

Family Weight Management Services

The family weight management service *Healthy Families* continues to provide healthy lifestyles support to children, young people and families remotely across the county. The service is progressing well and has received referrals for 140 families from all across the county.

Most referrals to date have come from the NCMP (National Child Measurement Programme) (53%), GP practices (20%) and self-referrals (18%). The majority (90%) of referred children are primary-aged (4-12 years) with a small number in the 13-19 years age category, and one older client with SEND. There is an even gender split with 50% male, 49% female, and 1% identifying as transgender.

The service is part of the weight management services transformation work and will merge with the adult service from January 2025 onwards. Lots of positive feedback has been received, including this quote from one of the families being supported by the service:

"The meetings have definitely helped us get on track to a healthier lifestyle. It's nice to check in with someone who is supportive and knowledgeable, without being judgemental. As a family we set ourselves nutrition and exercise goals each week. With encouragement from Healthy families, we achieved these goals which makes us all feel proud!"

Addressing Poverty Within the School Setting Project

Approximately 4.3 million children within the UK live in poverty, this equates to nine children within the average classroom of 30 pupils and 22,798 children within North Yorkshire (data source: [End Child Poverty Coalition 2022/23](#)). For children who are growing up in poverty they can face a range of barriers, negative experiences and stigma within the school environment. This can reduce their enjoyment of school and prevent them from accessing all the available opportunities, limiting them reaching their full potential and best health and wellbeing.

In recognition of this, North Yorkshire Council (NYC) in partnership with Children North East (CNE) undertook a 12-month project to explore how the impact of poverty was affecting the school day of pupils in North Yorkshire. The project was funded by the Humber and North Yorkshire Integrated Care System Health Inequalities Fund. It included delivery of Poverty Proofing© the School Day Audits (copyright package belonging to CNE) within four schools and the delivery of 10 virtual training sessions for all school staff across North Yorkshire. Thematic analysis of findings from schools has been utilised to develop a guide for all schools to help them assess their own school's needs and make an action plan for change across key areas. The key areas range from school uniform and food to additional opportunities such as school trips and social events. A draft of the guide was shared and tested at the September DSL (Designated Safeguarding Leads) conference with the session being attended by approximately 90 school

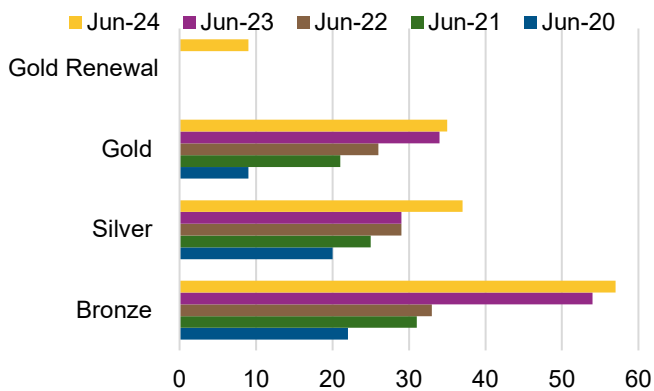
staff members. Feedback from the sessions will be used to finalise the guide content with the aim of an official launch in early 2025.

North Yorkshire Healthy Schools and Early Years Award Programme

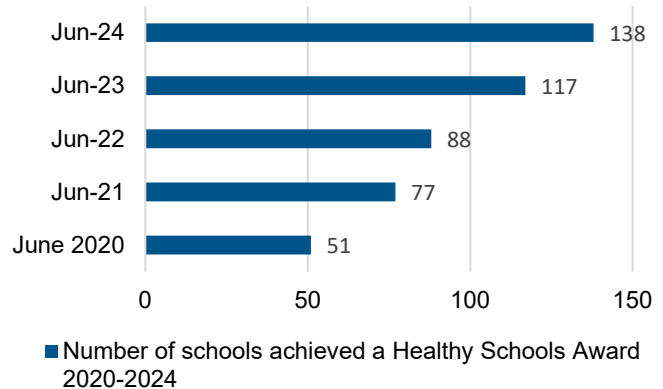
The Healthy Schools and Early Years Award programme continues to support schools and early years settings to develop healthier environments for their pupils and staff.

Since the Healthy Schools Award scheme launched in October 2019, 266 North Yorkshire schools have now signed up to take part, which is 75% of the county’s 353 schools.

Number of schools achieving Bronze, Silver and Gold Healthy Schools Awards 2020-2024



Number of schools achieved a Healthy Schools Award 2020-2024



138 schools have so far achieved an award (57 Bronze, 37, Silver, 35 Gold, 9 Gold Renewal, 3 Platinum).

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.

Since the Early Years scheme was launched in November 2021, 118 settings have registered and 26 settings have currently achieved an award (11 bronze, 1 silver and 14 gold).

Following the success of three previous online pupil events, a further online pupil event took place on Thursday 25th April 2024. The event, in which 4,084 pupils and 233 staff attended from 83 schools, was opened by two members of North Yorkshire & York Youth Parliament.

The Healthy Schools Summer Celebration Event at Harlow Carr Gardens in Harrogate had 90 pupils from six schools attending, one of these being an identified target school from the Catterick area:



Feedback from school staff following the Harlow Carr event:

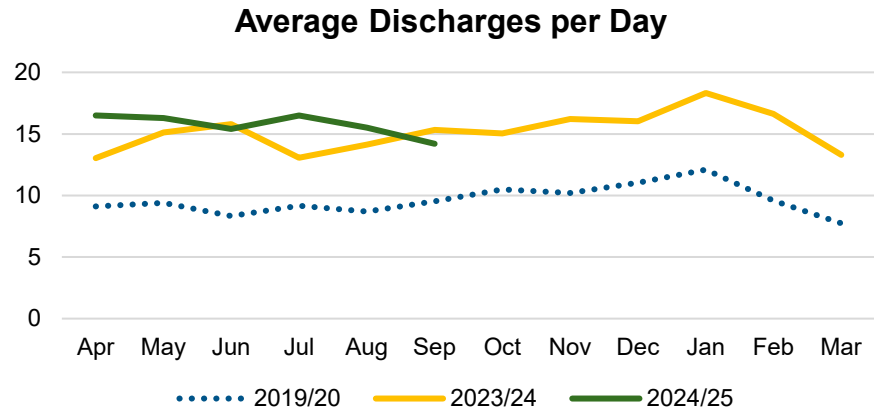
“We love attending the celebration events as they are very well organised with interactive sessions for the children. Staff are always very friendly, and the lunchtime activities are interesting, informative and varied. Our pupils loved everything about the day, especially pedalling the electricity bike! The Healthy Schools programme helps us to generate ideas and keep well-being as a priority for our school.”

Healthy Schools programme helps us to generate ideas and keep well-being as a priority for our school.”

Adult Social Care

Hospital discharge activity averaged 15.4 discharges per day during Q2, which compared with 16.0 per day recorded for Q1. The chart below highlights that activity so far this year has been running at similar levels to those experienced during 2023/24. For Q2 in 2023/24, discharges averaged 14.1 per day.

Local activity is subject to high levels of volatility day-to-day, with local health and care systems continuing to be subject to localised surges in discharge activity, which can affect different localities on different days, with capacity amongst local care providers being quickly used up. During Q1 there were 35 days where discharges exceeded 20 per day, compared with 24 days for the same period in 2023/24.



Waiting Lists

At the end of Q2, community social care teams recorded 324 people waiting for an initial assessment (296 in Q1), which was equivalent to 4.3% of their caseload (7,625) compared with 3.9% in Q1. Q2 performance remained above the 4% target and a number of specific areas of case management practice are being picked up with individual teams, including timely responses to Preparing for Adulthood referrals for young people transitioning from children’s services.

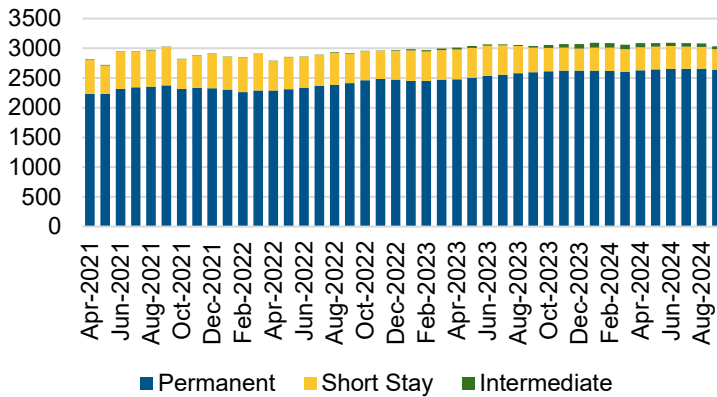
Targeted improvement work continues as part of the directorate’s key improvement area of Waiting Well:

- 2,171 people have received a waiting well conversation contact since April;
- Regular dip sampling of people waiting is being conducted to provide assurance that people are waiting well; and,
- “I” and “We” statements that define a “good” wait are being co-produced with people with lived experience.

Over the period that the waiting list rate has been at or above the target level (March-September), safeguarding activity has been elevated, resolution rates at the front door within the contact centre and the Prevention & Access Team have been down, and average caseloads have been up. All three factors have an impact on care assessment and planning activity and all three have shown improvement in Q2.

Placements

Number of Permanent and Short Stay Placements in Month



Permanent residential and nursing placements within the quarter (2,650) increased by 6 placements between quarters as is at the highest level it has been. It has seen an increase from 2,576 in Q2 2023-24 (+5.5%).

Overall placement numbers within Q2 (3,030) show a 0.4% increase (12 placements) on Q1.

The number of people receiving short-term care during the quarter decreased between quarters, down from 382 in Q1 to 361 for Q2.

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

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

- Achieving a 50% reduction in the number of short-term care home placements over the next 5 years. The target for 2024/25 is to reduce the number of people supported via external short-term care home placements during the month to 345, in September the number reduced to 322. At the end of Q2 there were 292 open short-term placements, a decrease of 61 placements on the end of Q1 and a 27% decrease since the 2022/23 financial year end.
- Reducing the proportion of short-term care home placements that exceed the 6-week duration for short-stay, reducing excess weeks by 100 (16%) over the next 5 years. The average length of stay in a short-term bed has remained the same at 15 weeks at the end of Q2 as it was in Q1.

Work is ongoing to define short stays and develop clear guidance around charging for short stays, which covers both hospital discharge and community pathways Practice guidance defining short stays was published in August, and legal guidance has been received with regard to the current guidance and regulations.

Safeguarding

4,088 safeguarding concerns were received since April 2024, increasing the average to 681 concerns per month, compared to 567 per month in 2023/24 This represents a 18% 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 Q2, 2024/25. Analysis of activity data has highlighted two issues that have been key factors in increasing the number of concerns:

- A rise in the number of people whose safeguarding issues have been raised by more than one person or agency. The concerns raised by individual agencies, practitioners or family members will often be linked to a single referral for further action; and,

- A change in recording practice, which is more accurately capturing work that has been triaged or screened out appropriately as part of the process. This is now recorded as a safeguarding concern, but it does not require or generate any subsequent action.

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

| Information Gathering Decision | % |
|----------------------------------|--------------|
| Formal Meetings –42 | 13.3% |
| Formal Meetings - Other | 0.5% |
| Informal Discussion – Section 42 | 3.1% |
| Informal Discussion - Other | 3.2% |
| Not an Enquiry - NFA | 15.4% |
| Following Info Gathering - NFA | 55.5% |
| Signposting NFA | 9.0% |

The safeguarding approach seeks to enable people to have their safeguarding issues resolved quickly. It has consistently achieved around 80.0% of cases reaching an early conclusion in terms of no further action (NFA) being required. This trend has continued into 2024/25 and is detailed in the bottom three rows of the table on the left.

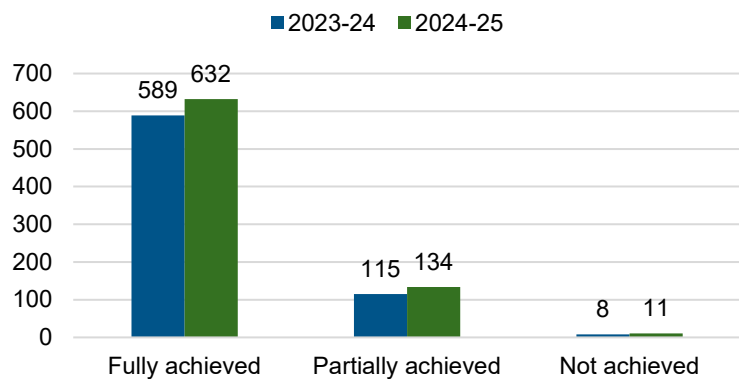
A key element of the safeguarding process is Making Safeguarding Personal, which seeks to ensure that we have conversations with people involved in safeguarding situations in a way that enhances their involvement in the process, giving them choices and control over its outcomes.

1046 people have been involved in a safeguarding enquiry since April 2024. Of these, 74% expressed a personal outcome that they would like the process to achieve. That compares with 78% for the same period in 2023/24, indicating that engagement levels have dropped slightly but are still at a high level.

Whilst the engagement level has remained high, the success rate for the safeguarding process achieving the expressed outcomes remained the same in Q2 2024/25. 82% of people stated that their outcomes were fully achieved, compared with 82% also during Q2 in 2023/24.

Of the **74%** of people that did express an outcome since April 2024, **82%** were fully achieved which was the same percentage for Q2 in 2023/24. **17%** of people said their outcomes were partially achieved. This is 1% higher compared to Q2 – 2023/24. **1%** of people said their outcomes were not achieved.

Personal Outcomes Achieved?



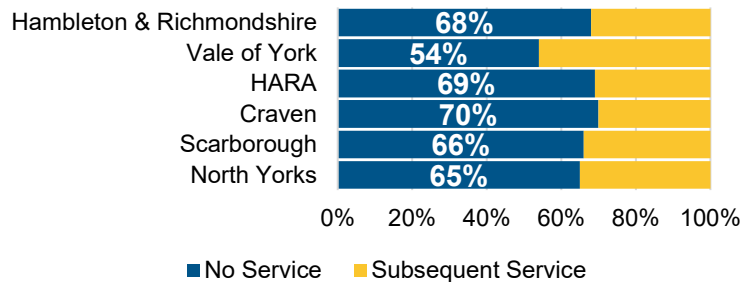
Reablement

During Q2 2024/25, 623 reablement packages were started, which compares with 426 in Q1 2023/24 and represents a 46% increase or 197 packages of support. Activity levels have continued to increase from the end of Q1 and reached a high in September (220 packages started). Total activity for the quarter was up by 12%, or 68 packages, on Q1 2024/25.

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.

551 interventions were completed in Q1, 2024/25. The proportion of these people who had not subsequently returned for social care support by the end of Q2, 2024/25 was 65% (360) which is below the performance in Q1, 2023/24 of 72% (267), but with activity levels increasing, this outcome was achieved for an additional 93 people in Q1 2024/25, a 35% increase.

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



Local care markets, and the care providers that operate within them, continue to be affected to different degrees around the county. The chart above 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:

- The introduction of a county-wide service manager role for reablement has strengthened governance and is helping ensure greater consistency in practice. Recruitment to frontline reablement worker posts has improved, reducing frontline vacancies to around 10%;
- Reablement mock inspections have been carried out on 4 of the 10 services, with a programme in place for the remaining services to run up to March 2025;
- A monitoring form has been introduced to help track the level of need not being met by the service. On average, 10 cases per week county-wide have been identified as unmet need due to a lack of reablement capacity, which will help inform the development of the integrated intermediate care model; and,
- Work has started on the redesign of the reablement information leaflet, which will include sessions with people who have used the service to co-produce the leaflet.

Personal Budgets

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

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

The average PB for non-LD cases was £21.7K at the end of September, a decrease of £118 against the average PB for Q1. This represents a 1.8% increase year on year (£380), compared with an 3.8% increase (£792) reported in Q1.

The average PB for a service user with a learning disability was £47.2K at the end of September, a 1.3% increase from £46.6K at the end of June. This represents an 10.1% increase year on year (£4,338), compared with an 8.4% increase (£3,657) in Q1.

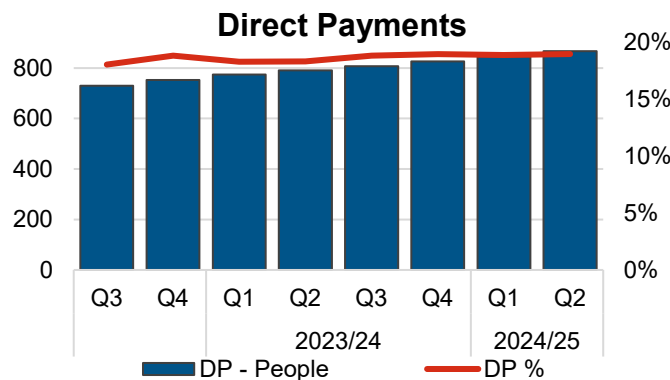
Non-LD service users in receipt of a PB (3,332) span a very wide cost profile. At the end of Q2, 68% (2,623) of these service users had a personal budget that was below the county average (£21.9K p.a.).

Development work focused on community-based care provision continues to progress through a number of initiatives:

- The **Home First Bridging Services** in Hambleton, Scarborough, Harrogate (HARA) and the Vale of York link directly to the intermediate care offer across North Yorkshire. The referral pathway has been updated and the service is now offered to everyone leaving hospital on Pathway 1 supporting people to return home from hospital until Reablement capacity or long-term care package is sourced.
- Following on from the first **Home-Based Support Providers** Forum in Q1, work to scope options for responding to the market pressures in the Whitby locality is progressing following engagement with providers and the council’s Care & Support and Brokerage teams and; and,
- The **Service Navigator** project started in the Nidderdale & Washburn Valley on 1st September 2024, supporting people with an eligible care need to access community assets, improving care management flow and improving the outcomes achieved for the person. This will help reduce reliance on statutory services and pressure on service budgets.

Direct Payments

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



The number of people receiving a direct payment (867) has shown small but steady increases in each of the last ten quarters.

Year on year, the number of people receiving a direct payment increased by 77 or 9.7%, whilst the number of people with a Personal Budget (4,563) is up by 258 people or 6.0%. People receiving a direct payment represent 19.0% of the total number of people with a Personal Budget, up 1.6% year on year in Q2 but this proportion has plateaued over the four most recent quarters.

The directorate’s seven improvement priorities include direct payments, with an emphasis on ensuring they 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. Since Q1, the key points of progress have been around:

- The development of a Personal Assistant (PA) self-employed database and a direct payment database.
- An Independent Living Group PA Employed Membership is now in place for PAs in North Yorkshire. This provides a range of rewards and discount benefits to PAs.
- A direct payment recipient survey has been completed.
- Creation of a discharge to assess (D2A) and direct payment processing mapping and easy guide.
- Back to basics training materials have been completed, and new online and face to face training has been developed and rolled out.

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 Q2, local performance was reported at 66.2%, an improvement of 4.2% on Q4, and which remains above both of the most recently available comparative averages mentioned above.

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:

- Following the co-production of new guidance on completing reviews for people placed outside North Yorkshire, the adult social care leadership team is exploring options for working creatively to manage out of area reviews;
- An outcome-focused review form has been co-produced with practitioners to help improve outcome-based support planning;
- Measures for tracking performance around the completion and quality of service users’ initial reviews have been developed and signed-off; and,
- Service and locality management teams are developing and implementing action plans to target specific improvement areas related to their practice and performance.

Prevention and Service Development

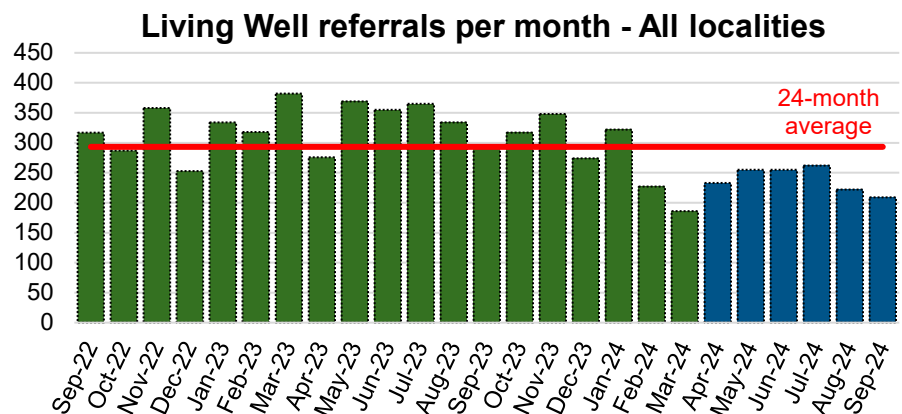
The **Prevention** agenda aims to support people to live longer, healthier lives, independently in their own homes by preventing, reducing or delaying the need for longer-term social care support.

Living Well

Referrals numbers to Living Well showed some recovery in July (262) following a substantial dip in Q4 2023/24 but returned to a low level in August (222) and fell again in September (209), remaining considerably below their 24-month average (293).

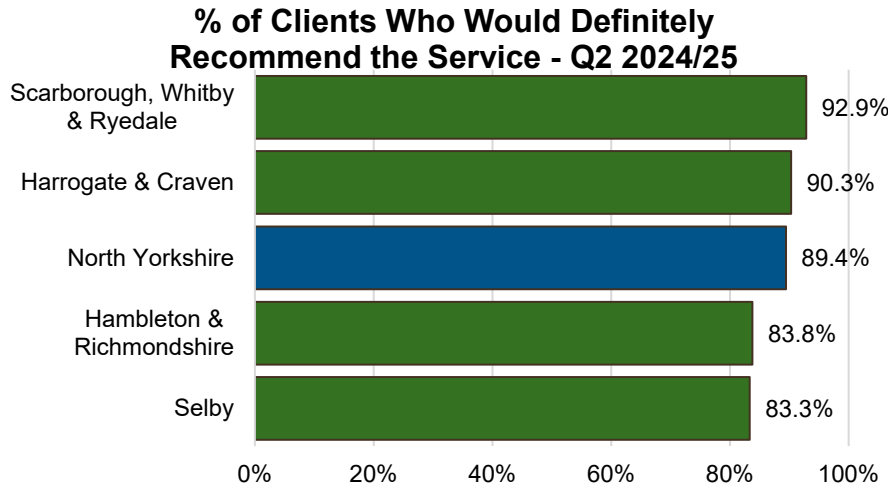
A deep-dive in Q1 identified a number of areas of activity which are now recorded elsewhere. These included assessment support for the Homes for

Ukrainians scheme; social prescribing activity, which is recorded on GP practices’ case management systems, with 392 unique patients recorded in Q2; and the completion of carers



assessments by Living Well Coordinators, of which 71 assessments were completed Q2. This was an increase from 55 in Q1.

Across North Yorkshire 89.4% of clients 'would definitely recommend the service' (89.1% in the previous quarter).



- Scarborough, Whitby & Ryedale has the highest satisfaction rate (92.9% of clients), up from 91.8% in the previous quarter.
- Selby has the lowest rate (83.3%), down from 81.3%.

Housing with care

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 Q2 across the key areas of work is provided below:

Extra Care:

- Work is progressing with the procurement of an extra care housing scheme in Whitby. Senior Managers in North Yorkshire have met with the provider and suggested an outcome by the end of November 2024.
- Work continues on a proposal to develop an extra care scheme on a site owned by North Yorkshire Council in the Harrogate locality. The site would suit a hybrid model of accommodation. Procurement documents have been prepared but are awaiting legal work to remove a covenant on the land. The procurement is expected to be carried completed over the next few months.
- Work on an Extra Care proposal for a site owned by North Yorkshire Council in Gargrave is continuing. This is awaiting the outcome of Highways reports regarding site access. A procurement process is expected to be completed over the next few of months.
- Work has begun on a procurement framework to replace the existing framework post-2025. Engagement has taken place with our framework partners, wider extra care partners, people living on our schemes, and our care and support colleagues to gain feedback on their experiences of

extra care, what works well, what doesn't and how we should think about shaping the NYC extra care offer in the future in terms of design, models of accommodation, client groups with more complex conditions, ages etc. Conversations are taking place with the Housing LIN around refreshing the Housing Needs Analysis to determine what accommodation is needed and where. An options appraisal report is being prepared for the Health and Adult Services Leadership Team, which included the outcomes from the engagement, and recommendations following discussions with finance, procurement, and legal colleagues.

Assistive Technology

Following an interim **re-procurement of North Yorkshire Council's Assistive Technology provision**, the contract has been awarded to the existing provider, NRS Healthcare. Work has begun with the provider to develop a new referral model to speed up the triage process for referrals. A substantial data cleanse and review process is being carried out both internally and by NRS Healthcare to support the new referral process. Plans are in place to deliver training and communications to all staff who refer into the service.

Analogue to Digital switch over (A2D) – the council is working closely with its commissioned services to mitigate the risk of lifeline services not working due to analogue phone lines being switched off. The switch-off has been put back to 2027, to allow providers more time to implement the necessary changes. People that may have already had their phone lines switched are being identified to enable the upgrade of their AT equipment to be prioritised. Approximately 85% of the upgrades have been completed, with the remaining analogue lifelines scheduled for upgrade by the new year.

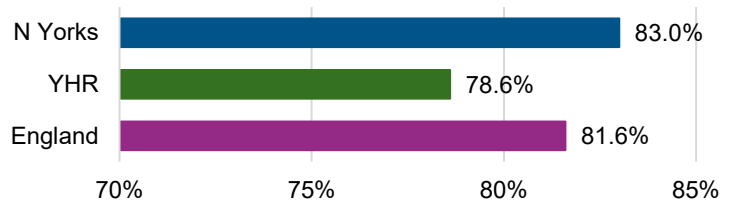
Care Market

Quality

Based on published **Care Quality Commission (CQC) inspection ratings**, 83.0% of care home provision across the county was rated as "good" or better at the end of Q1. That was up by 0.3% between quarters, and down by 1.7% (from 84.7%) year on year.

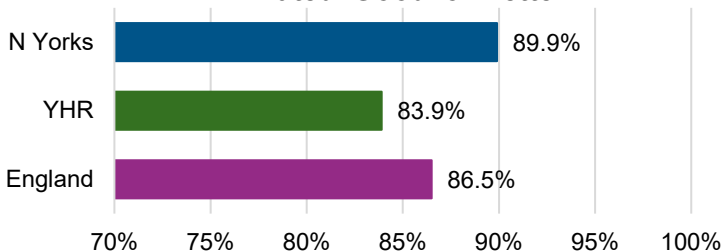
Local performance remains higher than both the regional average, which were unchanged between quarters.

% of Care Homes Rated 'Good' or Better



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

% of Community-based Care Providers Rated 'Good' or Better



Local performance was unchanged between quarters and down by 1.3% year on year.

Despite these reductions, local performance remains well above both the England and regional averages, which both declined by 0.1% between quarters.

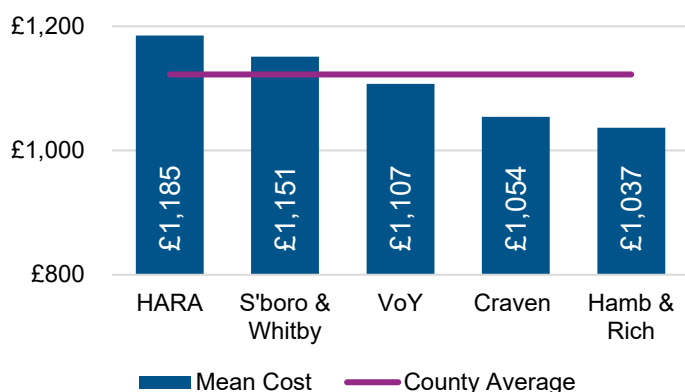
During Q2, the council provided improvement support to care providers across the county, dealing with issues such as poor leadership, medication, gaps in training, care environment concerns and license revocations:

- The Quality Improvement Team supported 17 care providers - 11 Care Homes, 5 Home Based Care Providers, and 1 Supported Living Provider. Providing a total of 109 days of support.
- Quality Assurance Officers made 42 visits involving 23 Care Homes, and 19 Home Based Care Providers. The visits related to 24 Quality Assessments, 6 Support Visits, five 12-week Reviews, and seven Follow-up visits.

There were no care provider closures in Quarter 2.

Cost

Average weekly Cost of Placements for Over 65's



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 (HARA).

The average cost of a care home placement for someone aged 65+ increased to £1,123 per week at the end of Q1, up by £6 per week compared with Q1. That represents a 9% (£91 per week) increase compared with the end of Q2 in 2023/24.

The Housing with care section, above, provides an update on progress in expanding the Extra

Care programme, with the aim of increasing 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 sections below summarise key points of progress in the directorate’s development work that impacts on the affordability and sustainability of care provision:

- **Care Market Representative Contract** - The Independent Care Group (ICG) were successful in being award the Care Market Representative Organisation Contract for a 3-year period, with the option of extensions up to 24 months. Meetings have been scheduled to implement the new contract and service specification.
- Two **Sustainability and Escalation Panels** (SERP) took place in Q2. Seven new or returning provider sustainability requests were considered during the quarter. Of these, two were advanced for consideration by the directorate’s leadership team following further negotiation of rates with the providers. The remaining request were declined or re-directed from the sustainability route. Applications and disputes logged have reduced in relation to Quarter 2 last year.
- **CareCubed** – the contract for the cost of care negotiation tool has been signed and returned by the supplier. On completion of a fully signed contract, implementation meetings to be arranged with the supplier and agree implementation timescales.
- Finalised versions of the new **top-up policy and guidance** have been approved by the directorate’s senior management teams and are ready for circulation. Spotlight sessions are being planned internally with involvement from the legal, benefits & charging, brokerage, and contracting teams, which will be open to all NYC teams. Following on from this, external sessions with providers will be arranged.

- **Specialist Care Commissioning** engagement has taken place via online sessions for NYC and ICB colleagues and via face-to-face workshop sessions for care providers. An additional online session will be held in early November for providers who could not attend the earlier sessions. Phase 2 of the engagement activity will commence from November, looking to link in with providers and colleagues to speak with people and their families and carers to gather their thoughts and input based on their experiences of receiving specialist support.
- **Provider Surgeries** held in September involved 43 care providers. The key themes emerging from the sessions included: a lack of referrals, community-based support issues around a lack of movement of attendees resulting in not able to take advantage of the APL rates and terms & conditions, financial sustainability and uplift conversations leading to submissions to the financial sustainability process; and development conversations.

Working with the NHS

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

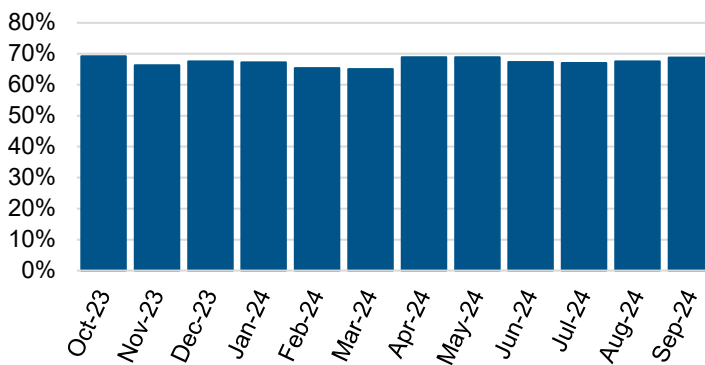
North Yorkshire County Council works with around 20% of all people who are discharged from hospital and who live in the county. Over the last 12 months that has averaged 479 people per month, which compares with a pre-pandemic average of 300 people per month and was up from a 12-month average in Q1 of 472 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 slightly in Q2, down to 67.7% compared with 68.4% in Q4. Q2 performance remained above the 67.0% target and ended the quarter at 68.7% for activity in September. For the financial year to date (April-September 2024), performance is at 68.0% compared with 64.9% for the same period in 2023/24.

Hospital discharges in Q2 averaged 462 per month, down from 486 in Q1. For Q2 in 2023/24, the monthly average was 433 discharges per day, an increase of 6.7% year on year.

% of Discharges on Pathways 0 and 1



Development work continues on the **new intermediate care model**, which will support people to be as independent as possible and enhance collaboration among health and care providers across different care settings:

- Consultation on the proposed intermediate care hub service specification has been conducted, and feedback from the health trusts has reiterated the need for discharge pathways to be streamlined and for the model to focus on hospital admission prevention as well as post-hospitalisation care;
- Workshops to develop a detailed understanding of demand and capacity issues across health and social care have been completed to help inform the final business case;

- As part of the winter planning arrangements for 2024/25, 6 additional block purchased beds have been secured with ICB funding in in Selby (4) and Scarborough (2), including 4 beds providing specialist dementia support.
- The first Intermediate Care Provider Forum was held in early October, which included engagement on a new service specification for bed-based intermediate care that produced positive feedback from providers; and,
- Work is underway with ICB partners to review step-up/step-down provision in council-owned care homes in the Hambleton & Richmondshire locality.

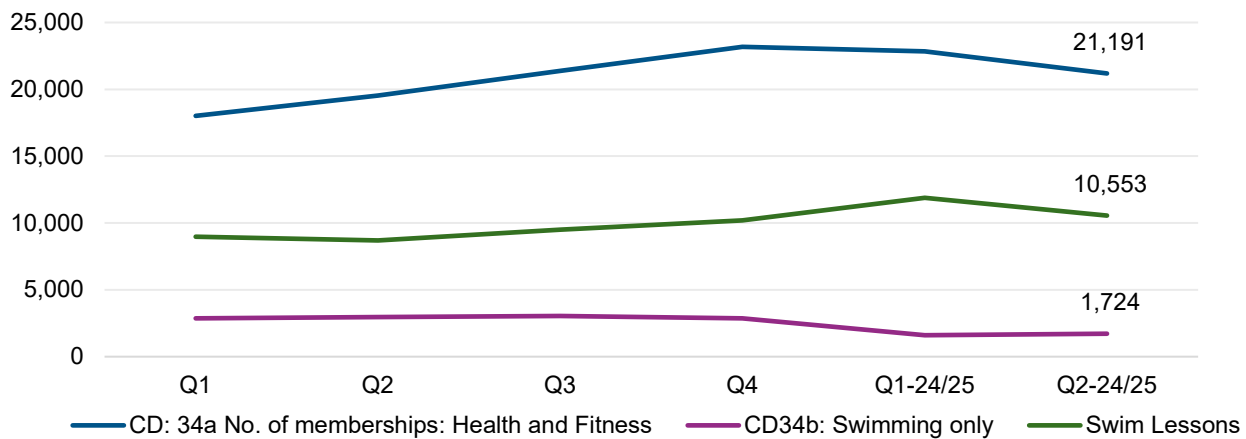
Active North Yorkshire

Performance across the newly formed Active North Yorkshire service remains positive. Membership numbers at the end of Q2 show a 1357 increase compared to the previous year. The reduction between Q1 and Q2 reflects a stabilisation in membership numbers following the opening of the new sites in Harrogate and Knaresborough. There have also been some technical changes in the way the figures are collated, as the service brings together consistent reporting methods across differing sites and operators. This will enable more consistent figures to be reported across the wider service.

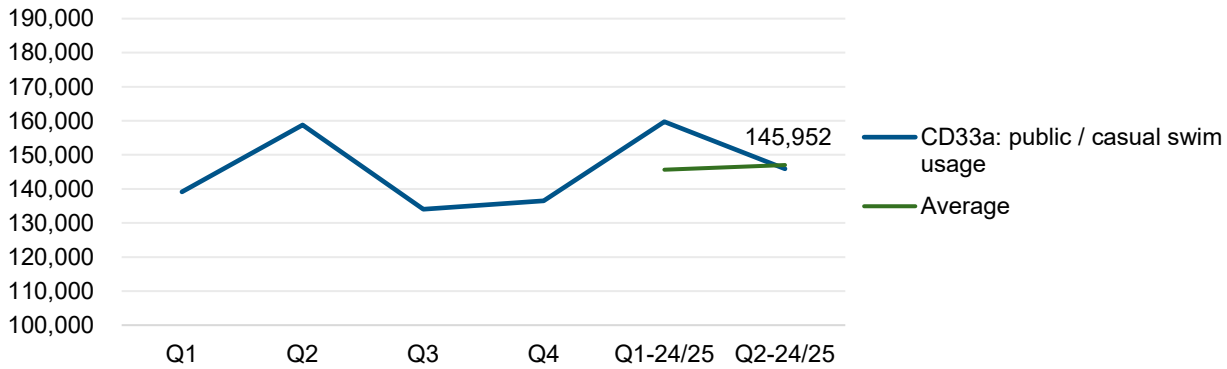
Swimming lessons show an overall fairly stable picture, with an overall increase in number when compared to the same period last year. Demand, however, remains high for learn to swim, although recruitment of swimming teachers remains a challenge in some areas, which restricts growth of the programme to meet demand.

Swim only memberships are reducing overall (whilst all-inclusive memberships are increasing).

Leisure KPIs



Leisure KPIs-public / casual swim usage



It is usual for casual swim numbers to reduce during the summer months, as has been seen this year. It is unusual to see numbers peak as they did in Q2 in 2023/24, however this is likely to have been driven by seasonal factors (i.e., poor weather encouraging more people to use indoor facilities) and the impact of Harrogate reopening during September 2023. Similarly, the opening of Knaresborough in December 2023 contributed to the increased swimming figures during Q1 as compared with the previous year, with an expected reduction during the summer months of Q2.

The Active North Yorkshire service is making good progress as it implements the recommendations for the Strategic Leisure Review. The new branding has been launched, services in Selby and Tadcaster were successfully transferred to the new service in September, with minimal disruption to customer and some positive feedback from customers about the smooth transfer. Significant work is underway in preparation of the transfer of the Brimham’s Active services on 1 December 2024, followed by services in Richmondshire in March 2025. The adult weight management service will be delivered through Active North Yorkshire in all areas from 1 January 2025.

Considerable work is underway to bring the services together, alongside work to develop the wider health and well being and outreach offer. Work is also underway to develop the Leisure Investment Strategy, and a countywide Playing Pitch Strategy and Built Sports Facilities Strategy.



People

Our Council Plan outlines the following ambitions:

- 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

Children and Families

Safeguarding & Child Protection

Summary

After 4 years of a marked upward trend in the quarterly number of contacts, the last 2 quarters have seen a plateauing of the number of contacts received, and for the year-to-date contacts have increased by only 1%.

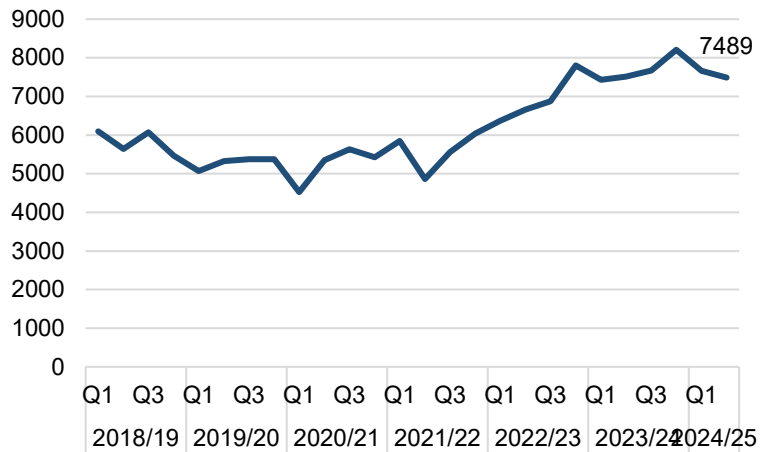
Although slowdown in increase in demand at the front door is welcomed. It should be noted that there is evidence of a shift in the nature of demand, resulting in an increasing number of referrals (particularly safeguarding concerns) to Children's Social care and a significant increase in the number of children at risk of significant harm necessitating a new statutory Child Protection Plan.

This is evidenced by a 6% increase (n=186) in the overall number of referrals and a 45% increase (n=105) in the number of new Child Protection Plans in the first 6 months of 2024/25.

Contacts at the Front Door

- This quarter saw a brief seasonal lull in the number of contacts received at the front door, with 7,489 recorded.
- Although this is 2% fewer (n=172) contacts than in Q1, it is almost identical to the 7,516 contacts recorded in Q2 last year.
- Year to date data points to a plateau in the number of contacts received, with 15,150 received. This is an 1% increase (n=202) on the number of contacts received in the same period in 2022/23. It's worth noting the first 6 months of 2023/24 saw an 11% increase (n=1,471) compared with the same period in 2022/23.

MAST Quarterly Contacts



Referrals to Children’s Social Care

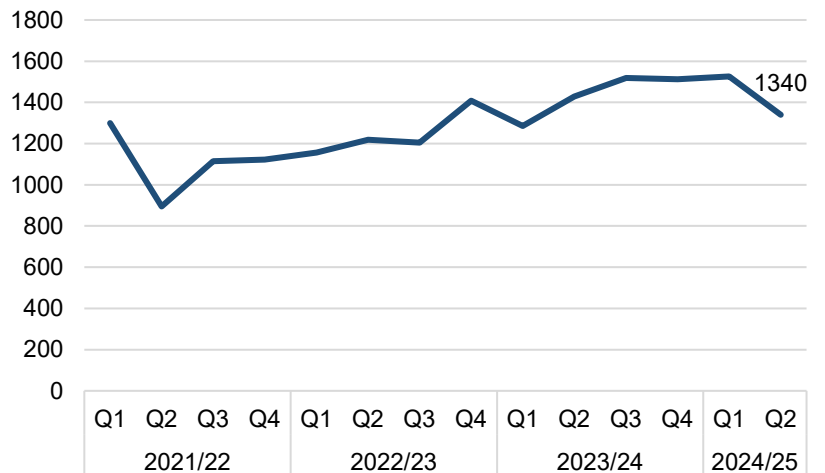
1,340 referrals received this quarter. 12% fewer referrals (n=186) than in Q1 and 6% fewer (n=88) than in Q2 last year.

First quarter to see a decrease in referrals since Q1 2023/24. However, for the year-to-date referrals remain 6% higher (n=153) than in 2023/24.

Hotspots include the Selby locality (243 referrals this quarter and Harrogate Town (158 referrals).

The rate of repeat referral to CSC increased (worsened) slightly this quarter to 20.3% (n=272). This is 0.7% higher than in Q1 and 1.1% higher than the quarterly average over the preceding, 2 years.

Quarterly Referrals to CSC



Child Protection Plans

The number of Child Protection Plans has increased by 54 (+12%) this quarter to 523.

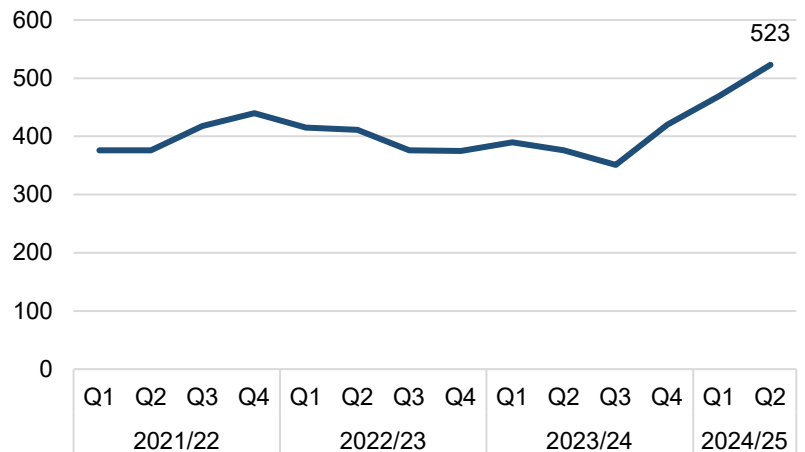
Highest number of open CPP since Q1 2018/19 and above the typical range of 350-450 open Child Protection Plans

Increase is reflective of additional complexity of family problems and risk of significant harm to children.

160 new Child Protection Plans this quarter, 51% more (n=54) than in Q2 last year.

30 of the new Child Protection Plans this quarter were second or subsequent plans, equivalent to 18.8% of all new plans. This below the rate (better than) of 25.2% across 2023/24.

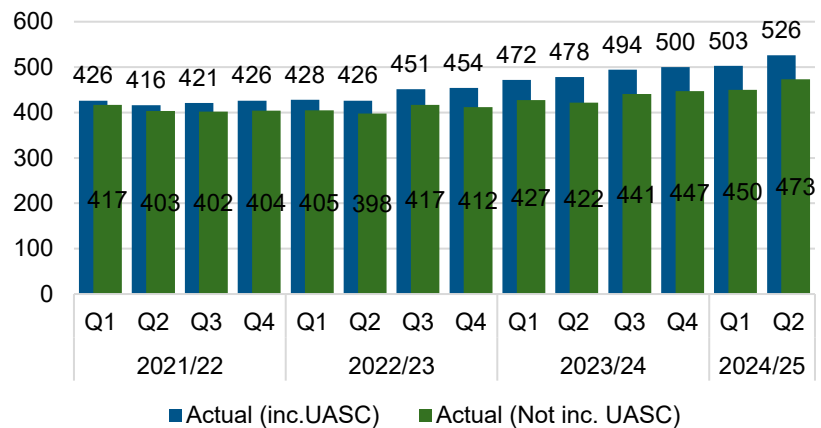
Number of Open CPP



Children and Young People Entering Care

The number of children in care at the end of Q2 2024/25 has reached the highest ever recording since April 2016 when the current data reporting started. There are currently 526 children in care, with 473 North Yorkshire children and young people currently reported, this is an increase of 23 children (+5%) compared to 450 children at the end of Q1 2024/25. When comparing the same point last year, Q2 2023/24, this demonstrates an increase of +51 (+12%), children.

Number of Looked After Children



The increases in number of children coming into care in North Yorkshire is likely linked to the cost of living crisis and mental health crisis currently being experienced in the UK and the pressure this is putting on families, numbers nationally have also increased every year since 2008 and increased by 2% according to the 2023/24 Looked After Children 903 return when compared to the 2022/23 Looked After Children 903 return. Analysis of the current children in care cohort indicates that 34% of children are from deciles 1 to 3 (1 being the most deprived). Initial referrals analysis is also indicating an increase in referrals from the most deprived areas of North Yorkshire.

Additionally, currently in North Yorkshire according to HMRC & DWP estimates there are 12.4% of children living in relative child poverty driven by the cost of living crisis (Source: 2022/23 child poverty by constituency HMRC & DWP estimates), this compares to 12% at the end of 2021/22, the report also indicates that there has been an increase also due to the cost of living crisis in the number of absolute low income earners at the end of 2022/23, HMRC and DWP also are forecasting that the increases will

continue in 2024/25. Furthermore, the number of people in food insecure households rose in 2022/23, HMRC & DWP reported that 17% of children lived in a food insecure households.

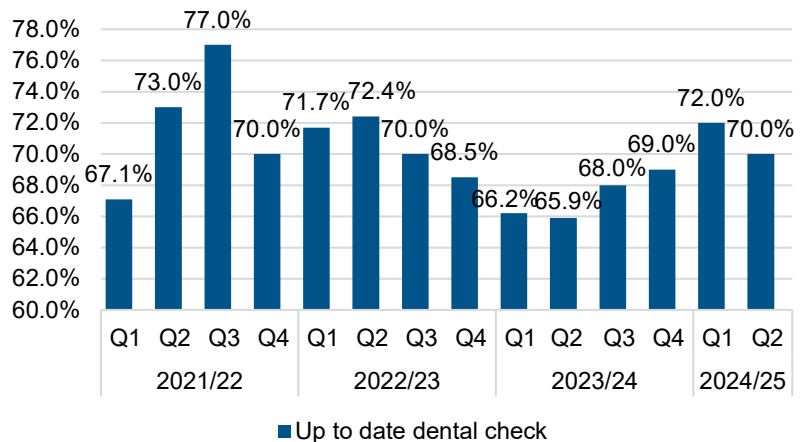
It is unlikely we will see a reduction at Q3 2024/25 in a decrease of the number of children entering into care, although safeguarding contacts have plateaued and referrals to childrens social care have decreased this quarter, referrals to childrens social care are still 6% higher than the same time last year and child protection plans have increased by 45% at the end of Q2 2024/25 compared to Q1 2024/25. Additionally Early Help cases are down when comparing 2023/24 and 2024/25, suggesting that there is a higher number of families with more complex needs currently coming through, which could impact the number of looked after children further.

As a knock on effect of the number of children in care numbers increasing the number of children placed in foster care increased further at the end of Q2 2024/25 to 387 children and young people compared to 376 at the end of Q1 2024/25 with 236 placed with an unrelated foster carer and 151 placed with friends and family foster carers.

In respect of the unaccompanied asylum seeking children (UASC), the number has currently stabilised at 53 at the end of Q2 2024/25 compared to 53 at the end of Q1 2024/25. Currently North Yorkshire has reached approximately half of the expected quota of UASC as directed by the National Transfer Service, the number of looked after UASC is currently remaining stable due to young people turning 18 and entering leaving care, however this is leading to leaving care numbers increasing at the end of Q2 2024/25 to 65 compared to 54 at the end of Q1 2024/25, causing pressures and increased caseloads for Leaving Care teams.

Dental The number of children with a dentist and percentage with an up-to-date dental check is currently a challenge for North Yorkshire children services, at the end of Q2 2024/25, 70% of children and young people have an up-to-date dental check compared to 72.0% at the end of Q1 2023/24. Although it is worth noting the % of children with an up-to-date dental check has not dropped as low as Q2 2023/24 65.9%, however when looking back historically Q2 2019/20 (pre-pandemic), North Yorkshire percentage of looked after children with an up-to-date dental check was reported as 85%. For information national benchmark (2022/23) is currently 76% and statistical neighbours 76.5%.

Percentage of Children with an up to date Dental Check



Currently this problem is also being experienced nationally due a shortage of dental practices taking in new NHS patients, additionally there have been many NHS dentists that have left the profession post-pandemic bringing the number of NHS dentists to the lowest in a decade, this is particularly proving challenging in the East area of North Yorkshire. Children services team continue to work closely with health colleagues to improve access for children and young people to dental care. Furthermore, the services continue to use flexible commissioning referral initiative that will help prioritise a looked after child to get a dentist allocated, receive a dental checkup and treatment if needed.

Early Help

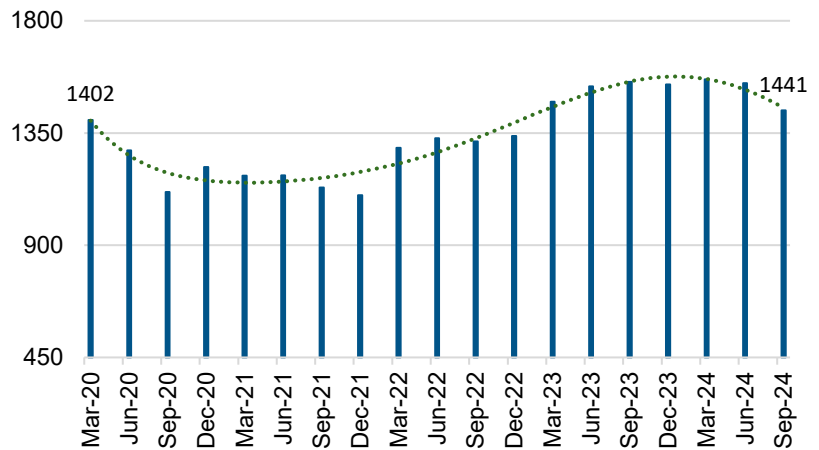
The number of households receiving support from the Early Help Service has decreased in each of the last 2 quarters and is below 1,500 for the 1st quarter end since March 2023. The current total of 1,441 Households relates to 2,783 children and young people.

Whilst there was the anticipated decrease in new cases in August and September 2024, as a result of schools being closed during the summer holidays, the overall reduction is also due to a focus on closing cases as soon as appropriate. For example, the 445 Households closed in July 2024 was the highest monthly total in the last 12 months.

The current number of 1,441 Households is a 7.3% reduction from the figure seen 12 months earlier.

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 September 2024, the Early Help Service was delivering interventions in 323 cases.

Ongoing Early Help Households

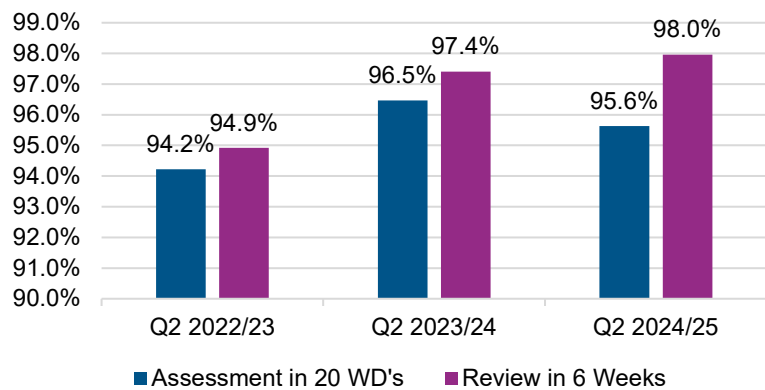


Timeliness – Early Help Assessments

The timeliness of Early Help Initial Assessments continues to be very strong with 95.6% of Initial Assessments completed within the 20 working days target in Quarter 1 2024/25. This is a reduction from the 96.5% seen in the same period in 2023/24 but higher than the 94.2% seen in Quarter 2 2022/23.

In addition, 98.0% of Assessment Reviews were completed within the 6 weeks target in Quarter 2 2024/25 – this is the highest percentage seen in any quarter.

Timeliness of Early Help Assessments

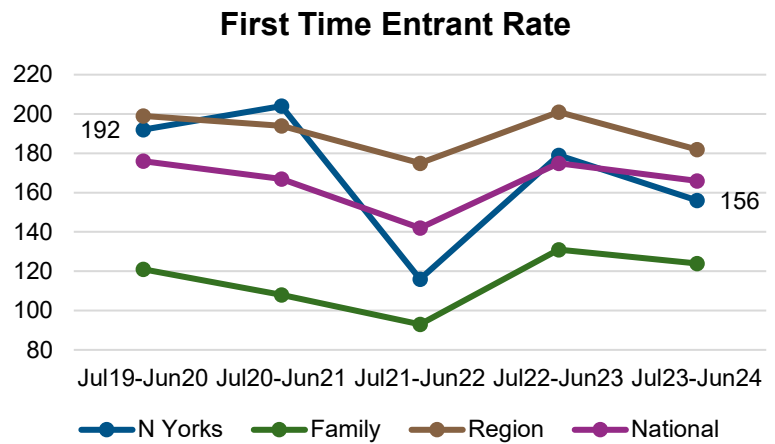


Youth Justice Service

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

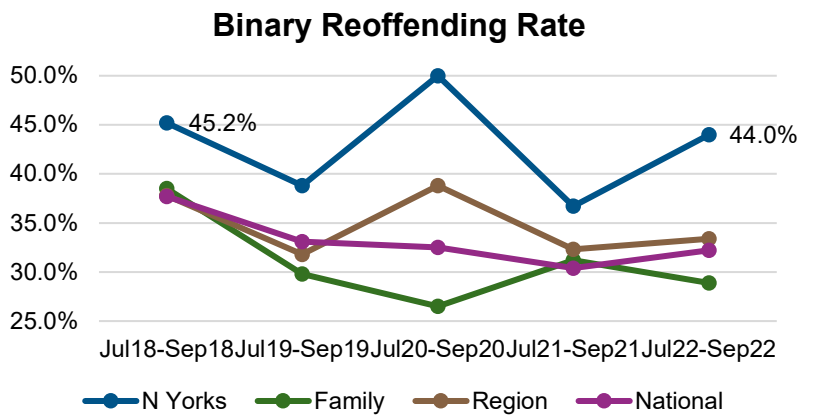
The latest data for the 12 months ending June 2024 showed a decrease in the rate of FTE's (r=156) into the criminal justice system in North Yorkshire compared with the rate 12 months previously (r=175). The rate of 156 relates to 87 young people and places North Yorkshire in the 2nd Quartile nationally.

The current rate in North Yorkshire remains lower than the regional (r=182) and national (r=166) rates but higher than the family group average (r=124).



Reoffending Rates

The Binary reoffending rate in North Yorkshire increased to 44.0% in the July-September 2022 cohort. As indicated in the chart below, the North Yorkshire rate is higher than the regional rate (33.4%), the national rate (32.2%) and the family group average (28.9%).



The April-June 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 Frequency reoffending rate (average number of reoffences per reoffender) decreased to 5.00 in North Yorkshire with 11 reoffenders committed a total of 55 proven reoffences.

The July-September 2022 cohort saw the lowest number of young people ever enter an offending cohort in North Yorkshire (n=25) with the lowest number going onto reoffend within the 12-month tracking period (n=11).

Whilst the official reoffending rate (%=44.0) remains a concern, as the cohort sizes reduce those young people left in the formal criminal justice system are more challenging to work with and this context should be considered when looking at the reoffending rate.

The percentage of the 10-17 population who entered an offending cohort in North Yorkshire reduced from 0.23% in July-September 2014 to 0.05% in July-September 2022 – a reduction of 101 young people. The reduction has been greater in North Yorkshire over that time period than that seen regionally and nationally, when using the percentage of the 10-17 population who formally enter the criminal justice system as a measure.

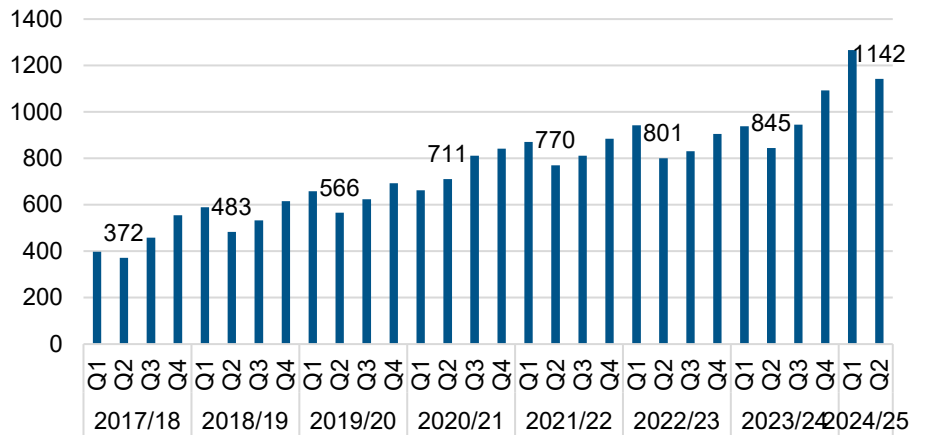
Inclusion

Elective Home Education

The number of children recorded as being Electively Home Educated in North Yorkshire (EHE) saw a sharp increase in 2024, with a total of 1267 recorded at the end of Q1, which dropped to 1142 by Q2 but is an increase of 35% (+297) on the same period of the previous year.

This is the highest annual percentage increase seen since during the pandemic when the highest increase was between Q3 of 2019/20 and Q3 of 2020/21, when we witnessed a 30% (n= +187) increase.

Pupils Electively Home Educated at Quarter end



Rates of EHE are now being collected nationally by the DfE. Rates of EHE in North Yorkshire have previously been very similar to National rates, with most recent DfE releases (Autum Term 2023/24) showing North Yorkshire and National rates being at approximately 1% of the school population being EHE. However, the current (as of Q2 2024/25) North Yorkshire rate would be approximately 1.6%, well above previously published National rates.

The majority of children who are EHE are most likely to be of secondary school age, with 77% (n=926) aged 12 to 16 at the end of Q2.

Whilst North Yorkshire Council promotes education in local mainstream settings, it is a parental entitlement to choose to educate a child at home. There are a broad range of reasons for parents choosing to home educate, the most common reason given (where recorded) for a child becoming EHE continues to relate to mental health and anxiety.

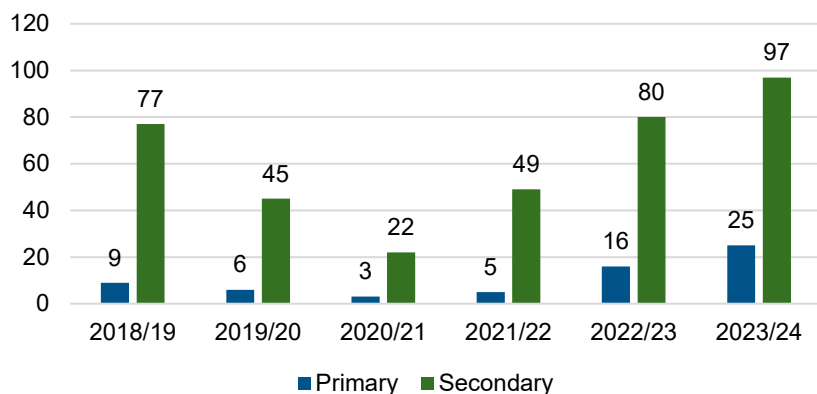
Exclusions

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 course of the pandemic.

This trend continued into the 2023/24 academic year, with rates of exclusion now surpassing rates seen before the pandemic. It is important to note that before a child is excluded, it must be reviewed

and authorised by the school’s headteacher. Rates of suspensions have been very similar or below national increases up to 2022/23 academic year. Permanent Exclusions have consistently been below national rates up to 2022/23 academic year with rates yet to be published for the national 2023/24 academic year.

Permanent Exclusions

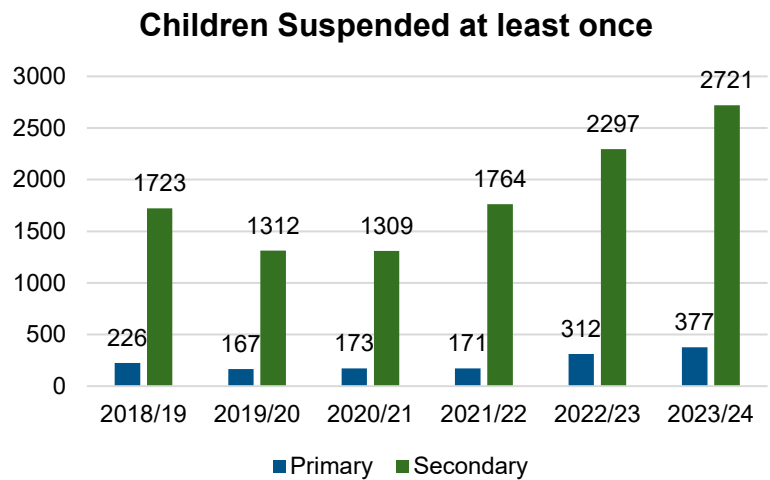


A total of 122 children were permanently excluded from North Yorkshire mainstream schools, 25 from primary schools and 97 from secondary schools, by the end of the 2023/24 academic year, an increase from 96 during the same period of 2022/23. There has been a notable increase in the number of permanent exclusions from primary schools in the past two years, increasing from 5 in 2021/22 to 25 in 2023/24.

Comparisons with national rates of permanent exclusions, show that North Yorkshire has had fewer permanent exclusions as a percentage of the school population historically. The rate for North Yorkshire primary schools in 2022/23 was 0.03%, similar to the National and Regional rates of 0.03%. The rate for North Yorkshire secondary schools in 2022/23 was 0.16%, below the National (0.22%) and Regional rates (0.24%).

There have been a total of 3098 children suspended at least once (i.e., exclusions from school for a fixed period of time) from mainstream schools in North Yorkshire in the 2023/24 academic year. 377 from primary schools and 2,721 from secondary schools. There has been a sustained increase in the number of children suspended from schools nationally since the pandemic. The increase from 2022/23 (2609) to 2023/24 (3098) was +18% (n=+489).

The most common reason for suspensions in 2023/24 is by far 'persistent or general disruptive behaviour', 54% of the total, continuing the previous years' profile of reasons for suspensions. The next most common reason is 'Verbal abuse/threatening behaviour against an adult' at 17% of the total, again very similar to previous years.

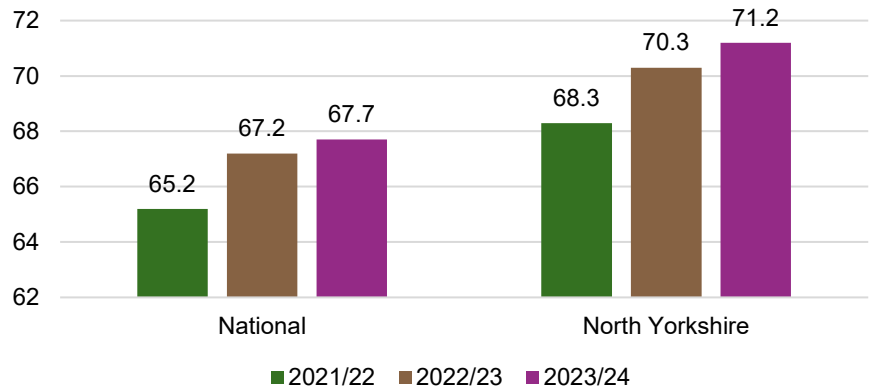


Comparisons with national rates of children suspended, show that North Yorkshire has had fewer children suspended at least once as a percentage of the school population historically. The rate for North Yorkshire primary schools in 2022/23 was 0.74%, below the National (0.82%) and Regional (0.87%) rates. The rate for North Yorkshire secondary schools in 2022/23 was 6.51%, below the National (7.12 %) and regional rates (8.99%).

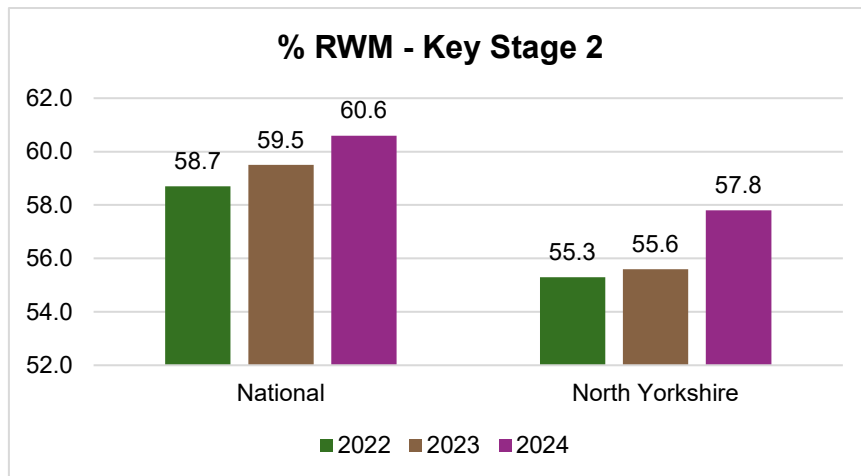
Education and Skills

Provisional attainment data for primary school pupils has been released for the 2023/24 academic year. Performance across North Yorkshire at Early Years (Early Years Foundation Stage Profile) has continued to be above national benchmarks, with 71.2% of children achieving a Good Level of Development (%GLD) in 2023/24, compared to 67.7% nationally (+3.5pp). This rate is approaching pre-pandemic levels, when rates of attainment were slightly higher and is an increase from the 70.3% reported last year.

Early Years - % GLD



Key Stage 2



Attainment of children in Key Stage 2 has improved on the previous year, 58% of children achieving the expected stage in Reading and Writing and Maths (%RWM), compared to 56% in 2022/23. Rates of achievement nationally are yet to reach levels seen before the pandemic. The North Yorkshire rate of children achieving a combined expected standard across all subjects of Reading, Writing, Maths continues to be below the overall National rate of 61% (-3pp), whilst attainment at Key Stage 2 has

reduced nationally since the pandemic. North Yorkshire attainment at this Key Stage has continued to follow a trend of being below National rates, by approximately 3 percentage points.

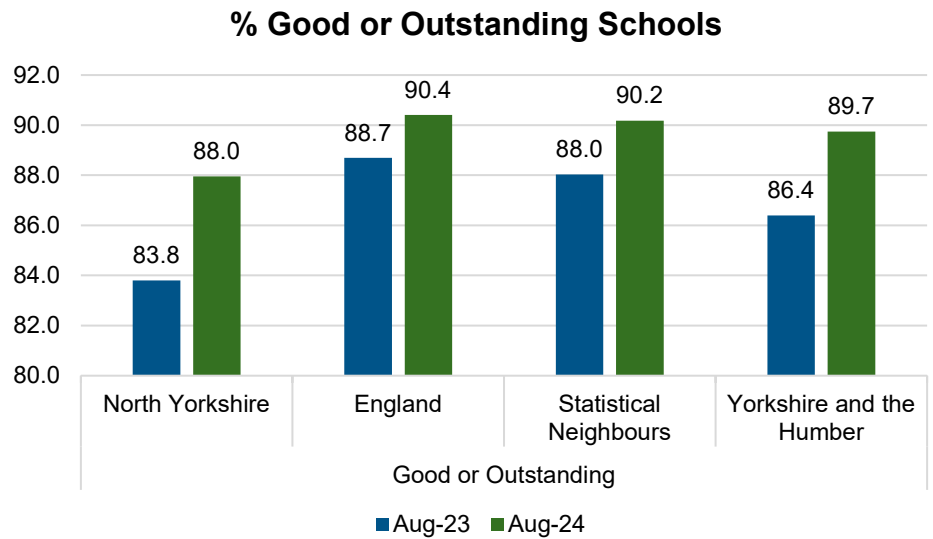
It is worth noting that early evidence suggests that the 2023/24 Reading Project introduced by the LA has contributed to improved attainment at Key Stage 2. This project is targeted at Year 6 and the aim of it is to support schools and academies across North Yorkshire to improve attainment in reading at the end of Key Stage 2 so that overall outcomes are at least in line with the national figure. Current provisional data indicates that Reading attainment has improved to be in line with National rates for this year.

Note: National attainment comparisons for Key Stage 4 will be released in Q4 of 2024/25

School Ofsted Ratings

In September Ofsted announced that they will no longer be issuing single word judgments to schools. School Report Cards are being introduced in the place of single word judgements to provide parents with a 'complete picture' of how schools are performing. Schools that have an existing grade will keep it until their next inspection.

The August figures for schools, marks the last time we can measure school performance in this way. The +4.2% increase in North Yorkshire schools being judged good and outstanding reflects the proactive work of the School Improvement Service, in helping North Yorkshire Council maintained schools to continually improve, which has a positive impact on Ofsted preparedness. The rate of increase in good and outstanding schools in North Yorkshire is better than national, regional and statistical neighbour comparators. At 88% good and outstanding schools, we are now broadly similar to our main comparators.

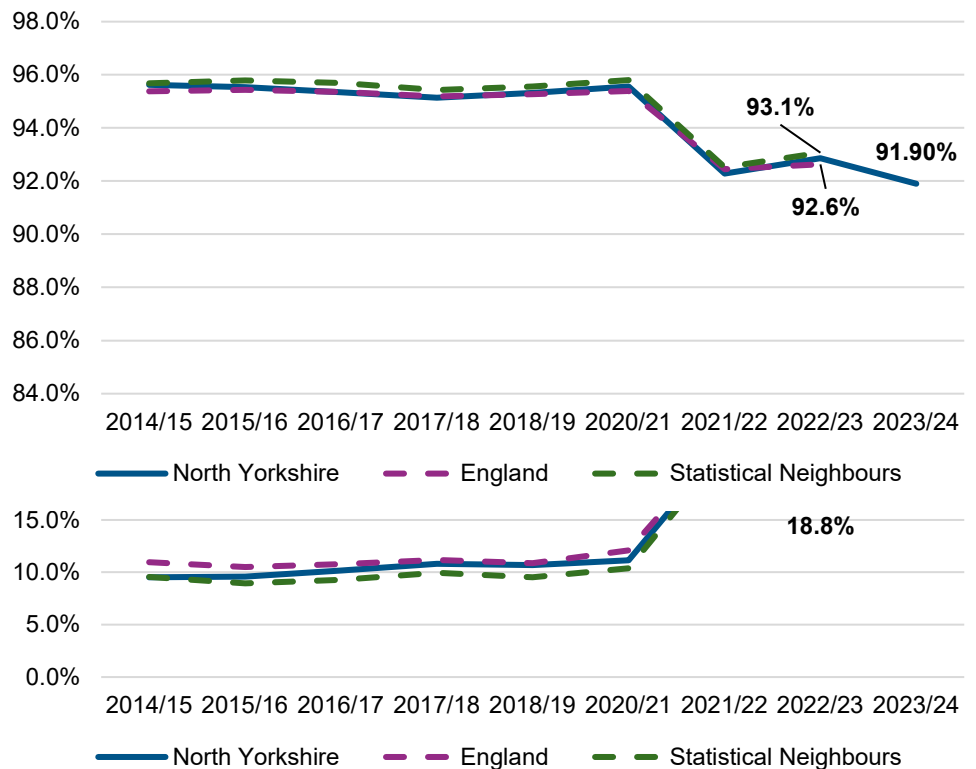


Attendance

North Yorkshire's attendance is generally similar to the National average, across all school types (Primary, Secondary and Special). Compared to Statistical Neighbours, North Yorkshire's attendance rate has also been largely similar, and has been since 2014/15. Overall attendance across all school types was higher pre-pandemic and generally, attendance in North Yorkshire has followed a National trend where it is yet to recover.

In the 2020/21 academic year, attendance in all schools in North Yorkshire was 95.6%, compared to 95.4% Nationally. In 2022/23 overall attendance rates had dropped to 92.9% in North Yorkshire and 92.6% Nationally. Provisional data for the

Attendance Rates - North Yorkshire vs National & Stat. Neighbour - All Schools



2023/24 academic year shows that again, attendance rates are yet to improve.

Since 2015/16, North Yorkshire's persistent absence rate was similar to national and statistical neighbour comparisons. Over 2021/22 we saw higher rates of persistent absence than previous years, with a high of 22.2% in 2021/22 dropping to 19.3% in 2022/23 compared to 10.7% in 2018/19. National data covering to 2022/23 show similar trends nationally and amongst Statistical Neighbours. According to provisional data North Yorkshire is seeing a more defined upward trend into 2023/24, however official national data is yet to be released for the full academic year.

The 'Working Together to Improve School Attendance' guidance was released by the DfE in August 2024 and now has become statutory. All schools now have a named Senior Education Adviser to support the goals set out in the guidance and to provide a targeted support meeting for schools at least annually and more regularly for schools where attendance is below the National average.

The recently established Attendance Alliance is bringing together partners to support this work and to identify areas of focus to improve attendance across the county.

Localities

Financial Inclusion

Local Food Support - Following the 'Food Summit' - a partnership and engagement event to launch the findings of the collaborative food insecurity insight study undertaken in conjunction with City of York Council in September 2023 - four online Community of Practice sessions have now taken place with local free or low cost food providers, focussing on place based collaborative food access models, cash/income first approaches, more than food (wrap around support available for those accessing food provision) and mixed income models. 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.

Early in Q3, a place-based discussion will take place with free or low-cost food providers in Scarborough to explore opportunities to create a network and work more collaboratively. This will be delivered in conjunction with our key partner funders in the region.

Cost of Living Communications Campaign – NYC will run a Cost-of-Living Communications campaign again this winter, starting in Q3. Preparatory work is underway, encompassing the following:

- Campaign content and materials will signpost people to our cost-of-living web page (www.northyorks.gov.uk/costofliving), which is a one stop shop of information about a wide range of local schemes and organisations offering support. This is currently being updated and reconfigured to ensure that information is up to date and fully accessible.
- We will commence the campaign with a focus on Winter Fuel and Pension Credit uptake in November 2024, ensuring we are using all channels and networks to support the national Pension Credit campaign messaging, but also raising awareness of eligibility/applying for pension credit, and where people can get support, if needed, in order to apply. Over the next 6 months, there will also be content linking to key themes reflecting areas that people are concerned about including money and debt, staying warm, food, housing and transport, and aligning with key priorities such as staying connected, eating healthily on a budget and improving employment prospects through adult learning as well as home adaptations that enhance energy efficiency.
- For North Yorkshire residents who are less confident with technology, we will produce a printed leaflet and poster which will set out alternative options to find out about the help and support available. These include people asking friends and family, at council venues such as libraries or by calling our customer service centre.

- To maximise the reach of our messaging we will share a communications pack with partner organisations including community libraries, voluntary and community sector organisations, health settings, schools, parish councils and others including services like adult learning with content and assets that are easy for people to share via their own digital channels.

Migrant programmes

Homes for Ukraine

Between 1st July 2024 and 30th September 2024 there were 41 new arrivals in North Yorkshire through the Homes for Ukraine programme, an increase of three compared to last quarter.

Visas are now granted for an 18 month period, whereas earlier arrivals were granted three years. The government has now announced an 18 months visa extension possibility, which Ukrainians can apply for three months before their current visa expires. As the first North Yorkshire arrivals were in March 2022, the government is expecting the first extension applications in January 2025.

Wrap around support including a dedicated information telephone line, financial packages to support with moves to social housing and or private rental, employability support, adult learning and community integration continues to be provided.

Economic Migrants

During the last quarter, work has continued around the development of an initiative to support economic migrants, as well as other migrant groups in North Yorkshire, with a bid to the National Lottery being considered at the end of November 2024.

Resettlement

As of 30 September 2024, North Yorkshire has resettled 397 persons (80 households) under the Afghan resettlement schemes (since August 2021). From that figure, 36 persons (seven households) have moved out of county. It has been announced by the Home Office and the Ministry of Defence (MOD) that a further 14 Afghan households will resettle in North Yorkshire, but arrivals will start next quarter.

Integration support for the resettlement schemes arrivals continues to be provided in partnership with the Refugee Council with initial tenancy support being provided by North Yorkshire Council's dedicated refugee housing officers.

At the beginning of September 2024, the MOD launched a transitional facility at Catterick Garrison, to house Afghan families after arrival in the UK, prior to settled accommodation being identified for them. Up to 50 families could be accommodated at any one time, before moving on to other parts of the UK after a short period of time. North Yorkshire Council, in partnership with the Refugee Council, is supporting families during this time. 21 Families were staying within the transitional facility by the end of quarter 2.

Asylum

Local Authorities have a statutory duty to provide school places for school-aged children and to carry out age-related assessments for those claiming to be below the age of 18.

When asylum seekers are granted a decision, they have either 28 days to leave the Mears accommodation (if the decision is positive), or 21 days where they have had a negative decision (unless they choose to appeal, in which case they are eligible to stay in the accommodation during this time). The Migrant Programmes team is developing move-on support options and other services to help with their long-term integration, where a positive decision is granted. Along with Housing Options staff a monthly meeting is now in place with Mears, the Home Office commissioned provider for accommodation, to discuss support requirements for individuals and families that have recently received a positive decision.

Executive Performance Report Appendix

Quarter 2 2024-25

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.

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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 |

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 | Bench-marking data | Comments | Improvement since last: | |
|--|----------------------|-----|--|--|---|--|
| | | | | | Quarter | Year |
| RE1 % Council Tax collected | Q2 61.87% | | Q2 2023/24 58.56% | The current annual Council Tax liability to be collected for 2024/25 is £567,758,544. In Q2 the Council Tax collection rate stands at 61.87%. This equates to a total amount still to be collected of £216,481,775 for 2024/25 at the end of Q2. The council tax outstanding value has improved compared to Q2 of the previous financial year, which equated to £220,933,727 outstanding for the 2023/24 financial year. However, this should not be used as an accurate benchmark at this stage as the aligning of collection statistics was not achieved until Q3 in 2023/24. The collection rate at the end of Q2 in 2023/24 was 58.56%. RAG rated green. | N/A |  |
| RE2 % Non-domestic rate collected | Q2 62.80% | | Q2 2023/24 59.41% | The current annual Business Rate liability to be collected for 2024/25 is £215,724,970. In Q2 the Business Rate collection rate stands at 62.80%. This equates to a total amount still to be collected of £80,245,559 for 2024/25 at the end of Q2. This is an improvement from the Q2 amount still to be collected in 2023/24 which was £82,243,746. The Q2 2023/24 business rate collection rate was 59.41% although again, the alignment of compiling statistics was not achieved until Q3 in 2023/24 and therefore is not a fully accurate comparison. RAG rated green. | N/A |  |
| RE3 Time to process new Council Tax Reduction claims (days) | Q2 21.42 | | N/A | In Q2, the average time to process CTR new claims was 21.42 days, an improvement of 0.38 days to the Q1 average of 21.88 days, showing consistency within the service performance. The service continues to ensure claims are processed quickly despite the increased national roll out of the migration of legacy benefits to Universal Credit which prevents a new claim being processed in less than 30 days for all working age claims. RAG rated green due to an improvement in performance compared to the previous quarter. |  | N/A |
| RE4 Time to process new Housing Benefit claims (days) | Q2 18.65 days | | The DWP-reported figure for all England for the same period last year was 20 days. | In Q2 the average time to process Housing Benefit new claims was 18.65 days, this is an improvement on the Q1 performance of 21.82 days. The service's speed of processing Housing Benefit claims is quicker than the Q2 2023/24 DWP national performance of 20 days for new claims. Due to the delay in the DWP releasing performance statistics this is the most comparable data source. RAG rated green due to an improvement in performance compared to the previous quarter and compared to the England average for the same quarter last year. |  | N/A |
| RE5 Time to process Council Tax Reduction changes in circumstances (days) | Q2 8.48 days | | N/A | In Q2 the average time to process CTR change of circumstances remained consistent - 8.8 days in Q1, compared to 8.48 days in Q2. RAG rated green due to an improvement in performance compared to the previous quarter. |  | N/A |


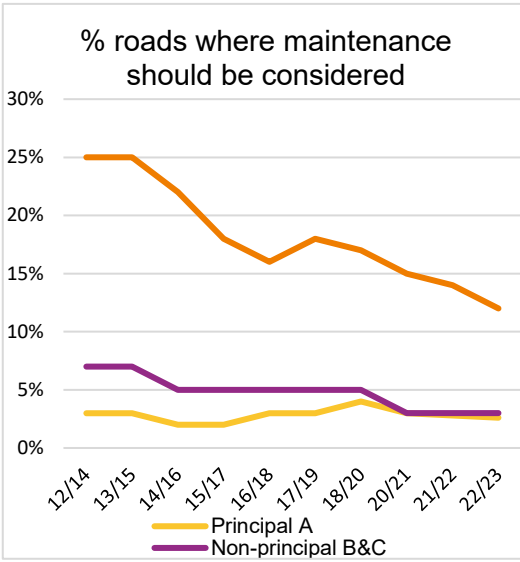


| Primary indicators | Latest data/figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|--|---------------------|-----|---|--|---|------|
| | | | | | Quarter | Year |
| RE6 Time to process Housing Benefit changes in circumstances (days) | Q2 6.05 days | | The DWP-reported figure for all England for the same period last year was 9 days. | An improvement in performance has occurred from Q1 for the average time to process Housing Benefit change of circumstances, in Q2 the average processing time was 6.05 days, an improvement to the Q1 average of 6.57 days. The service's speed of processing Housing Benefit change of circumstances is quicker than the Q2 2023/24 DWP national performance of 9 days. Due to the delay in DWP releasing performance statistics this is the most comparable data source. RAG rated green due to an improvement in performance compared to the previous quarter and compared to the England average for the same quarter last year. |  | N/A |
| RE7 Procurement: % of total council spend with local suppliers | Q2 50% Q1 50% | | North Yorkshire 2023/24 Q1 51% Q2 50% Q3 49% Q4 49% | Q2 Actual 50% against a target of 50% RAG rated green as on target. |  | N/A |
| RE8 Procurement: % of total council spend with SME suppliers | Q2 46% Q1 54% | | North Yorkshire 2023/24 Q1 41% Q2 43% Q3 45% Q4 45% | Q2 Actual 46% against a target of 50%. The SME spend has dropped slightly below the target this quarter but the cumulative total for the year is still above target, therefore RAG rated green. |  | N/A |
| RE9 Procurement: % of total council spend with the voluntary and community sector | Q2 4% Q1 3% | | North Yorkshire 2023/24 Q1 3% Q2 3% Q3 3% Q3 4% | NYC Actual 4% against a target of 3% RAG rated green as exceeding target. |  | N/A |







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 | Bench-marking data | Comments | Improvement since last: | |
|--|---|-----|-------------------------------------|--|---|---|
| | | | | | Quarter | Year |
| EN1 Residual household waste per household (Kg/ household) (Oflog) | 2024/25 Q1: 135.71kg 2023/24 Q4: 136.91kg | | Q1 23/24 = 140.27kg | Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra). The outturn in Q1 2024/25 was 135.71kg. Residual waste tonnages have decreased slightly compared to both the previous quarter and Q1 23/24. RAG rated green. |  |  |
| EN2 % of Household waste recycled/ sent for reuse, recycling or composting (Oflog) | 2024/25 Q1: 47.8% 2023/24 Q4: 36.9% | | Q1 23/24 = 46.9% | Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra). The outturn for Q1 2024/25 was 47.8%. Performance has very slightly increased compared to Q1 23/24. From reviewing the BVPIs, composting (82b) has decreased from 26.4% in 22/23 to 25.99% in 23/24. However, recycling (82a) has increased from 20.18% to 21.50%. Composting tonnages were expected to decrease in Q1 24/25 as charges for garden green waste collections in Selby were introduced in September 2023. However, compost tonnages are mainly impacted by the weather. RAG rating green because overall the percentage has increased compared to the previous quarter and Q1 the previous year. |  |  |
| EN3 % of waste arising to landfill | 2024/25 Q1: 7.8% 2023/24 Q4: 0.1% | | Q1 23/24 = 8% | Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra). The outturn for North Yorkshire in Q1 2024/25 was 7.8%. There was a planned shutdown at Allerton Waste Recovery Park (AWRP) in April 2024. AWRP performance has therefore been impacted by the shutdown this quarter. RAG rated green because 7.8% waste was sent to landfill; a predicted increase compared to the previous quarter and a slight decrease compared to Q1 23/24, when there was a planned shutdown. |  |  |
| EN4 Number of Missed Bins | 2024/25 Q2: 2,799 (0.08%) Q1: 4,622 (0.21%) 2023/24 Q4: 2,461 (0.12%) | | 2023/24 Q2: 3,637 (0.17%) | The number of missed bins for Q2 was 2,799 (0.08%). This is an improvement compared to the previous quarter, when there were 4,622 missed bins (0.21%) and an improvement compared to the same period in 23/24, when there were 3,637 bins (0.17%). This is the lowest percentage of missed bins since reporting began in Q1 2023-24. RAG rating is therefore green. |  |  |

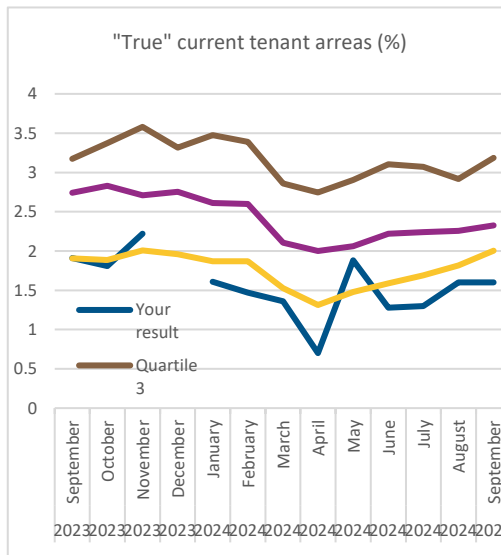
| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|--|-----|--|---|---|---|
| | | | | | Quarter | Year |
| EN5 Number of fly tipping incidents reported per quarter | 2024/25 Q2: 785 2024/25 Q1: 731 2023/24 Q4:819 | | 2023/24 Q1: 719 RAG rating amber due to the increase in incidents and associated costs compared to Q1 and an increase compared to Q2 2023-2024 (770) The figures are based on Defra and Waste Data Flow use for the national stats on Fly Tipping. | A total of 785 fly-tipping incidents were reported across North Yorkshire in Q2. Scarborough had the highest number (306), and Selby had the second highest (160) - both areas saw an increase in incidents compared to the previous quarter. The cost to the Council for clean-up was £40,887 in Q1, compared to £46,700 this Quarter. |  |  |
| EN6 National Highways Transportation Survey: satisfaction with the condition of highways | 36 (2020 – 2 nd quartile) 32 (2021 – 2 nd quartile) 34 (2022 – 2 nd quartile) 29 (2023 – 1 st quartile) | | The score of 29 places us in quartile 1 of 41 similar authorities. | Updated annually. Next update Q3 2024-25 2023's survey saw drops in the public satisfaction scores across the whole of the country. Looking at ourselves and 40 other similar highways authorities the average measure for condition of highways fell from 30.5 in 2022 to 22.7 in 2023. As with a number of measures in 2023, North Yorkshire's score fell by a smaller amount (34 in 2022 to 29 in 2023) meaning that we moved into quartile 1 for the first time. The main report has a short focus on the results with more details on key satisfaction scores. | N/A |  |


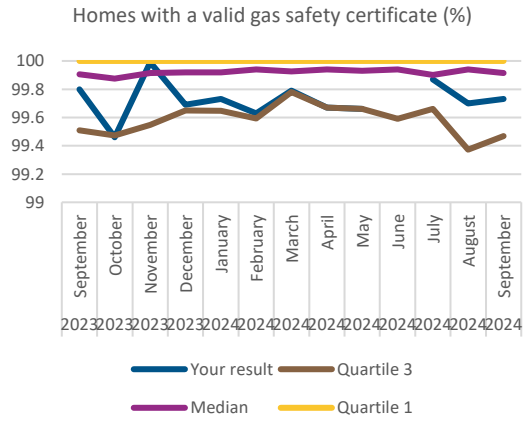


| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|--|---|-----|---|---|-------------------------|---|
| | | | | | Quarter | Year |
| EN7 % of principal A roads where maintenance should be considered (Oflog) | 4% (2018/20 survey) 3% (2020/21 survey) 2.8% (2021/22 survey) 2.6% (2022/23 survey) | | | <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> <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> | N/A |  |
|  | | | | | | |
| EN8 % of Non- principal B and C roads where maintenance should be considered (NI 130-2) (Oflog) | 3% (2022/23 survey) | | | <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> <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 2022 /23 average is 6% however of the 151 expected data returns only 110 have been received at present.</p> | N/A |  |
| EN9 % of lesser used roads where maintenance should be considered | 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% | <p>This indicator is updated annually. Next update Q3 2024-25</p> <p>RAG rated green because it is an improvement on the previous year.</p> | N/A |  |

| Primary indicators | Latest data/figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|--|-----|---|---|---|---|
| | | | | | Quarter | Year |
| EN10 Highways Customer Service requests responded to within timescale (10 days or less) | 2023/24 Q4 94.5% Q3 96.3% | | Q4 23/24 97.8% | Q1 & Q2 Data not yet available. Reporting being re-calculated following the introduction of Aurora Symology. Target 90% | N/A | N/A |
| EN11 Highways inspections carried out within timescale | 2024/25 Q1 93.4% 2023/24 Q4 95.1% | | Q1 23/24 96.7% | Q2 data is being recalculated following the introduction of Aurora Symology and will be available in Q3 | N/A | N/A |
| EN12 Highways dangerous defects made safe within 2 hours | 2023/24 Q4 98.3% Q3 97.9% | | Q4 23/24 97.7% | Q1 & Q2 Data not yet available. Reporting being re-calculated following the introduction of Aurora Symology. Target 99% | N/A | N/A |
| EN13 Average length of road works on-site occupancy | 2023/24 Q4 8.8 Days Q3 6.8 Days | | Q4 23/24 8.6 | Q1 & Q2 Data not yet available. Reporting being re-calculated following the introduction of Aurora Symology. Target 7.5 Days Annual figure within target | N/A | N/A |
| EN14 Street light defects repaired within 7 days | 2023/24 Q4 96.3% Q3 95.1% | | Q4 23/24 98.4% | Q1 & Q2 Data not yet available. Reporting being re-calculated following the introduction of Aurora Symology. Target 92% | N/A | N/A |
| EN15 Highways successful insurance repudiation rate on closed cases | 2023/24 Q2 70.4% Q1 70.3% Q4 70.9% Q3 74.7% | | Q4 23/24 80.9% | Previously reported 1 quarter in arrears. This has now change to real time. Target 80% Figure fluctuates significantly from one quarter to the next |  |  |
| CD1 % Major planning applications within statutory or extension of time (Oflog) | 75.00% | | Q1: 83.72 2023/24 Q4: 92.31% Q3: 91.04% Q2: 80.00% Q1: 78.85% | Statutory Target – 60% The service continues to deliver well ahead of the statutory target despite a reduction in the rate of timely processing compared to last year. In total the service dealt with 40 major applications. Given the relatively low absolute numbers involved, a small number of applications can make a significant impact on the percentage. There is a lag between local data collection and publication of national figures. |  |  |
| CD2 % Minor planning applications within statutory or extension of time (Oflog) | 78.63% | | Q1: 76.14% 2023/24 Q4: 82.34% Q3: 79.31% Q2: 84.43% Q1: 81.97% | Statutory Target – 70% Performance is well ahead of the statutory target and better than Q1. Last year performance peaked in Q2. |  |  |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | | | | | | | | | | | | | | | | | | | | | |
|--|----------------------|---------------------------------|--|---|-------------------------|------|------|------|------|-----------------|------|------|------|------|-----------------|-----|------|------|------|---------|------|------|------|------|-----|--|
| | | | | | Quarter | Year | | | | | | | | | | | | | | | | | | | | |
| CD3 % Other planning applications within statutory or extension of time | 83.90% | | Q1: 86.50% 2023/24 Q4: 87.40% Q3: 85.99% Q2: 86.32% Q1: 87.87% | Statutory Target – 70% Performance in relation to processing 'other planning applications' remains positive, significantly exceeding the statutory target. | | | | | | | | | | | | | | | | | | | | | | |
| CD4 County matter planning applications determined within 13/16-week timescales or within agreed extension of time 2-year rolling measure | 92.60% | | Q1: 82.05% 2023/24 Q4: 79.30% Q3: 79.3% Q2: 83.7% Q1: 78% | Statutory Target – 60% Almost all county matter planning applications were processed on time in Q2; an improvement of 10 percentage points on Q1's performance and well above the rate recorded in Q2 last year. | | | | | | | | | | | | | | | | | | | | | | |
| CD5 Decisions on applications for major developments made during the previous 2 years that are overturned at appeal (Oflog) | | | | The service is working to establish how to collate additional KPIs relating to determinations being overturned at appeal. This will necessitate reliable case tracking over the course of years and across geographical boundaries, which will be enabled by the ongoing IDOX technology project. | | | | | | | | | | | | | | | | | | | | | | |
| CD6 Decisions on applications for minor developments made during the previous 2 years that are overturned at appeal (Oflog) | | | | The service is working to establish how to collate additional KPIs relating to determinations being overturned at appeal. This will necessitate reliable case tracking over the course of years and across geographical boundaries, which will be enabled by the ongoing IDOX technology project. | | | | | | | | | | | | | | | | | | | | | | |
| CD7 Housing affordability: Ratio of median house price to median gross annual (where available) residence- based earnings | NY 8.01 | County wide economic indicators | 2023 median house price in North Yorkshire £263,000, compared to £290,000 for England. Median wages in 2023 were £32,824 in NY compared to £35,100 for England. | This indicator is updated on an annual basis. Data next released in March 2025. Not RAG rated because this indicator is for information only. This is market data intelligence and not a reflection on the council performance. 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). <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> Source: ONS ratio of median house price median gross residents-based earnings. Table 1c, 3c, 5c | | 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 | | | | | | | | | | | | | | | | | | | | | | |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | | | | | | | | | | | |
|--|--------------------------|---------------|---|--|-------------------------|---------|---------|-------|-------|-------|-------|-------|-------|--|-----|--|
| | | | | | Quarter | Year | | | | | | | | | | |
| CD8 Number of affordable homes delivered (gross) Number of additional HRA properties | 2023/24: 661 77 | No RAG rating | 2022/23: 717 2021/22: 889 2020/21: 881 | This measure will be calculated annually and therefore will not be RAG rated. | N/A | | | | | | | | | | | |
| CD9 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>22/23</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> | 2018/19 | 2019/20 | 2020/21 | 2021/22 | 22/23 | 2,230 | 2,740 | 2,570 | 2,890 | 2,660 | Verified data for 2022/23 released October 2023. Despite the slight reduction from 2021/22, North Yorkshire has seen more additional homes completed than any other unitary authority for the last four years running, reflecting its larger size. 2,660 corresponds to 1% of North Yorkshire's total dwellings, putting us in the top quartile of unitary authorities. This measure will be calculated annually. | N/A | |
| 2018/19 | 2019/20 | 2020/21 | 2021/22 | 22/23 | | | | | | | | | | | | |
| 2,230 | 2,740 | 2,570 | 2,890 | 2,660 | | | | | | | | | | | | |
| CD10 True current arrears at the end of the month (%) | 1.29% | | 2024/25 Q1: 1.28% 2023/24 Q4: 1.36% | The Council housing rent and arrears collection rate for Q2 2023/24 stands at 98.71%, which is between the rates recorded in the previous two quarters. 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 | | | | | | | | | | |



| Primary indicators | Latest data/figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|-------------------------------|-----|--|---|---|------|
| | | | | | Quarter | Year |
| CD11 Average re-let time in days (standard re-lets in month) | Jul: 60 Aug: 79 Sep: 91 | | Q1: 73.52 2023/24 52.1 days 2022/23 51.9 days 2021/22 43.5 days | Homes are vacant for longer between tenants while energy efficiency and renovation works are carried out. A very small number of homes that had been unoccupied for some time have recently been brought back into use, which skews this measure upwards. For example, in September one of the eight re-lets was empty for 295 days; the weighted average of the other seven was 20 days. Benchmarking across local authority landlords at the end of Q2 places North Yorkshire in the fourth quartile. Average re-let times increased from July (60.00 days) to September (90.62 days). |  | N/A |
| CD12 Percentage of homes with a valid gas safety certificate | 99.73% | | 2024/24 Q1: 99.87% 2023/24 Q4 99.79% | Just nineteen homes did not have a valid gas safety certificate at the end of Q2. This puts North Yorkshire in the fourth quartile of landlords nationally.  |  | N/A |
| CD13 Percentage of domestic properties with EICR certificates up to 5 years old | N/A | N/A | N/A | Electrical safety records for council-owned homes are incomplete. In September, 79.2% of homes in Selby and 39.5% in Richmondshire had current electrical safety certificates; the figure for homes in the Harrogate area could not be extracted from current systems. | N/A | N/A |
| CD14 % of responsive repairs to council houses completed within their target timescale | 65.31% | | Q1: 61.26% | Performance at the end of Q2 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. North Yorkshire Council completed 262.79 repairs per 1000 properties, which was very similar to other smaller Local Authority and Arms-Length Management Organisation landlords. Rated amber because performance is still in the fourth quartile: the direction of travel is positive, but process improvements need to be worked through, and an internal target agreed. |  | N/A |
| CD15 New ASB cases reported in month per 1,000 properties | 6.72 | | Q1: 2.54 | Nationally, ASB shows seasonal patterns, and small absolute case numbers in North Yorkshire are associated with wide variation from month to month. The local average in Q2 is in the first quartile. Work is underway to establish a clear internal definition of anti-social behaviour to replace the conflicting definitions inherited from legacy authorities. | N/A | N/A |



| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|----------------------|------------|---|---|-------------------------|----------------|------------|----------------|-----------------|----------|----|----|----|----|----------|----|----|----|----|----------|----|----|----|-----|----------|----|----|----|----|----------|----|----|----|----|----------|----|----|----|----|----------|----|----|----|----|----------|----|----|----|----|----------|----|----|----|----|----------|----|----|----|----|----------|----|----|----|----|-----|-----|
| | | | | | Quarter | Year | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD16 Formal stage 1 and stage 2 complaints received in month per 1,000 properties | 7.00 | | Q1: 7.43 | North Yorkshire Council is reporting more formal complaints than similar landlords: in Q1, it received about twice as many as the median small local authority or ALMO, and in Q2 the volume of complaints locally fell somewhat while the median rose. The regulator requires landlords to report complaints assiduously; as more rigorous processes become embedded, the authority gains better insight into how services are received by its customers. | N/A | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD17 Percentage of stage 1 and stage 2 complaints resolved within timescale in month | 58.23% | | Q1: 70.89% | <p>As more complaints are formally recognised, in accordance with guidance, the rate of timely resolution has fallen. Although this measure fluctuates significantly from month to month, timely resolution has been in the fourth quartile of similar authorities throughout Q2. The efficacy of complaints processes will improve with work currently in train to bring classifications in line with how services are now delivered, and with the introduction of the new complaints management software in the new year.</p> <p>Stage 1 and Stage 2 complaints resolved within timescale (%) September 2024</p> <p>Smaller LAs and ALMOs... Quartile 1 Median Quartile 3 Your result</p> <table border="1"> <caption>Approximate data from the chart</caption> <thead> <tr> <th>Month</th> <th>Quartile 1 (%)</th> <th>Median (%)</th> <th>Quartile 3 (%)</th> <th>Your result (%)</th> </tr> </thead> <tbody> <tr><td>Sep 2023</td><td>65</td><td>85</td><td>95</td><td>35</td></tr> <tr><td>Oct 2023</td><td>65</td><td>85</td><td>95</td><td>75</td></tr> <tr><td>Nov 2023</td><td>65</td><td>80</td><td>95</td><td>100</td></tr> <tr><td>Dec 2023</td><td>65</td><td>80</td><td>95</td><td>65</td></tr> <tr><td>Jan 2024</td><td>65</td><td>78</td><td>95</td><td>75</td></tr> <tr><td>Feb 2024</td><td>65</td><td>80</td><td>95</td><td>75</td></tr> <tr><td>Mar 2024</td><td>65</td><td>85</td><td>95</td><td>55</td></tr> <tr><td>Apr 2024</td><td>65</td><td>85</td><td>95</td><td>60</td></tr> <tr><td>May 2024</td><td>65</td><td>80</td><td>95</td><td>75</td></tr> <tr><td>Jun 2024</td><td>65</td><td>80</td><td>95</td><td>75</td></tr> <tr><td>Jul 2024</td><td>65</td><td>78</td><td>95</td><td>55</td></tr> </tbody> </table> | Month | Quartile 1 (%) | Median (%) | Quartile 3 (%) | Your result (%) | Sep 2023 | 65 | 85 | 95 | 35 | Oct 2023 | 65 | 85 | 95 | 75 | Nov 2023 | 65 | 80 | 95 | 100 | Dec 2023 | 65 | 80 | 95 | 65 | Jan 2024 | 65 | 78 | 95 | 75 | Feb 2024 | 65 | 80 | 95 | 75 | Mar 2024 | 65 | 85 | 95 | 55 | Apr 2024 | 65 | 85 | 95 | 60 | May 2024 | 65 | 80 | 95 | 75 | Jun 2024 | 65 | 80 | 95 | 75 | Jul 2024 | 65 | 78 | 95 | 55 | N/A | N/A |
| Month | Quartile 1 (%) | Median (%) | Quartile 3 (%) | Your result (%) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Sep 2023 | 65 | 85 | 95 | 35 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Oct 2023 | 65 | 85 | 95 | 75 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Nov 2023 | 65 | 80 | 95 | 100 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Dec 2023 | 65 | 80 | 95 | 65 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jan 2024 | 65 | 78 | 95 | 75 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Feb 2024 | 65 | 80 | 95 | 75 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mar 2024 | 65 | 85 | 95 | 55 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Apr 2024 | 65 | 85 | 95 | 60 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| May 2024 | 65 | 80 | 95 | 75 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jun 2024 | 65 | 80 | 95 | 75 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Jul 2024 | 65 | 78 | 95 | 55 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD18 Households assessed as threatened with homelessness per 1000 households | 0.77 | | Q1: 0.83 2023/24: Q4: 1.09 Q3 0.88 Q2: 0.99 Q1 1.06 | <p>The proportion of households assessed by the Council as threatened with homelessness appears smaller this quarter than last quarter, or this time last year. 218 households were accepted as threatened with homelessness between July and September 2024. The household total is based on the latest ONS projection, which estimates the number of households in each local authority area for a given year. (For 2024, this is 280,548.) This tends to exaggerate change between calendar years, i.e. between Q3 and Q4 each year.</p> <p>Regional and national data reporting lag: the latest comparison data show that in Q3 2023/24 North Yorkshire's rate was about half the mean for unitary authorities (1.59).</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD19 Households assessed as homeless per 1000 households | 1.48 | | Q1: 1.30 2023/24: Q4: 1.35 Q3 1.17 Q2: 1.26 Q1: 1.32 | <p>The proportion of households that were assessed and found to be homeless in Q3 larger than the previous quarter and any quarter in the previous year. 414 households were accepted as homeless between July and September 2024. The household total is based on the latest ONS projection, which estimates the number of households in each local authority area for a given year. (For 2024, this is 280,548.) This tends to exaggerate change between calendar years, i.e. between Q3 and Q4 each year.</p> <p>Regional and national data reporting lag: the latest comparison data show that in Q3 2023/24 North Yorkshire's rate was about 60% of the mean for unitary authorities (1.95)</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |






| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|--|----------------------|---------------|--|---|-------------------------|------|
| | | | | | Quarter | Year |
| CD20 % of homelessness preventions and reliefs successful | 36.27% | No RAG rating | Q1: 43.17% 2023/24: Q4: 44.07% Q3: 43.88% Q2: 40.55% | In Q2 the volume of prevention and relief duties ending was 8.5% higher than in Q1. The number of households who were successfully supported to secure accommodation for at least six months fell to 288 in Q2 from 316 in Q1, despite the fact that the volume of duties ending rose from 732 to 794. Increasingly, households are not approaching the council for help early enough to ensure a successful resolution. A particular challenge is that many of the households who now need help are not in contact with other council services who could signpost to housing services. | | |
| CD21 Total number of households in temporary accommodation | 251 | | Q1: 233 Q4: 240 Q3: 238 Q2: 219 Q1: 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. This data undergoes external verification and therefore the Q2 results are preliminary and could require future revision. | | |
| CD22 Total number of households in Bed and Breakfast and Hotels | 117 | | Q1: 103 Q4: 101 | This is a new indicator, chosen to reflect growing local and national pressure on temporary accommodation leading to households needing to be housed in expensive B&B or hotel accommodation. | | N/A |





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 | Bench-marking data | Comments | Improvement since last: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|----------------------|---------------------------------|--|---|-------------------------|------|-----|----|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|-----|--|
| | | | | | Quarter | Year | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD23 Total employee jobs in North Yorkshire Source: NOMIS Area Profile: total jobs – FT+PT. (Excludes self-employed, HM Forces and farm based agriculture.) | 2022: 268,000 | County wide economic indicators | Using job density (the ratio of total jobs to resident population aged 16-64) as a comparator (see table in the comments column). | This indicator is updated on an ad hoc basis. 2023 data not yet available. Not Rag rated as this indicator is for information only. <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> Data for 2022 showed an increase in the total number of employees in North Yorkshire, increasing from 266,000 full and part time jobs in 2021 to 268,000 in 2022. | | 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 | |
| | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|---|-------|--|--|-------------------------|---|-----|----|------|-------|-------|-------|------|-------|-------|-------|------|-------|-------|-------|------|-------|-------|-------|------|-------|-------|-------|------|-------|-------|-------|-----|---|
| | | | | | Quarter | Year | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD24 % those aged 16-64 who are economically active | All people economically active – 302,100 81.0% of working age population (16-64) | | | Data as of June 2024. 81.0% of working age population economically active compared with 75.4% for Yorkshire & Humber and 78.4% for Great Britain. Between March and June 2024 North Yorkshire's economic activity rate increased while the rate decreased overall in the region and country. This is in spite of the absolute number of 16-64 year-olds who were economically active decreasing from 302,600 to 302,100. 2.2% claimant count (8,135 people), September 2024. Compared with 4.8% for Yorkshire & Humber and 4.3% for Great Britain. Performance in relation to Yorkshire and Humber and GB is in both cases is good; hence a Green RAG rating. | N/A |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD25 Earnings (Gross weekly pay FT workers) by place of residence | 2023 £633.8 | | | This indicator is updated on an annual basis. The next update will be Q4 2024/25. The long-term trend shows gross full time weekly wages continuing to rise in North Yorkshire. <table border="1" data-bbox="702 795 1125 1019"> <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> 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. | £ | 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 |  |
| £ | 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 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD26 GVA per head of population | 2022: £31,063 | | NY: 2021-£26,938 2020-£24,622 | The next release is March 2025. Not RAG rated as indicator for information only. 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. | N/A | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD27 New Businesses starts | TBC | | 2022: 2,740 2021: 2,725 2020: 2,325 2019: 2,535 | Target 2024: 3,785 This indicator is updated on an annual basis. No RAG rating for information only. | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD28 % Businesses survival rate (3 year) | TBC | | | This indicator is updated on an annual basis. No RAG rating for information only. | N/A | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| CD29 Funding secured-running total | £200,000 | | N/A | £200,000 awarded in April 2024 for Capacity Funding under the Long Term Plan for Towns. No additional funding secured in Q2. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |








| Primary indicators | Latest data/figures | RAG | Bench-marking data | Comments | Improvement since last: | | | | | | | | | | | | | |
|--|-----------------------------------|--------------|--|--|---|---|--------------|------|----|---------|------|----|--------|------|----|--------|-----|---|
| | | | | | Quarter | Year | | | | | | | | | | | | |
| CD30 Open Air Theatre No. of shows (annual) | 2023/24: No. shows - 18 | | 2022/23 No. shows – 15 | 2024/25 results calculated at the end of the season (expected Q3) 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. <table border="1"> <thead> <tr> <th>YEAR</th> <th>NUMBER OF SHOWS</th> <th>TICKETS SOLD</th> </tr> </thead> <tbody> <tr> <td>2023</td> <td>18</td> <td>104,077</td> </tr> <tr> <td>2022</td> <td>15</td> <td>90,196</td> </tr> <tr> <td>2021</td> <td>12</td> <td>71,846</td> </tr> </tbody> </table> | YEAR | NUMBER OF SHOWS | TICKETS SOLD | 2023 | 18 | 104,077 | 2022 | 15 | 90,196 | 2021 | 12 | 71,846 | N/A |  |
| YEAR | NUMBER OF SHOWS | TICKETS SOLD | | | | | | | | | | | | | | | | |
| 2023 | 18 | 104,077 | | | | | | | | | | | | | | | | |
| 2022 | 15 | 90,196 | | | | | | | | | | | | | | | | |
| 2021 | 12 | 71,846 | | | | | | | | | | | | | | | | |
| CD30a Open Air Theatre No. of attendances (annual – based on ticket sales no. s) | 2023/24: Tickets sold– 104,077 | | 2022/23: Tickets sold - 90,196 | 2024/25 results calculated at the end of the season (expected Q3) | | | | | | | | | | | | | | |
| CD31 Visitor numbers to cultural venues | 87,634 | | 2024/25: Q1: 85,828 2023/24: Q4: 67,164 Q3: 62,237 Q2: 64,061 Q1: 72,913 | Performance has increased substantially compared to the results of last year and the corresponding 2023/24 quarter. Whilst engagement is usually higher in the milder, summer months it has been recognised that the nationwide success of Craven Museum featuring in the top 5 art museums in UK (and largest museum prize in the world) has had a significant impact on driving footfall to the venue. |  |  | | | | | | | | | | | | |
| Outreach, livestream & community / project engagement numbers | 1,974 | | 2024/25 Q1: 1,623 2023/24 Q4: 902 Q3: 1,387 | This indicator was introduced last year to measure engagement with arts projects and initiatives, including live streaming of events which support the accessibility of the arts to audiences that would otherwise struggle to engage with them. |  | N/A | | | | | | | | | | | | |
| Satisfaction with cultural engagement experience | 97.5% | | 2024/25 Q1: 98.10% 2023/24 Q4: 96.25% Q3: 100% Internal target 80% | This remains well ahead of target and shows little variance against the Q1 performance; therefore, it is felt that this should be regarded as static performance on account of the low variance. |  | N/A | | | | | | | | | | | | |






| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|------------------------------|-----|--|--|---|---|
| | | | | | Quarter | Year |
| Cultural engagement experiences as value for money | 99.00% | | 2024/25 Q1: 93.39% 2023/24 Q4: 100% Q3: 95% Internal target 80% | A significant improvement in customer perception of value for money compared to Q1. |  | N/A |
| Cultural engagement experiences as 'very accessible / responsive to needs' | 99.00% | | 2024/25 Q1: 98.13% 2023/24 Q4: 100% Q3:86% Internal target 80% | Q2 performance has shown slight improvement compared to Q1. The indicator continues to highlight the accessibility of the venues, their ability to cater to diverse needs and ultimately ensures the arts are accessible to all. |  | N/A |
| CD35 Libraries: total issues per 1000 population (including books, e-books, e-audio) | 2024/25 Q2: 882.07 | | 2024/25 Q1: 783.40 2023/24 Q4 784.2 Q3 725.9 Q2 917.4 Q1 746.4 | Indicator includes both physical books (447,086) and E-Books/E-Audio (102,888) books. Compared to Q1 the number of issues has increased; this is a similar trend as to the previous year however the number of issues is behind the recorded total for Q2 in 2023/24. Given this period covers school holidays it is acknowledged that this is traditional trend witnessed across the service and some fallback should be accepted for Q3. |  |  |
| CD36 Libraries: active users per 1000 population (Cumulative figure) | 2024/25 Q2: 88.23 | | 2024/25 Q1: 62.68 2023/24 Q4: 119.52 Q3: 104.27 Q2: 91 Q1: 59.6 | Whilst Q1 was marginally better when compared to its corresponding quarter in 2023/24 the performance for Q2 is slightly behind the reported figure for last year. As this is a cumulative figure the benchmark will be assessed at the end of the year for a true comparison, however this result would suggest that the service may fall slightly short of the 2023/24 performance. | N/A |  |
| CD37 Libraries: physical visits to libraries per 1000 population | 2024/25 Q2: 790.78 | | 2024/25 Q1: 719 2023/24 Q4: 690.42 Q3: 672.7 Q2: 789.6 Q1: 707.7 | The figure for this quarter (is slightly higher than Q2 in 2023/24 whilst also showing an improvement on Q1 this year. Therefore, this indicator is RAG rated green. Again this shows some degree of seasonality linked to school holidays when looking at the returns over the 6 quarters so far. |  |  |




| Primary indicators | Latest data/figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|--|--|-----|---|--|-------------------------|------|
| | | | | | Quarter | Year |
| CD38 Libraries: virtual visits to Libraries per 1000 population | 2024/25 Q2: 1,140.76 | | 2024/25 Q1: 1,088 2023/24 Q4: 1,381.08 Q3: 968.3 Q2: 961.5 Q1: 752.4 | Performance for Q2 is ahead of both Q1 and the corresponding period in 2023/24, with Q2 recording the second highest score since NYC formed. Based on current trends this would mean the performance for the year would exceed that reported across 2023/24. | | |
| CD40 Libraries: assisted IT sessions | 2024/25 Q2: 6,986 | | 2024/25 Q1: 5,422 2023/24 Q4: 4,968 Q3: 4376 Q2: 4,179 Q1: 3211 | The number of assisted sessions continues to grow and performance across 2024/25. | | |
| EN16 Trading standards: % of high-risk inspections undertaken | 2024/25 Q2: 40% Q1 30% 2023/24 Q4: 98% Q3: 67% Q2: 39% Q1: 11% 2022/23 Q4: 98% Q3: 45% Q2: 26% 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% | The high-risk inspection profile (target) is as follows: Q1 - 15% Q2 - 40% Q3 - 75% Q4 - 100% At the end of Q2 40% of high-risk inspections had been undertaken. This is on profile (40%) and better than the same period last year 39%. RAG rated green. | N/A | |






Health and Wellbeing

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

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|--|---|-----|--|---|-------------------------|--|
| | | | | | Quarter | Year |
| PH1 Life expectancy at birth (male / female) | 2020-22 Male: 80.2 Female: 84.0 | | 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 2023/24. 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, 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) | 2018-20 Male: 6.3 Female: 4.9 | | 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: 1 st (best) quintile. The slope index of inequality in life expectancy at birth for both male and female are within the 1 st (best) quintile in England. For males, North Yorkshire is 3 rd lowest among 16 similar areas, and for females, it is joint 3 rd . Data as currently shown on Public Health Profiles – Fingertips. | N/A | M:  F:  |
| PH3 Suicide rate | 2021-2023 12.2 per 100,000 | | England = 10.7 per 100,000 Nearest statistical neighbours (NHS England): 10.6 to 19.0 | New data - This indicator has been updated in Q2 2024/25. RAG rated amber because the suicide rate in North Yorkshire is similar compared to England. It is 7 th lowest in a group of 16 similar areas. There were 16 more suicides in 2021-2023 compared to 2020-2022; however, there were 6 less suicides in 2021-23 compared with 2018-20. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |
| PH4 Under 18 conceptions | 2021 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 6 th lowest rate amongst 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |
| PH5 Face-to-face new birth visits undertaken within 14 days by a health visitor (%) | 2022/23 94.6% | | England = 79.9% CIPFA: 34.1% to 94.6% | This indicator was updated in 2023/24. 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 |  |
| PH6 Proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme or integrated review | 2022/23 Percentage not published for data quality reasons. (5,436 children aged 2-2.5 years old) | N/A | England: 92.5% CIPFA: 68.9% to 100% | This indicator was updated in 2023/24. RAG rating is not applicable because the proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme in North Yorkshire was not published for data quality reasons. An increase in number of reviews from 4,580 to 5,436 (2021/22 to 2022/23). The percentages were unavailable for North Yorkshire and five other CIPFA areas. Data as currently shown on Public Health Profiles – Fingertips. | N/A | N/A |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|--|----------------------------|-----|--|---|-------------------------|---|
| | | | | | Quarter | Year |
| PH7 Excess weight in adults | 2022/23 64.6% | | England = 64.0% Nearest statistical neighbours (NHS England): 57.9% to 71.2% | This indicator was updated in Q1 2024/25. RAG rated amber because the excess weight in adults in North Yorkshire is not significantly different compared with England. Among 16 similar areas, North Yorkshire has the 7 th lowest rate. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |
| PH8 The percentage of children aged 4 or 5 (reception) who have excess weight | 2022/23 23.5% | | England = 21.3% Nearest statistical neighbours (NHS England): 19.2% to 25.6% | This indicator was updated in 2023/24. RAG rated red because the proportion of children in Reception classes with excess weight is significantly worse compared to England. North Yorkshire is ranked joint 3 rd highest out of 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |
| PH9 The percentage of children aged 10 or 11 (year 6) who have excess weight | 2022/23 34.5% | | England = 36.6% Nearest statistical neighbours (NHS England): 30.3% to 39.4% | This indicator was updated in 2023/24. 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 joint 6 th highest out of 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |
| PH10 The percentage of physically active adults | 2022/23 71.8% | | England = 67.1% Nearest statistical neighbours (NHS England): 66.8% to 74.3% | This indicator was updated in Q1 2024/25. RAG rated green because the proportion of physically active adults in North Yorkshire is significantly higher than England. North Yorkshire is ranked 5 th highest among 16 similar areas. The percentage has been significantly higher compared to England from 2015/16 to 2022/23. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |
| PH11 Cumulative % of the eligible population aged 40- 74 who received an NHS Health check | 2019/20 - 2023/24 28.6% | | England = 28.1% Nearest statistical neighbours (NHS England): 4.8% to 34.3% | This indicator was updated in Q1 2024/25. RAG rated green because the cumulative percentage of the eligible population aged 40-74 who received an NHS Health Check in North Yorkshire is significantly higher compared with England. Amongst 16 similar areas, North Yorkshire has the 4 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 |  |
| PH12 Flu vaccination coverage 65+ | 2023/24 83.4% | | England = 77.8% Nearest statistical neighbours (NHS England): 78.1% to 83.8% | New data - This indicator has been updated in Q2 2024/25. 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 ranked 3 rd highest among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips. | N/A | N/A |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|---|-----|---|---|-------------------------|--|
| | | | | | Quarter | Year |
| PH13 Hospital admissions caused by unintentional and deliberate injuries to children under 15 years per 100,000 | 2022/23 96.6 per 10,000 (900 admissions) | | England = 75.3 per 10,000 Nearest statistical neighbours (NHS England): 60.6 to 130.1 per 10,000 | This indicator was updated in Q1 2024/25. RAG rated red because North Yorkshire is significantly worse compared to England. There were 900 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. | N/A |  |
| PH14 The rate of children and young people admitted to hospital as a result of self-harm (10-24 years) | 2022/23 284.3 per 100,000 population | | England = 319.0 per 100,000 Nearest statistical neighbours (NHS England): 216.4 to 1058.4 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 the 3 rd lowest among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |
| PH15 The rate of children and young people admitted to hospital for mental health conditions per 100,000 (under 18s) | 2022/23 105.1 per 100,000 population (120 admissions) | | England = 80.8 per 100,000 Nearest statistical neighbours (NHS England): 64.1 to 308.5 per 100,000 | This indicator was updated in Q4 2023/24 RAG rated red because North Yorkshire's rate of admissions is significantly higher 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 5 th lowest among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |
| PH16 Smoking prevalence in adults | 2023 9.8% | | England = 11.6% CIPFA: 7.3% to 13.5% | New data - This indicator has been updated in Q2 2024/25. RAG rated amber because the smoking prevalence in North Yorkshire is not significantly different compared to England average. Among 16 similar areas, North Yorkshire has the 4 th lowest rate. Data as currently shown on Public Health Profiles – Fingertips. | N/A | N/A |
| PH17 Smoking at time of delivery | 2022/23 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 | N/A |

| Primary indicators | Latest data/figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|--|---|-----|--|---|-------------------------|---|
| | | | | | Quarter | Year |
| PH18 Successful quitters at 4 weeks (smokers) | 2022/23 1,534 per 100,000 smokers aged 16+ (774 quitters) | | England = 1,620 per 100,000 CIPFA: 249 to 2,733 per 100,000 | This indicator was updated in 2022/23. RAG rated amber 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 (one area without data). 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 |  |
| PH19 Successful completions of treatment for opiate use | 2022 6.8% | | England = 5.0% CIPFA: 3.0% to 10.1% | 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 3 rd highest. The completion rate has decreased from the previous year, with the long-term trend being broadly unchanged. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |
| PH20 Successful completions of treatment for non-opiate use | 2022 27.3% | | England = 31.4% CIPFA: 24.6% to 42.5% | This indicator was updated in Q4 2022/23. RAG rated amber because the successful completion of treatment for non-opiate use is not significantly different compared with 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 |  |
| PH21 Successful completions of alcohol treatment | 2022 30.9% | | England = 35.1% CIPFA: 26.1% to 41.5% | 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 lowest. The completion rate has decreased from the previous year. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |
| PH22 New STI diagnoses (excluding chlamydia aged <25) | 2023 226 per 100,000 | | England = 520 per 100,000 Nearest statistical neighbours (NHS England): 177 to 323 per 100,000 | This indicator was updated in Q1 2024/25. RAG rated green because North Yorkshire has a significantly lower STI diagnosis rate compared with England. Amongst 16 similar areas, North Yorkshire is the 5 th lowest. The rate has increased from 202 per 100,000 in 2022. Data as currently shown on Public Health Profiles – Fingertips. | N/A |  |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|-------------------------------|-----|--|---|---|---|
| | | | | | Quarter | Year |
| CD41 Number of visits to leisure centres: 'No. of people participating in an activity' | 2024/25 Q2: 459,458 | | 2024/25 Q1: 326,297 2023/24 Q4- unable to provide an update this quarter due to data issues. Q3: 410,835 Q2: 389,985 (revised) Q1: 400,262 (revised) | As stated within the Q1 report there have been differences identified in the definitions and consistency of the data being reported across the sites on account of legacy requirements. This is now largely resolved and therefore there is a greater degree of confidence in the figures being reported. Performance across Q2 is improved, however is also the highest recorded performance since NYC was formed; therefore, it remains to be seen if this is a spike in performance or if this is more accurately what is expected given the increasing standardisation in the reporting. As the service undergoes restructure and merger there are anomalies in the data emerging depending on measurement inconsistencies. Consequently, as more clearly defined KPIs are produced and benchmarking with Sport England becomes standard there are expected to be fluctuations in the reported figures |  |  |
| CD42a Number of people participating in public/casual swimming sessions | 2024/25 Q2: 145,952 | | 2024/25 Q1:159,737 2023/24 Q4 136,518 Q3 134,042 Q2 158,832 Q1 139,097 | Performance across these indicators is mixed. Whilst casual usage is down compared to the previous quarter and corresponding period last year swim lessons is up compared to the comparable period in 2023/24 (although down compared to Q1). In general, when looking at the performance overall the trends are positive and show sustained improvement since NYC formed. This therefore reflects the RAG rating being green despite the quarterly performance being slightly down. It should also be flagged that typically there is a perceived seasonality to pool usage and with a few more quarters data it would be hoped that these trends will become more evident. |  |  |
| CD42b Number of people attending swimming lessons | 2024/25 Q2:10,553 | | 2024/25 Q1: 11,884 2023/24 Q4: 10,202 Q3: 9,729 Q2 8,870 Q1 8,793 | | | |
| CD43 Number of memberships at combined leisure centres | 2024/25 Q2: 24,055 | | 2024/25 Q1: 24,969 2023/24 Q4: 26,053 (revised) Q3: 24,426 (revised) Q2: 22,698 (revised) Q1: 21,056 (revised) | One of the areas where significant work has been undertaken concerns the classification and recording of members across the sites. As with much of the leisure service data there has been an accepted difference in how specific items are categorised. This is being resolved and ultimately there is a growing confidence in the data that is being reported. In terms of the return for Q2 performance is slightly down compared to Q1 however compared to the previous year's Q2 return the performance is good. As a result, it is suggested that the Q2 performance is RAG rated green. More work will be undertaken in Q3 to ensure that consistency improves across the defining of measures. |  |  |
| CD44 Leisure Services financial indicator | TBC | | TBC | TBC | | |





| Primary indicators | Latest data/figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|--|--|-----|---|--|---|---|
| | | | | | Quarter | Year |
| ASC1 Admissions to residential and nursing care homes, per 100,000 population for people aged 18-64 | 2024/25 Q2: 22.8 Q1: 22.8 | | Bench-marking Nat: 14.6 YHR: 16.8 (2022/23 full year) Q2 2023/24: 23.4 | This indicator is updated quarterly. Ranked as RAG amber in Q2 as local performance remains well above the most recently published comparator averages. Performance was unchanged in Q2 and remained lower than for the same period in 2023/24. |  |  |
| ASC2 Admissions to residential and nursing care homes, per 100,000 population for people aged 65+ | 2024/25 Q2: 720 Q1: 677 | | Bench-marking Nat: 560.8 YHR: 643.7 (2022/23 full year) Q2 2023/24: 674 | This indicator is updated quarterly. Performance is ranked as RAG amber in Q2 as local performance remains on an improving trajectory, which indicates that the year-end target (630) would be met. The local admission rate remains well above the most recently available comparator averages. |  |  |
| ASC3 % of hospital discharges to adult social care managed on pathways 0 or 1, i.e. home first | 2024/25 Q2: 68.7% Q1: 68.3% | | Bench-marking n/a Q2 2023/24: 66.6% | This indicator is updated quarterly. Ranked as RAG green in Q2 as performance continues to show improvement between quarters and year on year. Performance for the quarter also remained above the target level of 67%. |  |  |
| ASC4 People waiting for an initial assessment as a % of current service users | 2024/25 Q2: 4.3% Q1: 3.9% | | Bench-marking n/a Q2 2023/24: 1.5% | This indicator is updated quarterly. Ranked as RAG amber in Q2 as performance remains broadly in line with the maximum target level of 4%, and performance issues are limited to 4 of the 22 teams covered by the measure. |  |  |
| ASC5 % of reablement clients not receiving a subsequent package of social care support within 91 days | 2024/25 Q1: 65.3% 2023/24 Q4: 70.6% | | Bench-marking n/a Q1 2023/24: 68.8% | This indicator is updated quarterly, but is a quarter in arrears due to the 91-day timescale. This data reflects the position at the end of Q1 for 2024/25 Reporting issues have been identified, which are making it difficult to report on the outcomes for people's reablement involvements. Ranked as RAG amber in Q1 whilst the reporting issues are resolved, and because activity levels have continued to show an increase year on year with an additional 68 people supported. |  |  |
| ASC6 Reablement packages delivered per 10,000 of adult population (Cumulative over the year) | 2024/25 Q2: 23.5 Q1: 10.3 | | Bench-marking n/a Q2 2023/24: 16.6 | This indicator is updated quarterly and is a cumulative measure. Ranked as RAG green in Q2 as performance continues to show significant improvement year on year and improvement between quarters. Performance has shown increased stability over the last 10 months by consistently being close to the 3.99 target each month. |  |  |
| ASC7 Clients receiving long term support for 12+ months who have received an annual review the last 12 months | 2024/25 Q2: 66.2% Q1: 64.1% | | Bench-marking Nat: 57% YHR: 52% (2022/23 full year) Q2 2023/24: 58.7% | This indicator is updated quarterly. Ranked as RAG green in Q2 as performance improved between quarters and year on year, and is on track to achieve the year-end target of 70%. Local performance remains better than the most recent comparator averages. |  |  |





| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|--|--|-----|--|--|-------------------------|------|
| | | | | | Quarter | Year |
| ASC8 % of people receiving long term support who are in a community-based setting | 2024/25 Q2: 68.3% Q1: 68.8% | | Bench-marking n/a Q2 2023/24: 68.4% | This indicator is updated quarterly. Ranked as RAG green in Q2 as performance remains above target (68%) despite small reductions between quarters and year on year. This is an overarching KPI for the directorate's improvement work in 2024/25 | | |
| ASC9 Direct payments per 100,000 of population | 2024/25 Q2: 170.0 Q1: 166.1 | | Bench-marking n/a Q2 2023/24: 157.3 | This indicator is updated quarterly. Ranked as RAG amber as performance in Q2 shows improvement both between quarters and years. North Yorkshire has historically compared poorly with other local authorities in national data sets, which has made this an improvement priority. | | |
| ASC10 Average weekly cost for new admissions to residential and nursing beds for older people (65+) | 2024/25 Q2: £1074 Q1: £1209 | | Bench-marking n/a Q2 2023/24: £1076 | This indicator is updated quarterly. Ranked as RAG amber in Q2 as the average cost showed improvement between quarters and year on year, but remains above the average actual cost of care rate. | | |
| ASC11 Average community-based personal budget (PB) weekly cost 65+ | 2024/25 Q2: £441 Q1: £442 | | Bench-marking n/a Q2 2023/24: £418 | This indicator is updated quarterly. Ranked as RAG amber in Q2 as the increase in the average cost year on year remains below the inflation award for 2024/25 and shows a small reduction between quarters. | | |
| ASC12 % of CQC care home ratings- 'Good' or better | 2024/25 Q2: 83.0% Q1: 82.7% | | Bench-marking Q2 Nat: 81.6% YHR: 78.6% Q2 2023/24: 84.7% | This indicator is updated quarterly. Ranked as RAG green in Q2 as performance shows improvement between quarters and remains well above the comparator averages. The main report includes a summary of quality work undertaken with care providers during Q2. | | |
| ASC13 Living Well involvements per 100,000 population | 2024/25 Q2: 141 Q1: 161 | | Bench-marking n/a Quarterly target: 196 Q2 2022/23: 184 | This indicator is updated quarterly. Ranked as RAG amber in Q2 as recorded activity remains below target and down year on year. A deep dive highlighted that new areas of activity undertaken by the service are not captured in the case management system, which is leading to under-reporting. Work underway to identify mechanisms for improving the collection and collation of the wider set of activity data. | | |









| Primary indicators | Latest data/figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|--|-----|--|--|-------------------------|------|
| | | | | | Quarter | Year |
| CYPS49 The percentage of children in care with an up-to-date health assessment | 2024/25 Q1 83.5% Q2 85.4% 2023/24 Q1 85.3% Q2 86.5% Q3 84.0% Q4 85.5% | | North Yorkshire 2022/23 Q1 85.3% Q2 85.2% Q3 83.3% Q4 87.5% National 2022/23 89% Statistical Neighbours 2022/23 87.9% | The overall percentage of children and young people in care with an up-to-date health assessment continues to be a challenge for the service, currently due to high demand on the service with record numbers of children in care the percentage, this is also due to health partners not able to facilitate the demand for timely assessments. At Q2 2024/25 there has been an increase of +1.9% and a decrease of -1.1% when comparing year on year a decrease of 1.8%. Also, NYC is not in line with national or statistical neighbour benchmarks. | | |
| CYPS50 The percentage of children in care with an up-to-date dental check | 2024/25 Q1 72.0% Q2 70.2% 2023/24 Q1 66.2% Q2 65.9% Q3 68.0% Q4 69.0% | | North Yorkshire 2022/23 Q1 66.2% Q2 72.4% Q3 70.0% Q4 68.5% National 76.0% Statistical Neighbours 76.5% | Currently the national picture also there is a difficulty in finding a dentist due to an NHS shortage. The service has worked hard with health partners to ensure that children and young people coming into care are giving a dentist and attend regular appointments using the flexible commissioning initiative. When looking at the current data there has been a significant improvement Year on year (+4.3%), at Q2 2024/25 this has experienced a decrease of (-1.8%). Also currently below National and statistical neighbours. | | |
| CYPS51 The percentage of children in care with up-to-date immunisations | 2024/25 Q1 76.7% Q2 71.9% 2023/24 Q1 63.3% Q2 64.9% Q3 66.7% Q4 73.2% | | North Yorkshire 2022/23 Q1 63.3% Q2 65.9% Q3 64.8% Q4 66.2% National 83% Statistical Neighbours 76% | The percentage of children in care with up-to-date immunisations experienced a significant improvement (+3.5%) at the end of Q1 2024/25, however at the end of Q1 2024/25 there has been a significant decrease of (-4.8%) the service works hard with health partners to continue to ensure all children and young people entering care, receive up to date immunisations, including where some young people have not received any immunisations and are put onto a catch-up programme. When comparing the data year on year this has seen a significant +7% increase when comparing Q2 2024/25 with Q2 2023/24. | | |





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 | 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 | 2023/24 71.2% 2022/23 70.3% | | England 2023/24 67.7% 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 (EYFS) Profile is significantly better compared to England. This is the third 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 0.9% on the previous year. This data has been taken from Nexus and may change when the official Department for Education (DFE) data is released. Data as at Q2 24/25 | N/A |  |
| CYPS2 School Readiness: the % of children with free school meal status achieving a good level of development at the end of reception | 2023/24 47.6% 2022/23 51.4% | | England 2023/24 51.6% 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 lower when compared to England. This is the third 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 Free School Meal eligible children receiving a good level of development in North Yorkshire decreased by 3.8% on the previous year. Data as at Q2 24/25 This data has been taken from Nexus and may change when the official DFE data is released. Data is as of Q1 24/25 | N/A |  |
| CYPS3 The % of pupils achieving the expected level or above in reading, writing and maths combined Key Stage 2 | 2023/24 57.8% 2022/23 55.6% | | England 2023/24 60.5% England 2022/23 59.5 | The percentage of children achieving the expected level in Reading, Writing and Maths has increased by 2.2% and the gap between North Yorkshire and National has reduced to 2.7% which is an improvement on the previous year where the gap was 4%. This data has been taken from the Nexus and may change when the official DFE data is released. Data is as of Q2 24/25 | N/A |  |
| CYPS4 Average Attainment 8 score at Key Stage 4 | 2022/23 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 |  |
| CYPS5 Progress 8 score at Key Stage 4 (No update for next 2 years) | 2022/23 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 as of Q4 23/24 | N/A |  |


| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|--|-----|---|---|---|---|
| | | | | | Quarter | Year |
| <p>CYPS6</p> <p>Overall attendance rate</p> | <p>Primary</p> <p>2024/25 to end Q2 95.9%</p> <p>2023/24 (provisional) 94.7%</p> <p>2022/23 94.7%</p> <p>2021/22 93.8%</p> <p>Secondary</p> <p>2024/25 to end Q2 92.7%</p> <p>2023/24 (provisional) 88.6%</p> <p>2022/23 90.9%</p> <p>2021/22 90.6%</p> | | <p>National</p> <p>Primary</p> <p>2022/23 94.1%</p> <p>2021/22 93.8%</p> <p>Secondary</p> <p>2022/23 91.0%</p> <p>2021/22 94.6%</p> | <p>In North Yorkshire schools, attendance overall has been gradually increasing following a sharp drop during 2021/22. Attendance has generally been following national trends across primary and secondary schools. Attendance in primary schools is typically higher than in secondary schools.</p> <ul style="list-style-type: none"> 94.7% in primary schools in 2022/23 <ul style="list-style-type: none"> 94.1% National 90.9% in secondary school in 2022/23 <ul style="list-style-type: none"> 90.9% National |  |  |
| <p>CYPS7</p> <p>Severe Absence rate</p> | <p>Primary</p> <p>2024/25 to end Q2 0.6%</p> <p>2023/24 (provisional) 0.6%</p> <p>2022/23 0.6%</p> <p>2021/22</p> <p>Secondary</p> <p>2024/25 to end Q2 2.8%</p> <p>2023/24 (provisional) 4.3%</p> <p>2022/23 3.8%</p> <p>2021/22 2.9%</p> | | <p>National</p> <p>Primary</p> <p>2022/23 0.7%</p> <p>2021/22 0.6%</p> <p>Secondary</p> <p>2022/23 3.4%</p> <p>2021/22 2.7%</p> | <p>Absence from 50% or more of sessions in period.</p> <p>Severe absence in primary schools similar to national rates.</p> <ul style="list-style-type: none"> 0.6% in 2022/23 0.7% National in 2022/23 <p>Level of primary school severe absence appeared to continue into 2023/24. 0.6% with official DfE statistics yet to be published.</p> <p>Severe absence in secondary schools slightly above national rates.</p> <ul style="list-style-type: none"> 3.8% in 2022/23 3.4% National in 2022/23 <p>Level of secondary school severe absence appeared to continue into 2023/24. 4.3% with official DfE statistics yet to be published.</p> <p>Severe absence in secondary schools considerably higher than in primary schools as is case nationally.</p> |  |  |



| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|--|-----|---|---|---|--|
| | | | | | Quarter | Year |
| CYPS8 % of young people with a qualification by age 19 (Level 2 / Level 3) | 2022/23 Level 2: 86.5% Level 3: 61.3% 2021/22 Level 2: 84.8% Level 3: 56.9% | | 2022/23 National Level 2: 85.5% Level 3: 61.3% 2021/22 National Level 2: 82.9% Level 3: 62.9% | North Yorkshire remains above the national average for Level 2 but is now in line with the national average for Level 3. This data has been taken from the latest DFE SFR April 24. Data is as of Q1 24/25 | 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 | 2024/25 Q1 188 (1.6%) Q2 1.1% 2023/24 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) NYC Situation Not Known 1.5% (June 2023) <u>NY 2022/23</u> Q1 185 (1.6%) Q2 120 (1%) Q3 179 (1.5%) Q4 251 (2.1%) | 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 percentage of Unknown young people is currently 33.9% and this is above both the National figure and the regional figure (1.8%). This higher percentage is due to the time of year and teams will be contacting young people and will be collecting young people's circumstances at the start of the new academic year. |  |  |
| CYPS10 The % of care leavers aged 19, 20 and 21 that are in education, employment, or training | 2024/25 Q1 61.0% 2023/24 Q1 67.5% Q2 64.6% Q3 64.1% Q4 61.0% | | 2022/23 Q1 68.1% Q2 66.4% Q3 66.9% Q4 67.2% | 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, it is encouraging to see the data has remained stable at Q1 compared to Q4. The unaccompanied asylum-seeking young people contribute to this parameter due to the fact they are not eligible to enrol into education, employment or training until residency has been decided. Year on Year comparison equated to a -7.1% 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) | 2024/25 86.0% | | <u>National 2024/5</u> 90.1% | The percentage of pupil who attend a good or outstanding school in North Yorkshire has increased by 1.6% whereas nationally the figure increased by 0.2%. This data has been taken from the latest Ofsted MI data August 24. Data is as of Q2 24/25 |  |  |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|--|---|-----|---|--|---|---|
| | | | | | Quarter | Year |
| CYPS12 Number of children who are EHE | 2024/25 Q2 1142 (Approx. 1.3% of school population) Q1 1267 2023/24 Q1 939 Q2 845 Q3 945 Q4 1093 | | % of school population EHE (end Q3 2023/24) National 1.1% North Yorkshire 1% | 1,142 children EHE in North Yorkshire at end Q2 of 2024/25. Fewer than end of Q1 but higher than Q1 2023/24 |  |  |
| CYPS13 The % of Education Health and Care Plans (EHCP) issued within 20 weeks | 2024/25 Q2 10% Q1 8.4% 2023/24 Q1 59.5% Q2 33.8% Q3 10.4% Q4 20.9% 2022/23 Q1 22.6% Q2 50.4% Q3 43.0% Q4 55.7% 2023 calendar: 45% | | National 2024 calendar: 50% | Over 2023 we saw 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 was a dip in timeliness in quarters Q2 and Q3 of 2023/24. This low relative performance has continued into the past Quarter, averaging 10% across the two quarters (26 of 250 issued on time). National rate reported for 2023 calendar year was 50%. Statistical Neighbour rate for 2023 calendar year was 40%. 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 Q2 2024/25 |  |  |



| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | | | | | | | | | | | | | |
|---|--|-----------|---|--|-------------------------|---------|-----------|----------|------|------|----------|------|------|----------|------|------|-----|---|
| | | | | | Quarter | Year | | | | | | | | | | | | |
| CYPS14 Rate of children with an Education Health Care Plan as % of school population | Jan 2024 Primary: 2.5% of school population Secondary: 2.6% of school population | | National Jan 2024 Primary 3.0% of school population Secondary 2.7% of school population Jan 2023 Primary 2.5% of school population Secondary 2.4% of school population Jan 2022 Primary 2.3% of school population Secondary 2.2% of school population Jan 2021 Primary 2.1% of school population Secondary 2.2% of school population | <p>As of January 2024, the % of the primary school population with EHC plans was 2.5% up from the 2.3% in January 2023. Current gap to national rate of -0.5pp (3.0%).</p> <p>As of January 2024, the % of the secondary school population with EHC plans was 2.6% up from the 2.5% in January 2023. Current gap to national rate of -0.1pp (2.7%).</p> <table border="1"> <thead> <tr> <th></th> <th>Primary</th> <th>Secondary</th> </tr> </thead> <tbody> <tr> <td>Jan 2024</td> <td>2.5%</td> <td>2.6%</td> </tr> <tr> <td>Jan 2023</td> <td>2.3%</td> <td>2.5%</td> </tr> <tr> <td>Jan 2022</td> <td>1.9%</td> <td>2.0%</td> </tr> </tbody> </table> <p>*% of school population</p> | | Primary | Secondary | Jan 2024 | 2.5% | 2.6% | Jan 2023 | 2.3% | 2.5% | Jan 2022 | 1.9% | 2.0% | N/A |  |
| | Primary | Secondary | | | | | | | | | | | | | | | | |
| Jan 2024 | 2.5% | 2.6% | | | | | | | | | | | | | | | | |
| Jan 2023 | 2.3% | 2.5% | | | | | | | | | | | | | | | | |
| Jan 2022 | 1.9% | 2.0% | | | | | | | | | | | | | | | | |










| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | | | | | | | | | | | | | |
|---|--|-----------|--|---|-------------------------|---|-----------|----------|-------|-------|----------|-------|-------|----------|-------|-------|-----|---|
| | | | | | Quarter | Year | | | | | | | | | | | | |
| <p>CYPS15</p> <p>The number of children receiving SEN Support as a % of school population</p> | <p>Jan 2024</p> <p>Primary: 13.7% of school population</p> <p>Secondary: 12.1% of school population</p> | | <p><u>National</u></p> <p>Jan 2024</p> <p>Primary 14.1% of school population</p> <p>Secondary 12.9% of school population</p> <p>Jan 2023</p> <p>Primary: 13.5% of school population</p> <p>Secondary: 12.4% of school population</p> <p>Jan 2022</p> <p>Primary: 13.0% of school population</p> <p>Secondary: 11.9% of school population</p> <p>Jan 2021</p> <p>Primary: 12.6% of school population</p> <p>Secondary: 11.5% of school population</p> | <p>As of January 2024, the % of the primary school population recorded as receiving SEN Support was 13.7% up from the 13.2% in January 2023. The gap to the National rate is – 0.4pp (14.1%).</p> <p>As of January 2023, the % of the secondary school population recorded as receiving SEN Support was 12.1% up from the 11.6% in January 2023. The gap to the National rate is –0.8pp (12.9%).</p> <table border="1"> <thead> <tr> <th></th> <th>Primary</th> <th>Secondary</th> </tr> </thead> <tbody> <tr> <td>Jan 2024</td> <td>13.7%</td> <td>12.1%</td> </tr> <tr> <td>Jan 2023</td> <td>13.2%</td> <td>11.6%</td> </tr> <tr> <td>Jan 2022</td> <td>12.8%</td> <td>10.8%</td> </tr> </tbody> </table> <p>*% of school population</p> | | Primary | Secondary | Jan 2024 | 13.7% | 12.1% | Jan 2023 | 13.2% | 11.6% | Jan 2022 | 12.8% | 10.8% | N/A |  |
| | Primary | Secondary | | | | | | | | | | | | | | | | |
| Jan 2024 | 13.7% | 12.1% | | | | | | | | | | | | | | | | |
| Jan 2023 | 13.2% | 11.6% | | | | | | | | | | | | | | | | |
| Jan 2022 | 12.8% | 10.8% | | | | | | | | | | | | | | | | |
| <p>CYPS16</p> <p>GCSE 9-5 pass in English and Maths (Basics) at KS4</p> | <p>2022/23</p> <p>45.7%</p> | | <p><u>National</u></p> <p>45.4%</p> | <p>The percentage achieving Basics at Key Stage 4 is above the national average but has reduced since 2021/22. This reduction is also seen at a national level and will be mostly due to this year's grade boundaries being tighter after grade inflation following Covid</p> <p>Data as of Q4 2023/24</p> | |  | | | | | | | | | | | | |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | | | | | | | | | | | | | | | | |
|--|---|-----------|---|---|---|---|--|---------|-----------|----------------|------|-------|----------------|-------|-------|----------------|-----|-----|--|-----|-----|
| | | | | | Quarter | Year | | | | | | | | | | | | | | | |
| CYPS17 Persistent absence as % of school population (primary/secondary) | North Yorkshire Schools: <u>2023/24 (provisional)</u> Primary: 13.3% Secondary: 35% | | National: <u>2018/19</u> Primary: 8.2% Secondary: 13.7% <u>2021/22</u> Primary: 17.7% Secondary: 27.7% <u>2022/23 (provisional)</u> Primary: 16.3% Secondary: 26.4% | Rates of persistent absence into 2022/23 appeared to be in line with rates witnessed in 2021/22 but again there is a significant difference to pre-pandemic rates. 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 what has been witnessed nationally. DfE yet to publish validated figures for full 2023/24 academic year. Updated Q2 2023/24 North Yorkshire Schools: | N/A |  | | | | | | | | | | | | | | | |
| | | | | | <table border="1"> <thead> <tr> <th></th> <th>Primary</th> <th>Secondary</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>7.3%</td> <td>14.3%</td> </tr> <tr> <td>2021/22</td> <td>16.0%</td> <td>28.7%</td> </tr> <tr> <td>2022/23</td> <td>13%</td> <td>26%</td> </tr> <tr> <td>2023/24 (provisional – DfE, Wonde tool)</td> <td>13%</td> <td>35%</td> </tr> </tbody> </table> | | | Primary | Secondary | 2018/19 | 7.3% | 14.3% | 2021/22 | 16.0% | 28.7% | 2022/23 | 13% | 26% | 2023/24 (provisional – DfE, Wonde tool) | 13% | 35% |
| | Primary | Secondary | | | | | | | | | | | | | | | | | | | |
| 2018/19 | 7.3% | 14.3% | | | | | | | | | | | | | | | | | | | |
| 2021/22 | 16.0% | 28.7% | | | | | | | | | | | | | | | | | | | |
| 2022/23 | 13% | 26% | | | | | | | | | | | | | | | | | | | |
| 2023/24 (provisional – DfE, Wonde tool) | 13% | 35% | | | | | | | | | | | | | | | | | | | |







| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|--|-----|---|--|---|---|
| | | | | | Quarter | Year |
| <p>CYPS18</p> <p>% of school population suspended at least one in academic year to date</p> | <p>Children Fixed term excluded at least once: Academic Year</p> <p>2023/24 3098</p> <p>2022/23 2685</p> <p>2021/22 2019</p> <p>2020/21 1574</p> <p>2019/20 1568</p> <p>2018/19 2040</p> | | <p>National</p> <p><u>2021/22</u> Children Suspended: 3.02%% Suspensions: 6.91%</p> <p><u>2020/21</u> Children Suspended: 2.20% Suspensions: 4.25%</p> <p><u>2019/20</u> Children Suspended: 1.87% Suspensions: 3.76%</p> <p>North Yorkshire</p> <p><u>2021/22</u> Children Suspended: 2.51% Suspensions: 6.45%</p> <p><u>2020/21</u> Children Suspended: 1.91% Suspensions: 4.32%</p> <p><u>2019/20</u> Children Suspended: 1.89% Suspensions: 5.40%</p> | <p>National comparisons for suspension in 2021/22 show that rates of children suspended at least once during the course of 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%.</p> <p>Based on current trends, we can expect North Yorkshire's rate to be between 3 and 4% of the school population for 2023/24</p> |  |  |

| Primary indicators | Latest data/ figures | RAG | Bench- marking data | Comments | Improvement since last: | |
|---|--|-----|---|--|-------------------------|------|
| | | | | | Quarter | Year |
| CYPS19 % of school population permanently excluded in academic year to date | Permanent Exclusions : 2023/24 122 2022/23 96 2021/22 55 2020/21 26 2019/20 51 2018/19 87 | | National <u>2021/22</u> Permanent: 0.08% <u>2020/21</u> Permanent: 0.06% <u>2019/20</u> Permanent: 0.06% North Yorkshire <u>2021/22</u> Permanent: 0.06% <u>2020/21</u> Permanent: 0.03% <u>2019/20</u> Permanent: 0.05% | 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%). Based on current trends, we can expect North Yorkshire's rate to be between 0.1 and 0.2% of the school population for 2023/24 | | |
| CYPS20 Adult Learning - 19+ Adult Skills funded learners - Overall Achievement Rates | 2023/24 77.1% 2022/23 80.6% (End of Academic Year) | | All figures from end of academic year 2021/22 Q2 77.3% 2020/21 76.9% (End of academic year) National 85.8% | The Adult Learning and Skills Service end of year overall achievement is below 2022/23 -3.5%. Also, below the national average of 85.8%. Maths continues to be an issue which contributes to the lower overall rate, this is a national picture. 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 2022/23, the national average rate for Education and Training Qualification Rate was reported at 84.2%. | N/A | |
| CYPS21 Adult Learning- 19+ Adult Skills funded learners- Overall Retention Rates | 2023/24 86.1% 2022/23 91.2% (End of Academic Year) | | 2021/22 91.6% (End of Academic Year) 2020/21 88.8% National 90.6% | At the end of academic year 2022/23 the service retention rate was just below the national rate by -4.5%. | N/A | |

| Primary indicators | Latest data/ figures | RAG | Bench- marking data | Comments | Improvement since last: | |
|--|--|-----|---|---|-------------------------|---|
| | | | | | Quarter | Year |
| CYPS22 Adult Learning- Apprenticeship Overall Achievement Rate | 2023/24 80.0% (End of Academic Year) 2022/23 52.2% (End of Academic Year) | | North Yorkshire 2021/22 47.8% 2020/21 78.6% (End of academic year) National 65.0% | At the end of the academic year 2023/24 the service significantly above the national average +15% this is a credit to the hard work of training and learning and adult education teams. | N/A |  |
| CYPS23 Adult Learning- Apprenticeship Overall Retention Rate | 2023/24 80.0% (End of Academic Year) 2022/23 52.2% (End of Academic Year) | | 2021/22 52.2% (End of academic year) 2020/21 78.6% (End of academic year) National 65.0% | At the end of the academic Year 2023/24 the service has achieved +15% above the national rates in retaining their apprentices in the year. | N/A |  |
| CYPS24 Number of Education, Health and Care Plans discontinued as needs met within a plan, for children of school age | 2023 228 discontinued in year 4.6% of all current EHC plans 2022 386 (4427) 228 discontinued in year 8.7% of all current EHC plans | N/A | 2023 6.8% of all current EHC plans 2022 6.7% of all current EHC plans | Reported annually. Number of discontinued EHC plans in calendar year. Proportion of plans discontinued in year reduced to 4.6% (228) of all current EHC plans down from 8.7% (386). Below national rate of 6.8% in 2023. | NA | NA |
| CYPS25 % of pupils with EHC plans who are in independent/ AP/ special settings | 42.1% | | | Reported in arrears | NA | NA |



| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|---|-----|--|--|---|---|
| | | | | | Quarter | Year |
| CYPS26 Number of appeals to SEND tribunal | Academic Year 2023/24 258 2022/23 149 | | | <p>149 appeals received for Tribunal in 2022/23 a higher number than any previous year. 258 received in 2023/24 to date (31st Aug).</p> <p>In 2023/24 to date the most common reason for appeal was the content of the EHC plan issued, 187 (72% of all appeals).</p> <p>180 (96%) of these appeals were at least partly due to the placement named in the plan.</p> <p>The appealable rate i.e. the total number of appeals as a proportion of appealable decisions (e.g. total statutory requests, decisions to assess and total number of EHC plans) has been increasing following a dip below national rates in 2021 to 1.4%. Since 2021 the rate has increased to be beyond national rate of 2.3% to 2.7%. The 2023 estimate is 3.2% with national data yet to be released.</p> |  |  |
| CYPS27 Total pupils on SEND transport | 1483 (July 2024) | | | Increase of 5% (n=+76) from 1407 at same point in 2024 | NA | NA |
| CYPS28 Total pupils on solo SEND transport | 259 (July 2024) | | | Similar to 257 at same point in 2024 | NA | NA |
| CYPS29 Proportion of Local Authority funded EHC plans placed in mainstream | 2024: 44% | | 2024: 43% | Annual | NA |  |
| CYPS30 First time entrant rate | 2023/24 Jul23-Jun24 156 per 100,000 (87 young people) | | England = 166 per 100k Region = 182 per 100k Family Group average = 124 per 100k | The 12 months ending June 2024 saw a decrease in the rate of First Time Entrant's in North Yorkshire compared with the rate of 179 12 months earlier. The current rate is better than the national and regional rates. |  |  |
| CYPS31 Number of households open to early help | 2024/25 Q2 1,441 | | 2023/24 Q2 1,555 Q3 1,545 Q4 1,565 2024/25 Q1 1,550 | The number of households receiving support from the Early Help Service has decreased in each of the last 2 quarters and is below 1,500 for the 1 st quarter end since March 2023. The current total of 1,441 Households relates to 2,783 children and young people. Whilst there was the anticipated decrease in new cases in August and September 2024, because of schools being closed during the summer holidays, the overall reduction is also due to a focus on closing cases as soon as appropriate |  |  |
| CYPS32 Timeliness of initial assessments (Early Help) | 2024/25 Q2 95.6% | | 2023/24 Q2 96.5% Q3 93.9% Q4 95.4% 2024/25 Q1 97.8% | The percentage of Initial Assessments completed within 20 working days remained very high but decreased to 95.6% in Q2 2024/25. 745 of the 779 completed, were completed within the target timescale. |  |  |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|--|-----|--|--|-------------------------|------|
| | | | | | Quarter | Year |
| CYPS33 Timeliness of assessment reviews (Early Help) | 2024/25 Q2 98.0 | | 2023/24 Q2 97.4% Q3 97.2% Q4 97.2% 2024/25 Q1 97.8% | The percentage of Review Assessments completed within 6 weeks increased to 98.0% in Q2 2024/25. 2,398 of the 2,448 completed, were completed within the target timescale. | | |
| CYPS34 The total number of children subject to a child protection plan (rate per 10,000) | 2024/25 Q1 41.2(469) Q2 46.0 (523) | | <u>2023/24</u> Q1 34.2 (390) Q2 33.0 (376) Q3 30.7 (351) Q4 36.7 (419) <u>2022/23</u> Q1 35.3 (415) Q2 35.0 (411) Q3 32.9 (363) Q4 31.9 (375) | This indicator is updated Q2 2024/25 RAG rated amber because the number of open CPP has risen sharply this quarter and is above the range of what would be considered "normal" in North Yorkshire (between 350 and 430 open CPP) . The increase is reflective of an increase in the number and proportion of children presenting to services meeting the threshold of risk of significant harm necessitating a statutory child protection plan | | |
| CYPS35 Rate of second or subsequent child protection plans | 2024/25 Q1 29.7% Q2 18.8% | | <u>2023/24</u> Q1 23.4% Q2 22.9% Q3 32.4% Q4 22.1% <u>2022/23</u> Q1 25.0% Q2 19.8% Q3 25.7% Q4 17.1% | This indicator is updated Q2 2024/25 RAG rated amber because the rate of repeat CPP remains volatile, with marked variation in performance between quarters | | |
| CYPS36 The total number of children in care | 2024/25 Q1 450 Q2 473 2023/24 Q1 427 Q2 422 Q3 441 Q4 447 | | <u>2021/22</u> Q1 410 Q2 403 Q3 402 Q4 405 <u>2022/23</u> Q1 406 Q2 398 Q3 417 Q4 412 | The number of Children in Care has increased significantly compared to again this quarter with a further 23 children entering care. Regarding the children in care Unaccompanied Asylum seekers (currently this is reported at 53 which remained stable compared to Q1 2024/25) the overall number of children care is recorded currently at 526 compared to 503 at the end of Q1 (+23). | | |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|--|-----|--|---|---|---|
| | | | | | Quarter | Year |
| CYPS37 The number of admissions to children in care | 2024/25 Q1 54 Q2 65 2023/24 Q1 56 Q2 52 Q3 54 Q4 53 | | <u>2022/23</u> Q1 45 Q2 33 Q3 61 Q4 53 | The number of admissions has increased significantly across 2023/24 and now into 2024/25. When comparing at the end of Q2 there were 11 more admissions compared to Q1 2024/25. However, it is worth noting when you compare national admission rates per 10k at the end of 2022/23 NYCC reported at 17, the national average was 28 and statistical neighbour 24 per 10k population. |  |  |
| CYPS38 The number of discharges from children in care | 2024/25 Q1 42 Q2 37 2023/24 Q1 35 Q2 41 Q3 31 Q4 56 | | <u>2022/23</u> Q1 34 Q2 31 Q3 30 Q4 38 | The number of discharges has reduced this quarter which will also be contributing to increased numbers of children in care along with the increases in admissions. There were 5 less in Q2 2024/25 compared to Q1 2024/25, when comparing year on year Q2 2023/25 there were 41 and at the end of Q2 2024/25 37 –4 discharges. However, it is worth noting when you compare national discharge rates per 10k at the end of 2022/23 NYCC reported at 12, the national average was 26 and statistical neighbour 20.9 per 10k population. |  |  |
| CYPS39 The percentage of referrals to children's social care that are repeat referrals | 2024/25 Q1 – 19.6% Q2 – 20.3% | | <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% <u>2023/24</u> Q1 – 17.1% Q2 -18.5% Q3 – 20.0% Q4 – 22.7% Full Year – 19.8% | This indicator is updated Q2 2024/25 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. Although Q1 24/25 had seen a decrease in the rate, it remained much higher than across 2021/22 and 2022/23. Q2 24/25 also saw an increase to 20.3% 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 | Bench-marking data | Comments | Improvement since last: | |
|---|--|--------|--|---|-------------------------|------|
| | | | | | Quarter | Year |
| CYPS40 The percentage of children with an up-to-date SDQ | 2024/25 Q1 70.6% Q2 73.3% 2023/24 Q1 81% Q2 76.4% Q3 73% Q4 76.3% | Yellow | <u>2022/23</u> Q1 78% Q2 74% Q3 72% Q4 70.9% | The percentage of children with an up-to-date SDQ when comparing year on year (-3.1%) and Q1 2024/25 to Q2 2024/25 (+1.7%). | | |
| CYPS41 The average Strengths Difficulties Questionnaire (SDQ) score for children in care | 2024/25 Q1 16.9 Q2 17.2 2023/24 Q1 16.9 Q2 17.1 Q3 17.0 Q4 16.8 | Red | <u>2022/23</u> Q1 17.9 Q2 18.2 Q3 17.2 Q4 17.5 National 13.8 Statistical Neighbours 14.1 | The average SDQ score has seen some significant improvements between 2022 and 2024/25 Q1. When comparing year on year and quarter on quarter the score has remained stable. Although still below the national and statistical neighbour's current score. | | |
| CYPS42 The number of Care Leavers receiving support from the leaving care team | 2024/25 Q1 520 Q2 528 2023/24 Q1 495 Q2 505 Q3 503 Q4 511 | Red | | At the end of Q2 2024/25 the number of care leavers is higher compared to Q1 2024/25 (+8) and year on year (+23). UASC young people will be contributing to the increases in numbers crossing over from children in care when they turn 18. Regarding UASC (Unaccompanied Asylum-Seeking Children) there are currently 56 in leaving care. | | |
| CYPS43 % of Care Leavers (aged 19, 20 or 21) that the local authority is 'in-touch' with | 2024/25 Q1 99.5% Q2 99.5% 2023/24 Q1 99.5% Q2 99.5% Q3 100% Q4 99.4% | Green | <u>2021/22</u> Q2 97.7% Q3 100% Q4 96.6% <u>2022/23</u> Q1 97.3% Q2 95.1% Q3 95.2% Q4 98.9% | Performance for Care Leavers in-touch with the local authority is remaining stable and strong at the end of Q2 2024/25 at 99.5% compared to 99.5% (Q1 2024/25), (this is just 1 care leaver not in touch). Comparing the same point last year (Q2 2023/24 99.5%). 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). | | |
| CYPS44 % of Care Leavers (aged 19, 20 or 21) in suitable accommodation | 2024/25 Q1 97.0% Q2 98.3% 2023/24 Q1 95.4% Q2 95.8% Q3 97.2% Q4 94.5% | Green | <u>2021/22</u> Q1 96.8% Q2 95.9% Q3 92.3% Q4 92.1% <u>2022/23</u> Q1 95.6% Q2 93.9% Q3 94.7% Q4 95.3% | We continue to perform strongly compared to the latest national average (88%) and the latest statistical neighbour average (92%). Q2 2024/25 has seen another increase up to 98.3% compared to Q1 2024/25 97% (+1.3%) and year on year Q2 2023/24 95.8% +3.0% year on year. | | |

| Primary indicators | Latest data/ figures | RAG | Bench- marking data | Comments | Improvement since last: | |
|--|--|-----|--|--|-------------------------|------|
| | | | | | Quarter | Year |
| CYPS45 % of respondents who were either satisfied or very satisfied with the involvement from the Children & Families Service | 2024/25 Q1 87% Q2 89% 2023/24 Q1: 97.6% Q2 100% Q4 90% | | 2021/22 Q2: 98% Q3: 96% Q4: 96.1% 2022/23 Q1: 94.0% Q3: 96% | In Q2 there has been an increase in family feedback satisfaction score up to 89%, there have been 37 respondents compared to 37 in Q1 2024/25. Looking at an annual comparison the overall feedback is — 11%, 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. | | |
| CYPS46 Number of contacts received by MAST | 2024/25 Q1 - 7661 Q2 - 7489 | | 2023/24 Q1 7432 Q2 7516 Q3 7667 Q4 8207 2022/23 Q1 6371 Q2 6656 Q3 6874 Q4 7806 2021/22 Q1 5849 Q2 4865 Q3 5556 Q4 6034 | This indicator is updated Q2 2024/25 RAG rated red because of the ongoing increase in the number of contacts at the front door. Year to date data points to a plateau in the number of contacts received, with 15,150 received, This is an 1% increase (n=202) on the number of contacts received in the same period in 2022/23. It's worth noting the first 6 months of 2023/24 saw an 11% increase (n=1,471) compared with the same period in 2022/23. | | |
| CYPS47 Number of referrals to Children's Social Care | 2024/25 Q1 1526 Q2 1340 | | 2023/24 Q1 1285 Q2 1428 Q3 1519 Q4 1513 2022/23 Q1 1157 Q2 1219 Q3 1205 Q4 1409 2021/22 Q1 1300 Q2 895 Q3 1115 Q4 1122 | This indicator is updated Q2 2024/25 Despite Q2 24/25 receiving fewer referrals than the previous year, this is RAG rated red because of the ongoing increase in the number of referrals to CSC in the year to date. | | |
| CYPS48 Percentage of Children and Families assessments completed in 45 working days | 2024/25 Q1 96.6% Q2 94.8% | | 2023/24 Q1 96.7% Q2 98.5% Q3 96.6% Q4 96.3% 2022/23 Q1 98.1% Q2 97.8% Q3 98.0% Q4 97.0% 2021/22 Q1 99.3% Q2 99.1% Q3 98.8% Q4 98.6% | This indicator is updated Q2 2024/25 RAG rated green because performance in respect of this indicator remains excellent and much better than the national average (82.5%) or the statistical neighbour average (82.2%). The dip in performance in Q2 2024/25 is not statistically significant | | |

| Primary indicators | Latest data/ figures | RAG | Bench-marking data | Comments | Improvement since last: | |
|---|--------------------------------------|-----|--|--|---|---|
| | | | | | Quarter | Year |
| ASC14 Rate of safeguarding concerns per 100,000 population | 2024/25 Q2: 395 Q1: 417 | | Nat: 1,313 (2022/23 full year) 338 Q2 2023/24 | This indicator is updated quarterly. Ranked as RAG amber in Q2 as changes to recording practice continue to result in increased the number of people with multiple concerns raised around safeguarding issues. Activity levels are down slightly between quarters and there is no corresponding increase in the number of concerns progressing to a safeguarding enquiry. Timescales for responses to safeguarding concerns remained in line with the 15-day target in Q2. |  |  |