



North Yorkshire
County Council

Executive Performance Report

Quarter 4 • 2020/21

Enter

Report produced by Strategy and Performance



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Executive Summary

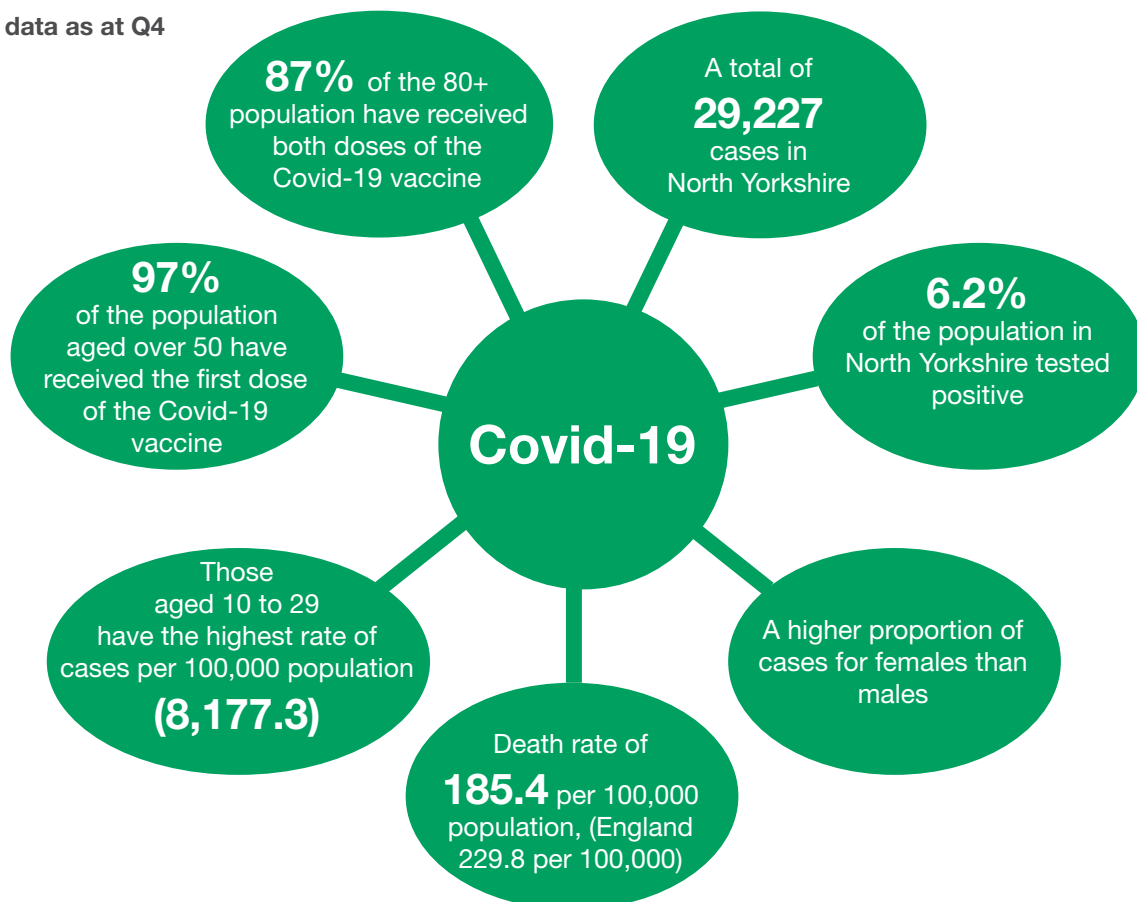
Introduction

The ambition in focus this quarter is **Innovative and Forward Thinking Council**. As in previous years, quarter 4 also provides an in depth focus on **Public Health**.

This report sets out the continued strong performance of the County Council throughout 2020/21 in supporting people, communities and businesses through this extraordinarily challenging period. The challenges of Covid-19 have been particularly stark through Quarter 4 which covers the period of the third lockdown that started just before Christmas 2020.

The Council has played a strong leadership role in the fight against the virus, including through the development and implementation of the Covid-19 Outbreak Control Plan. This has led to the delivery of significant activity to support a range of high risk environments such as care homes and educational settings, high-risk communal accommodation and workplaces. The Council has also played a key role in supporting and delivering testing and vaccination take up. Further details of the Council's leadership response to Covid-19 is set out in the "Leading for North Yorkshire" section of this report.

Covid-19 data as at Q4



During quarter 4 the Government published its roadmap returning to a full normal life by June 2021. Step 1 – 8th March saw the return to education and childcare, Step 2 – 12th April saw the reopening of non-essential retail, personal care outdoor hospitality, libraries and indoor leisure. It is too early to fully assess the impact of the first two stages of reopening through quarter 4 data, however analysis of this will be an ongoing theme of future reports.

It is also worthy of note that through much of quarter 4 the Government has been consulting on proposals for Local Government Reorganisation in the area. Following the submission of North Yorkshire's "Stronger Together" proposal on the 9th December 2020, the government undertook a period of consultation on proposals which ended on the 19 April. The County Council submitted its consultation response re-iterating the benefits of a single strong unitary council for North Yorkshire and the sub-region. A decision is expected in the summer of this year.

Despite the devastating impact of the pandemic, it has enabled the Council to accelerate new efficient ways of working over the course of 2020/21. For example, the greater use of technology and video-conferencing to deliver services has resulted in 5.5m less business miles than the previous year, saving 210,000 hours of driving time and 1,500 tonnes of carbon emissions. Whilst it is unrealistic for all services to support people and communities remotely in the long term, it does offer valuable learning and innovation, which can be built in to new ways of working going forward.

This quarter also saw approval of the revised council plan which has been recently approved by full Council in February 2021. The plan sets out the Council's strategic ambitions and priorities for the continued delivery of strong high performing services, and the specific challenge of supporting the county's successful recovery from the Covid-19 pandemic. Future performance reports will continue to measure progress against the plan.

A summary of strengths and challenges for each Council Plan ambition is set out below;

Council Ambition – Leading for North Yorkshire

Throughout the last year the Council has continued to provide strong strategic and community leadership in relation to the County's priorities;

Progress and strengths for this council ambition are:

Covid-19 response

The Council has played a strong leadership role in the fight against the virus including through the development and implementation of the Covid-19 Outbreak Control Plan and key activities to support care homes and educational settings, high risk communal accommodation and workplace settings. The Council has also played a key role in supporting and delivering testing and vaccination take up.

Stronger Communities & Customer Support Organisations (CSOs)

Have continued to respond to high demand for support through the third lockdown period.

LGR Proposal

The North Yorkshire proposal sets out how a single unitary authority would deliver a local government system that is stronger, simpler and more effective. On the 9th December 2020 the case for a single Unitary North Yorkshire was delivered to Government for consideration and consultation. The period of consultation ended on the 19th April with the Government set to announce a decision in July 2021.

Rural Commission

Two further planned meetings are scheduled in May and June before the Commission publishes its findings and recommendations in July 2021.

Council Plan

The newly revised council plan details how the Council intends to adapt to meet the challenges up until 2025. It sets out our vision and values and describes how the council will provide leadership, enable individuals, families and communities to do the best for themselves, and to ensure the delivery of our own high quality services.



Challenges for this council ambition are:

Securing devolution for York and North Yorkshire

North Yorkshire and York to move quickly to an ambitious devolution deal as early as possible which is critical to post-Covid economic recovery.

Management of Covid-19 in North Yorkshire

Implementation of the Local Outbreak Management and Prevention Plan in the ongoing Covid crisis, to ensure the best for the people of North Yorkshire.

Council Ambition – Innovative and forward thinking council

Quarter four has seen the authority continue to support North Yorkshire residents and businesses, as well as its own staff against Covid-19.

Progress and strengths for this council ambition are:

Reduced staff travel saving money, time and the environment

During 2020/21 staff drove 5.5m business miles less than the previous year, this saved £2.3m in mileage costs, 210,000 hours of driving time and 1,500 tonnes of carbon emissions. An additional £259,000 was saved on rail travel.

Volunteers continue to play a vital role in delivery of services and support

Despite a decrease in volunteering with the Coronavirus pandemic, 5,809 volunteers gave 23,837 hours of their time, during quarter four. At a rate of £14.43 per hour this would equate to over £340,000 worth of volunteer time.

Keeping the Community Informed

The council website has been a vital source of both local and national information on coronavirus for residents over the past year with 1,893,646 views of pages in that section in 2020/21 and social media messages were seen on average 3.5 million times a month. As well as using the internet and social media to keep people informed about the Coronavirus situation, the council sent an email to 80,000 portal account holders, 10,000 NY now subscribers and guidance by post to 244,000 households at the start of the third lockdown. This campaign led to an increase in viewings of the Council website.

Supporting those shielding

The customer service centre has throughout the year ensured residents, the most vulnerable in its communities and businesses have been well informed, supported and protected. The Covid-19 guidance information sent to residents by email and by post in January successfully generated increased traffic to the website which resulted in only 129 calls and 31 emails to Customer Services with queries.

Remote Working

An average of 3,400+ employees used their lap-tops to work remotely on weekdays and over 700 per day on weekends. This is an increase of almost 6% from the previous quarter. Office 365 is being introduced to further support flexible and collaborative working which has already been enhanced by the introduction of Microsoft Teams.

102 live broadcast meetings of the Council's formal, public committees

This way of working by the Democratic Services Team continues to yield significant time and cost savings and has the benefit of being open and transparent.

Challenges for this council ambition are:

Maintaining the best of new ways of working

As restrictions begin to be eased during 2021/22, maintaining the benefits of the new ways of working will need to be carefully managed through the “Beyond 2020” programme to maximise these benefits for the Council and its workforce.

The impact of Covid-19 on the workforce

During 2020/21, NYCC lost 1,640 days of staff time due to Covid-19 sickness. This accounts for 5% of all sickness absence in the year and may have a continuing impact as the effect of “Long Covid” is realised. More significantly absence due to Covid isolation rather than sickness amounted to 33,227 FTE days or equivalent to 144 FTE employees for the full year, 2.6% of the workforce. These lost working days were offset by a significant reduction in overall sickness absence of 28,172 FTE days, or 2 days less sickness absence per FTE.

Council Ambition – North Yorkshire is a place with a strong economy and a commitment to sustainable growth

Quarter four sees services continuing to help businesses respond to and recover from the Coronavirus pandemic. Whilst the usual business of highways major projects continue, extra support is being given to local businesses to ensure they can operate as efficiently and effectively as possible, whilst remaining Covid safe.

Progress and strengths for this council ambition are:

New Growth Plan for North Yorkshire

A new Growth Plan developed by Business and Environmental Services was approved by Executive in March.

Street Lighting Programme Completed 2 Years Ahead of Schedule

The LED Street Lighting project was completed two years ahead of schedule in quarter four. The programme which should have taken 5 years but was completed in three, saw the replacement of 50,400 streetlights across North Yorkshire with energy-saving LED lamps as part of an ambitious carbon reduction programme.

Latest DCLG Data Shows Increase in Housebuilding Locally

The latest DCLG housebuilding data regarding the number of permanent dwellings completed shows a steady increase from 2013 to the start of the pandemic. In 2018/19 there were 2,740 dwellings completed, 500 more than the previous year and sees the number increase to the levels last experienced in the mid to late 1990s.

Challenges for this council ambition are:

Post Pandemic Recovery

Supporting residents and businesses to recover from the Covid pandemic as restrictions begin to be eased will provide challenges for the authority. The easing of restrictions will start to reveal the true economic impact of the pandemic as financial support for businesses in the form of grants and money to furlough staff starts to decrease.

Houses locally became less affordable in 2020

Although more affordable than the rest of the country, new build houses became less affordable in North Yorkshire during 2020 than they were in the previous year. Houses in parts of North Yorkshire can cost up to 8.9 times more than median local wages.

Council Ambition – Every adult has a longer, healthier and independent life

Activity levels across the customer pathway for adult social care ended the year below 2019/20 levels, but in some areas of activity, the trend continued to close that gap right through to the year-end:

- Adult social care related contacts (73,373) were down by 4.5% or 3,428 contacts (down by 8% or 4,563 contacts in Q3);
- Referrals to adult social care teams (15,613) were down by 12.5% or 2,237 referrals (down by 17% or 2,235 referrals in Q3), with the data indicating that activity levels in the second half of the year were the same as in 2019/20;
- Referrals to Living Well (2,911) were down by 23% or 870 referrals (down by 22% or 584 referrals in Q3); and,
- The number of people in permanent residential and nursing care placements (2,058) remained down by 10% or 244 placements on the end of 2019/20.

This is an improvement on the position reported in Q3, but it continues to pose a risk in terms of the potential impact on future demand levels for social care support as the council moves further away from the most recent lockdown period and people begin to re-engage with services. Completed reablement involvements (1,707) were down by 28% (678) year on year at the end of Q4, having been down by 23% at the end of Q3, with staff diverted to deliver domiciliary care as part of the Covid response. As reported previously, the result is significant numbers of people who may not have received short-term, preventative support when it would be most beneficial to them, which could result in more complex, long-term support needs when we receive a referral for them.

Initial assessment activity was up 47% or by 6,304 assessments at the end of Q4 (up 50% in Q3), reflecting the on-going, increased focus on supporting hospital discharges, which is showing early signs of a reduction. Progress has remained good in reassessing the on-going care needs of people who are receiving sort term support under the Covid emergency funding arrangements, with those arrangements now in their third phase with increasingly tight timescales for the reassessment of people's ongoing care needs.

New safeguarding arrangements have continued to deliver improved outcomes for people throughout the pandemic period, with cases being resolved quickly and consistently, around 80% being resolved without the need for more formal investigation. The number of safeguarding concerns received each month remained largely consistent around the average of 288 per month throughout the pandemic, with small surges following each lockdown period. The final two months of the year showed rapidly rising numbers of concerns, possibly indicating the anticipated increased activity as business returns to normal.

Progress and strengths for this council ambition are:

Overall placement numbers remain very stable

The total number of current long- and short-term residential and nursing placements (2,458) remains very stable, with a 0.6% reduction (14 placements) since the end of 2019/20. At the end of Q3 the figure was showing a 1% increase (33 placements) since the end of 2019/20. The change between quarters reflects the slow, but continuing reduction in the use of short-term beds, down from 465 in Q3 to 400 in Q4. The use of short-term placements increased significantly in response to the Covid pandemic and remains 135% higher than at the end of 2019/20, but is showing 5 consecutive months of reducing numbers.

Care market quality remains high

Care Quality Commission (CQC) published inspection results show that the proportion of social care service provision in the county that is rated "good" or better (88.1%) remains higher than the national (84.3%) and regional (83.1%) averages. For in-house service provision this figure continues to be higher still at 97.3%.

Improved safeguarding outcomes maintained throughout the pandemic

New safeguarding processes put in place in October 2019 delivered a 23% (1,047) reduction in safeguarding concerns year on year at the end of Q4. The number of concerns received each month has shown a high degree of consistency since the new arrangements started, with small surges following each lockdown period. The arrangements continue to deliver quicker and less formal outcomes for people, with 80% of concerns continuing to be resolved at the information gathering stage without the need to progress to a more formal resolution stage.

Challenges for this council ambition are:

Hospital discharge activity remains high after the last surge in Covid cases

Throughout 2019/20, the daily average for the number of hospital discharges received by adult social was 10 per day. At the end of Q3, this had reached 17 per day, and at the end of Q4 it was at 18 per day despite the significant reductions in Covid cases in the community and in hospital bed occupancy due to Covid. As other areas of activity that require social care input continue to return to business as usual levels, hospital discharge activity running at almost twice the normal level is an added and immediate point of pressure for frontline teams.

Prevention activity levels remain well below last year

Activity levels through the prevent, reduce, delay elements of the social care pathway show signs of improvement, but remain well below 2019/20 levels. Living Well referrals were down by 23% (870) to 2,911 at the end of Q4, the gap was 22% in Q3. Reablement involvements were down by 28% (628) at 1,707. The significantly reduced continuing lower levels of early intervention work maintain the risk that the Covid outbreak leads to higher levels of future demand as people's resilience and well-being continues to be eroded.

Annual review completions remain below 2019/20 levels

The number of reviews of adult care plans completed at the end of Q4 was 7,451, down by 25% (2,435) on 2019/20 activity levels. The margin of reduction reported in Q3 was 23%. Reduced review activity continues to be offset by increased needs assessment activity under the Covid response operating model, which relates to an additional 1,997 initial assessments of people's care needs. In addition, emergency Covid funding arrangements require that cohort of service users to be reassessed within 6 weeks of their hospital discharge to identify their ongoing care needs.

Council Ambition – Every child and young person has the best possible start in life

As schools complied with national pandemic restrictions for the majority of Quarter 4 and children have largely remained at home, we saw a reduction in the number of contacts received by the front door, from 5,301 in Quarter 3 to 5,136 (3.1%). Despite this reduction, the number of referrals to Children's Social Care has remained relatively stable, increasing slightly from 1,074 in Quarter 3 to 1,088 in Quarter 4. Our re-referral rate has remained low at 15.7%, down from 16.1% in 2019/20.

We have seen the number of children requiring statutory intervention through a Child Protection Plan increase in Quarter 4, from 326 to 344. Despite this increase, the number of Child Protection Plans remains within our expected range. The number of children in care in North Yorkshire has reduced over the Quarter from 439 to 423 as we continue to see a higher number of children leaving care (n=162) than entering care (n=153). Over the past 12 months, we have seen a 3.1% reduction (n=14) in the number of children in care, down by 14 from 447.

Across 2020/21, we have seen the number of contacts into the MAST from mental health services (adults and children's) almost double from 548 in 2019/20 to 1086 in 2020/21. This may be emerging evidence surrounding the impact of the pandemic on the mental health of children, young people and families.

The number of children in elective home education (EHE) continues to rise, although at a slower rate than previous quarters, with 850 children recorded in EHE at the end of the quarter +5% (n= 44) additional children, compared to the end of Quarter 3 (806). All families of electively home educated children have been contacted by the Early Help service and provided with information on where they can access Covid-related and non-Covid-related support. 48% of families contacted said that Covid-19 was a factor in deciding to home educate, however, approximately 78% of these families said that their children would return to school once they felt it was safe to do so.

The impact of the school closures leaves us unable to track performance of exclusions, as there is no comparable data. We only have a partial picture for Quarter 4 when we saw 368 exclusions or a fixed period and 4 permanent exclusions to the end of March. Reducing the number of exclusions in schools remains a priority for the Directorate and will be tracked closely now schools have re-opened.

The population of children with an Education Health and Care plan (EHCP) has continued to grow. There were a total of, 3574 EHCPs by the end of Quarter 4, up by 13% (n=421) on the same point last year and a similar increase to the 12.8% (+340) between Quarter 4 of 2018/19 (2813) and Quarter 4 of 2019/20 (3153).

Progress and strengths for this council ambition are:

Consistency in the number of referrals to Children's Social Care

Quarter 4 has seen the number of referrals to Children's Social Care remain stable at 1,088, compared to 1,074 during Quarter 3.

Sustained low rate of repeat referral

The full year figure for repeat referrals is 15.7%, down from the already low (strong) 16.1% seen in 2019/20. This is considerably lower than the latest national rate (22.6%) and statistical neighbour rate of 20.3%.

Further reduction in the number of children in care

Quarter 4 has seen a continued reduction (n=16) when compared with Quarter 3, in the number of children in care at 423, 11 of whom are Unaccompanied Asylum Seeking Children (UASC)

Highest proportion of Care Leavers in Higher Education

At the end of the Quarter, 13.6% of Care Leavers aged 19, 20 or 21 were in Higher Education, up from 9% in 2019/20 and 6% in 2018/19.

Improving performance in the timeliness of the Early Help Assessments

Over 2020/21, 92.3% of Early Help assessments were completed within 20 Working Days, up from 74.3% in 2019/20.

School attendance of vulnerable groups is above the national rate

As of the end of Q4 2020/21, 83.1% of children with a social worker were attending school and 86.3% of children with an EHCP, both of these figures are higher than the national rates of 81.6% and 83.6% respectively.

Assessment timeliness remains strong

98.9% of children & families assessments were completed within 45 days and 75.9% were completed within 30 working days during Quarter 4. This is considerable better than the latest national benchmark for timeliness of assessments of 83.8% completed within 45 days.

Challenges for this council ambition are:

Repeat Child Protection Plans remain high

Over 2020/21, 27.1% of new Child Protection Plans were second or subsequent plans. This is an increase from 26.1% on 2019/20 and 16.7% in 2018/19. Analysis shows that this is in part due to a reduction in the overall number of new plans and there are fewer repeat plans being issued within 12 months of the previous plan. Reducing the number of repeat plans remains a priority for the service.

The number of Electively Home Educated pupils remains high

As at 31st March 2021, 850 children were Electively Home Educated in North Yorkshire, up by 45 from 815 at the end of December 2020. This is an increase of 22.3% from 695 at the end of March 2020 and 38.4% from 614 at the end of March 2019.

Immunisation and Dental Checks remain a challenge due to Covid-19 restrictions

Covid-19 restrictions continue to pose challenges to dental checks and immunisations for Children in Care. At the end of Quarter 4, 71.1% of children in care had their immunisations up-to-date (down from 88% at the end of 2019/20) and 49% had up-to-date Dental Checks (down from 84% at the end of 2019/20).

The overall rate of schools with a Good or Outstanding Ofsted inspection outcome is below the national rate

Whilst the rate of primary schools with a 'Good' or 'Outstanding' Ofsted inspection outcome remains at 82.8%, this rate continues to be below both the National rate and that of our Statistical Neighbour authorities (87.8% and 87.1%) respectively.

The rate of secondary schools in North Yorkshire is currently 74.4%, down from 76.7% at the same point last year. As with primary schools, the secondary school rate is below both the National and Statistical Neighbour rate (76.5% and 80.1% respectively). This is a priority for the service to improve as inspections re-start post national pandemic restrictions.

As of Quarter 4 2020/21, 100% of Nursery schools (3 of 3) and 100% of Pupil Referral Units (5 of 5) in the county were 'Good' or 'Outstanding', higher than both the National and Statistical Neighbour rate. The rate for all special schools in the county was 82% (9 of 11), below both the National and Statistical Neighbour rate.

The number of Education, Health and Care Plans continues to rise

As of Q4 of 2020/21, there were 3574 young people with EHCPs, this is a 104% increase on Q4 of 2014/15 (1745). There was a +79.5% increase in EHC plans between January 2015 and January 2020, the increase over the same period nationally was +62.4%.

Timeliness of issuing EHC plans is lower than previous years

A total of 109 new EHC plans were issued in Quarter 4, 8% (n=10) lower than the same period 2019/20).

There has been a deterioration in the timeliness of new EHCP plans issued, there are 2 reasons for this, turnover of Educational Psychologists and difficulty in recruiting, resulting in depleted staff numbers and therefore capacity as well as the impact of the pandemic. This has resulted in a back log of cases and performance reduced to 12% (n=13) of new EHCPs were issued within 20 weeks in Quarter 4 which compares to 60.5% in the same period last year. The service has a robust plan in place to clear this back log by the end of the summer term.



Council Ambition: 'Leading for North Yorkshire'

Outcomes:

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

Council's Covid-19 response

Covid-19 has dominated the Council's work, and that of most of our partners. The Council's public health team has been central to the response to Covid-19 including input at key meetings such as Tactical and Strategic Coordination groups through the Local Resilience Forum (LRF), NHS Silver and Gold meetings for North Yorkshire and York and Humber, Coast and Vale, COVID ethics committee, and NYCC COVID Gold.

The 'Council's North Yorkshire Covid-19 Outbreak Control Plan' was published on June 26th 2020 and updated in March 2021. This plan sets out NYCC's approach to managing the pandemic, with robust governance arrangements in place to ensure delivery. This is overseen by the Outbreak Management Advisory Board – a strategic oversight board that meets monthly, chaired by the Leader of NYCC and includes Elected Members and the Chief Executive of the Council, Corporate Director of Adult Services, Director of Public Health and Executives from partner

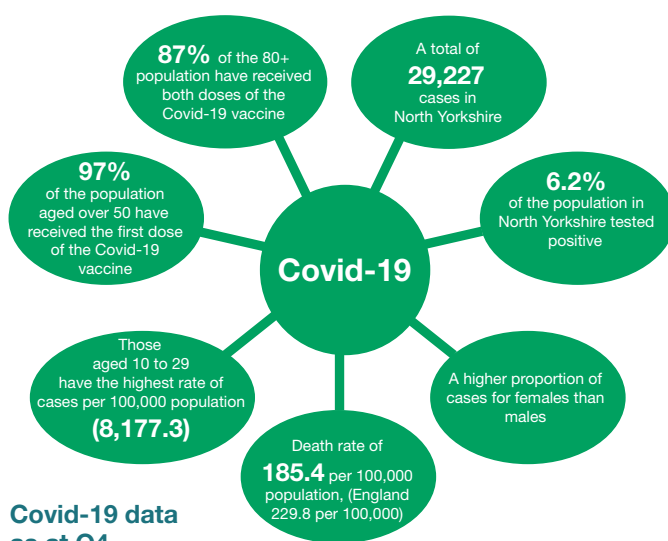
agencies including the NHS. The Outbreak Control Plan emphasises public health experts working with the NHS, Public Health England, the community and voluntary sector and other local government colleagues to support individuals, communities, businesses, education and care homes settings to prevent outbreaks via good hygiene and social distancing measures. It also sets out how the county will respond when outbreaks occur. Key work has focused around the following settings and functions:

Care homes

All 237 care settings complete a survey to identify support needs and monitor cases and outbreaks, and can contact the care setting liaison team should they have any queries or support needs. The 155 domiciliary care providers are monitored by the care setting liaison team. Information is fed into a three times a week multi-agency silver call where issues are discussed and support is allocated according to need. Where concerns are identified, additional interventions are provided from a combination of agencies including NYCC, CQC, PHE and the Infection Prevention and Control Team at HDFT. Guidance has been produced on a range of issues including visiting, PPE and going out into the community. Weekly webinars are held with providers to share good practice, identify issues and provide updates on guidance.

Educational settings

Throughout the pandemic, the Council have supported educational settings with outbreak management and infection prevention and control, support that the Council continue to provide. The Council have an established process, which educational settings follow in order to inform of positive cases. There is a dedicated team providing bespoke advice to all settings



with active cases and help with contact tracing and isolation and, where needed, outbreak management. The Council continues to support settings with testing, particularly asymptomatic, mass testing which was introduced on the 8th of March. Monitoring is taking approximately 1,100 educational settings across the county and although there have been a number of positive cases (in line with the national picture), protective measures schools have put in place have meant as little disruption of students across the county as possible.

High-risk communal accommodation settings

The Council provides prevention and outbreak control support to a range of settings – including Children's Homes and respite residential settings; Houses of Multiple Occupation (HMOs); supported living accommodation; refuges; homeless hostels etc. Providing bespoke advice to all settings noted, supported by PHE where needed and often involving complex responses to facilitate local testing, translated materials to cater for populations where English is an additional language, support for isolation and enforcement activities. The development of a Joint Working Protocol for Rough Sleepers in Harrogate and Scarborough following outbreak management involvement earlier in the pandemic, which has led to improved local arrangements between services.

COVID testing

North Yorkshire has continued to work hard to provide accessible COVID testing. We have set up additional local test sites in Malton and Catterick Garrison to deliver both PCR and lateral flow testing. There is a regular programme of mobile testing units that provide PCR testing across the County. Lateral flow tests are widely available across North Yorkshire for anyone to use on a regular basis. North Yorkshire have also been the first council in the country to pilot a mobile distribution unit for lateral flow tests, travelling to our more rural areas, in partnership with the Department of Health and Social Care. For people unable to access these routes tests can also be ordered online or by calling 119 for home delivery.

In recent months, the Council has seen surge testing for variants of concern (VOC) deployed in a number of Local Authorities. This has included Local Authorities

that border North Yorkshire, Middlesbrough, Leeds and Stockton. Fortunately, to date NYCC has not had to deploy surge testing; however, the risk of a VOC appearing in North Yorkshire is a constant and real threat. Members can be reassured that NYCC and its partners have planned for this event and have already been on standby on a number of occasions due to the surge testing in bordering Local Authorities detailed above. In March, NYCC held a virtual exercise involving key strategic personnel on how the Authority would respond to delivering surge testing in an urban area and a sparse rural area.

Vaccination

The roll out of COVID vaccination is progressing well in North Yorkshire, with 64.98% of the county's population (excluding children) having received at least one Covid-19 vaccine. This is above the English rate of 53.38%. The programme is being co-ordinated through the NHS, although the Council and the Local Resilience Forum have been providing logistical support for example around venues, transportation, volunteers and waste disposal. Currently vaccination is targeted towards everyone over the age of 42. Both Pfizer and Astra Zeneca vaccines are used in North Yorkshire, with testing delivered through a combination of hospital hubs, mass vaccination sites, and primary care network-led vaccination. The vaccination programme is overseen by the multi-agency North Yorkshire and York Vaccination Assurance Group, which meets fortnightly, chaired by North Yorkshire's Director of Public Health. This group aims to identify where there may be low levels in vaccine uptake and implement interventions to ensure equity in the vaccination rollout across North Yorkshire and York.

Workplaces

Activity in this sector remains very busy with the team currently managing over seventy incidents, supporting over 200 businesses with two or more cases. The team works closely with PHE, Health and Safety Executive, Environmental Health and NYCC testing team colleagues to assess, manage and prevent outbreaks. All workplaces contacted receive a prevention pack, with information on how to manage and report further cases, promotional materials and support information for any employees self-isolating.

Common 'pinch points' include; car sharing, ventilation, messages to employees where English is not first language, and social distancing practice of employees in and out of the workplace. In general, workplaces have strong COVID secure measures in place and are keen to work with and get further support from Public Health.

Preventative interventions have included proactive engagement with potentially high-risk businesses (meat processing factories; employment agencies and cleaning companies) or by geographical location (Leeming Bar Industrial Estate). We have linked with partners in localities and progressed work to ensure a response around a workplace cluster and to prevent wider community transmission e.g. where employees live in houses of multiple occupation. The Council have worked closely with colleagues to promote preventative messages and interventions, such as sharing good practice, evidence and learning during Covid-19 and making associated recommendations such as the roll out of psychological first aid training.

Public Health

'Improving health and wellbeing and reducing health inequalities in North Yorkshire'

Public health describes our collective, organised efforts to protect and improve the health of people in North Yorkshire by putting wellbeing at the heart of everything we do to enable each person to live a healthier, happier life. It is central to the council's work in preventing ill health and helping people to reduce their risk of requiring healthcare and social support services.

Clearly responding to the global Covid-19 public health pandemic has dominated our work, and the work of our partners, since January 2020. This response has included many facets of public health protection including prevention, testing, contact tracing and case and outbreak management. We have delivered this across the county in coordination with national and regional colleagues, managing incidents in a diverse range of settings including education, workplaces, Houses in Multiple Occupation (HMOs) and care homes.

Significant public health effort is directed towards place shaping and systems leadership, working with many internal and external partners to influence improvement in health and wellbeing.

There are six mandated public health services which local authorities in England are obliged to carry out:

- weighing and measuring specified groups of children
- NHS Health Check assessments for adults aged 40 to 74 years
- open access sexual health services
- providing public health advice to NHS commissioners
- protecting the health of the local population, for example, from infectious diseases, environmental hazards and extreme weather events
- providing universal health visitor reviews for pregnant women and young children

Additional public health functions in North Yorkshire that are supported by public health grants include:

- Preventing and reducing harm from drug and alcohol misuse
- Stop smoking services and tobacco control
- Public health programmes for children and young adults aged 0-19
- Preventing obesity and increasing physical activity
- Improving mental health
- Enhancing workplace health

In 2020/21, the Public Health grant was £22,106,566, which includes directly commissioned services, team activities and work funded through other parts of NYCC or with partners. We invest funding into the Living Well, Safer and Stronger Communities teams, linking to the council's wider prevention agenda. We continue to use our reserve to invest for the future, although this year we have underspent due to reduced service activity levels resulting from Covid-19. Governance in our work is ensured through regular Public Health Business meetings.

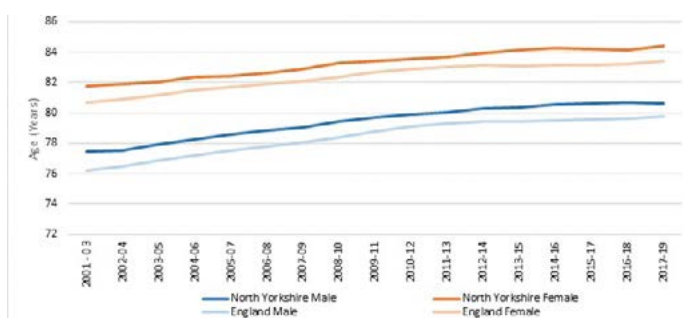
One thing that the Covid-19 pandemic did not stop is the work to transform the Healthy Child Programme (HCP) in North Yorkshire. The HCP is a universal preventative child and family health promotion programme for children aged 0-19 years, which

aims to “ensure that every child gets the good start they need to lay the foundations of a healthy life”. A comprehensive consultation has informed the redesign of these services, aligned across wider systems, to meet the needs of local families in the future. These changes are outlined later in this report.

In a year when Covid-19 has dominated our thoughts as well as headlines, there may have been less coverage on wider aspects of health. Nevertheless, it is important to broaden our focus, as there are health challenges in North Yorkshire, as well as many success stories. We continue to report our key performance indicators on a quarterly basis (see appendix).

In general, health in North Yorkshire is good, with most of our key overarching indicators above the England average. Life expectancy at birth is 84.4 years for women and 80.6 years for men; an additional 1 and 0.8 years respectively when compared with the England average. This data reflects pre-pandemic life expectancy, but there is early evidence that the impact of COVID has lowered average life expectancy by 0.9 – 1.2 years for women and men respectively (Aburto et al. 2021).

Life expectancy at birth in NY and England (Source PHE Public Health Outcomes Framework)



In terms of healthy life expectancy, we see a bigger difference, with North Yorkshire residents expecting to live an extra 4.5 (women) and 2.3 (men) years in general good health compared to the national average.

Inequality in life expectancy at birth in North Yorkshire is lower than the national average, meaning that there is less difference in the number of years lived between those in the most deprived areas and those in the least deprived areas.

However, there is substantial inequality – women and men living 4.8 and 6.9 years longer respectively in the least deprived areas compared with those living in the most deprived areas. Addressing this inequality, whilst improving outcomes for all remains one of the key challenges for improving health in North Yorkshire.

Children and Young Persons' Health

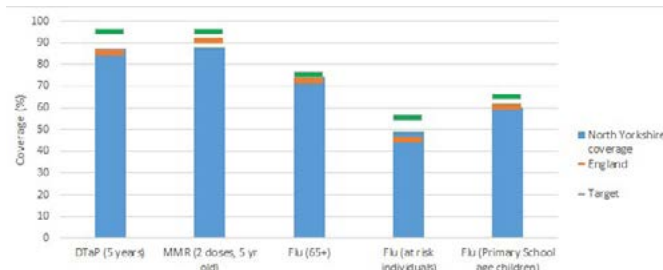
A number of indicators that relate to the health of children and young people are below the national average. The percentage of children achieving a good level of development at the end of reception is 73%, slightly above the England average of 72%. However, when considering children who have free school meal (FSM) status, only 51% of children achieve a good level of development, significantly below the England average of 57%. A similar pattern is seen in the Year 1 phonics screening check, suggesting that children from lower income households in NY have a gap in their early years' attainment, and addressing this will be a priority going forward. In young people, the proportion not in education, employment or training, or whose status is unknown (NEET) is 8.8%, significantly higher than the England average (5.5%). This data was collected prior to the pandemic and, given the economic impacts of Covid-19 are known to impact young people more severely, the figure may increase in the future.

Routine Vaccine Coverage

During the largest global vaccine rollout in history, it is an important time to reflect on the routine vaccinations that have been part of the health protection agenda for many years. Coverage for a number of vaccine-preventable diseases remains below their respective target values. For example, the second dose of the diphtheria, tetanus, and polio and MMR vaccines flu in primary school children (95% target), at risk individuals (55% target) and 65+ (75% target). Achieving target coverage levels is not an easy task, for example, coverage for dose 2 of the MMR vaccine in 5-year-old children is below the 95% threshold for the vast majority of local authorities. The rollout of the Covid-19 vaccines has been a great success story of 2021, but still has many challenges remaining to reach the whole community and maintain high coverage levels. As these challenges are overcome, it is important that we apply

the knowledge and learning outcomes to increasing vaccine coverage against other diseases.

Routine vaccine – national and local coverage in comparison to targets. (Source PHE Public Health Outcomes Framework)



Wider impacts of Covid-19 on health

The impact of Covid-19 on health goes beyond the infections from the virus itself. The disruptions on healthcare due to re-prioritisation of hospital staff has impacted non-emergency care such as elective admissions, and the national lockdowns have affected health in a variety of ways. Prior to the pandemic, in 2018 in North Yorkshire 52.7% of cancers were diagnosed at stage 1 and 2, significantly below the national average of 55%. There is concern that the pandemic will have negatively impacted cancer diagnosis and treatment and so it is possible that the proportion of cancers identified at stage 1 and 2 will decrease.

Another example of an area of health impacted by the pandemic is loneliness, which is known to impact physical health in addition to its impact on mental health. Based on data collected prior to April 2020, only 37.5% of adult carers and 48.7% of adult social care users in North Yorkshire report having as much social contact as they would like. Whilst both these figures are above the national average, it is concerning that half of respondents do not have as much contact as they would want. Given the additional burden of loneliness caused by lockdowns, it is likely that sections of society will have substantial impact on their health due to increased isolation.

The examples above give some of the ways in which Covid-19 can impact health, but the effects are thought to be broad and far-reaching and so NYCC are currently conducting an in depth health impact

assessment to understand the wider impact of Covid-19 on health in North Yorkshire. This assessment will examine the impacts of both direct Covid-19 effects and indirect effects of measures including national lockdowns and tier restrictions. Much of the evidence will emerge over the months and years to come, including the health outcomes of “long COVID” diagnosis and economic impacts such as employment rates and housing tenure so this will be a continued work area. We have considered local data where available, but much is published only at national or international levels. Potential positive impacts such as new and emerging business models, concerted efforts to tackle homelessness, greater community cohesion, increased access to countryside and green spaces, reduction in some crimes and improved air quality during reduced traffic periods should be noted.

One interesting area to reflect on is changes to drinking habits during the first lockdown. National research from a survey of over 2000 people revealed that more than one in five (21%) adults who drink alcohol are drinking more often since lockdown began on 23 March 2020. However, one in three of those who drink (35%) have reduced how often they drink or stopped drinking altogether - lockdown is changing the way that the UK drinks at both ends of the scale. In addition, more than one in three (38%) drinkers or past drinkers said that they are taking active steps to manage their drinking - suggesting an awareness that lockdown might lead to an increase in drinking. Most widely reported actions are taking drink-free days (14%) and being careful with the amount purchased (9%). <https://alcoholchange.org.uk/help-and-support/get-help-now/coronavirus-information-and-advice-hub>

In contrast, our mid-point survey of Wake Up North Yorkshire (completed by 389 individuals) found that 31.8% of respondents said there was no change in their drinking during lockdown, 21.2% said they were drinking less but 47% were drinking more. Survey respondents also told us they consumed alcohol for more negative reasons in lockdown, when compared to reasons outlined in the baseline survey, most notably for ‘stress and anxiety’. This increased from 15.9% at baseline and 19.2% during lockdown. In addition, 16% of respondents at midpoint indicated that they drank alcohol because of boredom. This option was

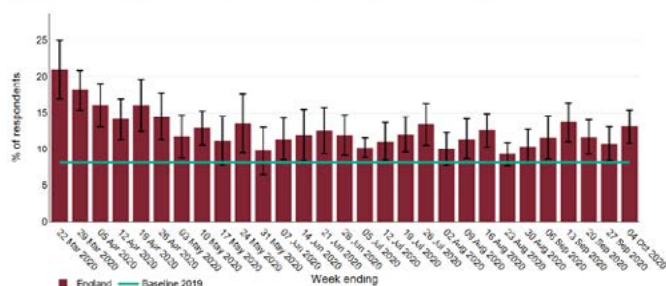
not available at baseline. Parents with children under 16 living with them were also significantly more likely to state that they consumed more alcohol during lockdown than before, compared with those who are not parents with children under 16 living with them (70.5% compared with 41%) – a potential link with the pressures of home schooling/working from home. Other findings included that the people most likely to have consumed more alcohol in lockdown than previously are also more likely to want to reduce their alcohol consumption as lockdown eases – so we have a behavioural intent.

Self-reported mental health and wellbeing has, on average, worsened during the pandemic. Adults experienced high anxiety levels and low happiness levels in the week immediately preceding the first national lockdown and the two following weeks. The charity Young Minds has found that Covid-19 is having a negative impact on many young people's mental health. With most young people having had disruptions to school attendances and some not having access to resources and materials with which to learn, there will be a subsequent detrimental effect on both academic attainment and wellbeing.

The chart below highlights the percentage of respondents with a low happiness score in England. It is clear to see that a higher percentage of respondents feel unhappy in comparison to 2019 baseline figure. The latest results show the percentage of respondents with a low happiness is significantly higher than the 2019 baseline.

Trend in percentage of respondents with low happiness (score 0-4) in England

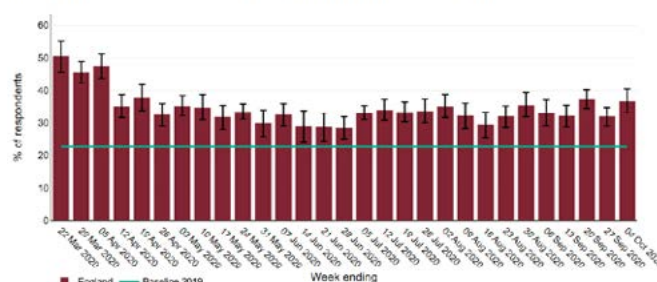
Source: PHE



This chart below highlights the percentage of respondents with a high anxiety score in England. From March to October 2020, the percentage was significantly higher compared to the 2019 baseline.

Trend in percentage of respondents with high anxiety (score 6-10) in England

Source: PHE



North Yorkshire is seeing some evidence of an increase in contacts from mental health services into Multi-Agency Screening Team (MAST), and some evidence of increased referrals from families who pre-pandemic were just managing cope financially. However, this is based on a single quarter of data, so caution around using this data should be used. Much of the impact on children so far will be focused on mental health, isolation and familial stress. This may be in the form of financial stress, or because of families on the verge of crisis forced to spend more time together in lockdowns. Self-harm, suicidal thoughts and abuse are already substantial problems in the UK. There have been rising concerns about people experiencing higher levels of psychological or physical abuse while social distancing at home during the Covid-19 pandemic, alongside increases in self-harming or suicidal ideation. We will continue our surveillance efforts on this.

Hospitality, Leisure, Tourism and Events (HLTE)

Outside lockdown periods, our local actions cards provide guidance and support on how to prevent and manage Covid-19 outbreaks. Environmental Health Officers and Trading Standards colleagues also visited key high-risk premises to ensure Covid-secure measures were in place as well as encouraging the tourist sector to sign up the "We're Good To Go" industry standard and consumer mark managed by Visit Britain.

Events continue to be closely monitored with oversight by local Safety Advisory Groups and NY Police. This has included both responding to COVID incidents and ensuring all adhere to the latest government guidance giving people who live, work and visit North Yorkshire reassurance that our HLTE sector is Covid-19 secure. We developed a stages of response legal framework with letters so there is a clear approach to providing event organisers with Advance Notice of Potential Direction under Regulation 5(1) of the Health Protection (Coronavirus, Restrictions) (England) (No. 3) Regulations 2020 (No. 2020/750).

North Yorkshire's Covid-19 response moved to a different phase in quarter three, with the introduction of locality-based approaches and the establishment of the Covid-19 Outbreak Management Hub. In response to increasing cases in Scarborough borough in December, the LRF-led multi-agency Operation Talla was carried out in neighbourhoods identified as having a high number of cases. This included providing 20 additional road signs, leaflet distribution to 12,000 homes and knocking on doors, reminding residents to get tested if symptomatic and isolate, as well as providing information on support available and was backed-up with a high profile media campaign.

Communication has been an underpinning priority throughout our response to Covid-19. The Local Resilience Forum (LRF) has led the North Yorkshire strategic approach for Covid-19 communications. Our Corporate Communications Unit, in close partnership with the Director of Public Health and the wider Public Health Team, has led NYCC communications. This has included radio and television interviews, videos, press articles, social media content and provision of a public health update in the weekly NYCC Partners Bulletin. We have worked closely with our district colleagues and other organisations to promote key messages and protect people's health.

Transforming Healthy Child programme (HCP)

All HCP contracts expired in March 2020, and there was a broad consensus on the need to change the focus of the programme, and create integrated 0-19 services across the health and social care system. In 2019, the Council Executive agreed the different approaches for commissioning the different elements of

the programme. It was recognised that the HCP forms one part of a wider system of support for children and families across North Yorkshire, including the Council's Outstanding Rated services such as Early Help, Children's Social Work and Special Education Needs and Disabilities, and strong links into NHS and voluntary sector services.

NYCC and HDFT developed a new 0-19 service model, which was a subject of a 10-week public consultation that ended on January 2021, with the commitment from NYCC:

- That all children and young people will receive universal and targeted services to enable them to have the best start in life, through more joined up working across the system
- To prioritise its public health grant-funded HCP towards children under five, to support their early development and to ensure that they are ready to learn.
- To continue to provide targeted support for 5-19 year olds, through a range of different programmes and funding streams.
- That services will combine a mix of face-to-face, online, individual and group work services, tailored to the personal circumstances of each family, building on the learning from delivering service during the Covid-19 pandemic.
- To continue to work with children and families, and agencies across the system to ensure that the right support is provided by the right person and at the right time.

The overall response was good amid Covid-19 challenges; 245 people completed online survey and 133 people participated in virtual meetings. Seventy-four percent of survey respondents supported our proposals to prioritise 0-5 and to focus on vulnerability and risk taking in 5-19 and safeguarding for all children. There were understandably concerns about some of the universal services for school aged children that we are proposing to stop (e.g. hearing and vision screening at school entry, named school nurse for each school and school based sexual health services). We are working with local partners on ways to mitigate these and other gaps in services. The new service model is being finalised, with the expectation that it will commence in summer 2021.

A new Specialist Drug and Alcohol Service for Young People went live on 1 April 2021. The service includes an Arrest Referral Pathway into the service funded by the Office of the Police, Fire and Crime Commissioner. We are progressing work on the joint commissioning between NYCC and the three Clinical Commissioning Groups covering North Yorkshire of a School Based Universal and Targeted Emotional Health and Wellbeing Service to commence in autumn 2021.

Current community delivery of ante natal and new birth contacts progressed from remote to face-to-face throughout the pandemic. All safeguarding contacts are now face-to-face again, as are visits to families on the Vulnerability Pathways. Review Health Assessments are completed on a virtual basis or a face to face contact where clinically indicated. Welfare calls are undertaken as required or at a minimum every 3 months, and the service continues to take part virtually in multi-agency and safeguarding processes.

Grow and Learn, the School Readiness Pilot, a 12-month project was established to enable a better understanding of the risk factors around delayed speech and language and test the impact of interventions. This project is taking place within the Ryedale district and the eastern part of Whitby, which have been identified as areas of greatest need. To date the multi-agency intervention pathway has supported 121 children, involving the Healthy Child Team, Children and Families Service, Early Years Providers and Schools.

Since summer 2020, we have worked with staff and students at Leeds Beckett University (LBU) to develop and test a digital child weight management service. This project aims to develop a family-focused website with dietetics and peer support, to guide families towards achieving a healthy weight. We have consulted in-depth with a small number of families to redesign the programme, and the service will be piloted with NY families from April-August 2021.

Delivering services in new ways to meet emerging needs

The Public Health Team has worked in partnership with providers throughout the pandemic to support response; address challenges; develop relationships and communicate delivery arrangements. Legacy service developments and planned service developments have been achieved. Throughout the pandemic, the Public Health Team have held regular SITREPs (situation response) meeting with all services. Unless there was a national mandate to suspend services and/or contracts had expired, all services have continued throughout the pandemic.

YorSexualHealth (YSH)

YSH have continued to provide a high quality service and have undergone a phased return to the full



range of provision. The service priorities remain the delivery of the central booking line, online and postal provision of sexually transmitted infection testing and treatment, free condoms and contraception. YSH have been expanding their service provision according to Government restrictions.

In October, North Yorkshire introduced **HIV Pre Exposure Prophylaxis (PrEP)** into routine commissioning with York Teaching Hospital NHS Foundation Trust as part of a national mandated roll out. HIV PrEP forms part of combination HIV prevention alongside health promotion, condom use, regular testing and swift initiation of HIV treatment where indicated. Active risk reduction provides a major opportunity to control HIV transmission. In addition, the regular sexually transmitted infection (STI) testing which forms part of the PrEP package of care provides opportunities to test and treat STIs, thereby supporting the control of STIs.

There were 2,260 first attendances for new episodes of care Q1-3 in 20/21, compared to 4,459 in 19/20; 1,348 new first ever attendances Q1-3 in 20/21, compared to 3,976 in 19/20.

North Yorkshire Adult Weight Management Service (tier 2)

In line with national guidance, the Adult Weight Management Service had ceased face-to-face delivery of any element of the service for clients currently accessing the service. However; the service is still open for business using a virtual offer as the default offer for the services as further service developments are made in the coming months. All existing clients and new clients will receive a triage assessment and options of service offered are discussed individually.

Despite the adaptations of the service in response to the pandemic, there has been a substantial drop in client numbers, with 483 people completing the programme - 33% of the 2019 total (1,447). Additionally there has been a 58-70% drop in numbers of clients achieving outcomes in 2020 when compared to 2019.

A significant communications campaign is planned to be launched in May 2021. The purpose is to universally increase referrals through revised messaging, engaging resources for all providers to use, humanistic stories, a re-structure of the webpage. The campaign aims to target underrepresented groups.

NHS Health Check Programme

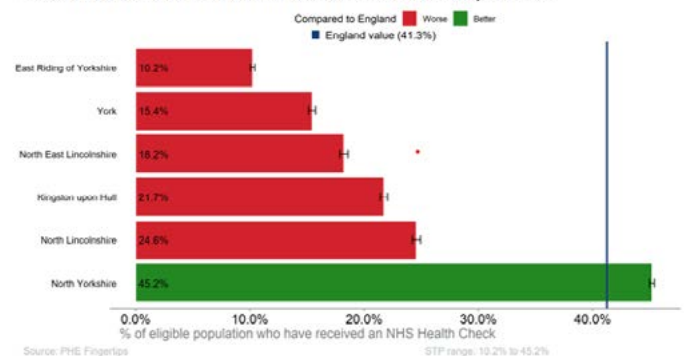
National guidance instructing NHS trusts and community providers to cease delivery of NHS Health Check provision expired on the 31 July 2020, and following further guidance from PHE the delivery of NHS Health Check programme has now resumed across North Yorkshire. The physical clinical test aspect of the service remains as face to face, however alternative delivery methods for follow up moved to a virtual appointment.



In general, activity this year has been low, with 7763 total invites for 2020/21 and 2640 people using this service, which represents 24% and 16% of the 2019/20 totals respectively. Despite the low performance date this year, the NHSHC in North Yorkshire is still performing better than England and Yorkshire and Humber for the 5-year period.

NHS Health checks received

Cumulative percentage of the eligible population aged 40-74 who have received an NHS Health Check, by upper tier local authority, 2015/16 - 19/20. Please note that the last few weeks of data for 2019/20 will have been affected by COVID-19.



Living Well Smokefree (LWSF) Community Stop Smoking Service

Smoking is a cause of increased risk for coronavirus, as smokers are at greater risk of acute respiratory infections, infection lasting longer and being more serious than it would be for non-smokers.



Provision of Stop Smoking support has continued to be delivered throughout the Covid-19 pandemic. All service users are offered a 12-week remote offer, which has been positively received and has increased engagement with the number of missed appointments reducing significantly. Due to Covid-19 pressure within primary care, numbers of individuals accessing the service through the APL (GP/Pharmacy provision) has dropped significantly. However this has resulted in higher numbers accessing the Specialist Living Well Smokefree service. Across 2020/21 (data is only available up to QTR 3 at this point) 967 individuals have SAQD with 656 achieving a 4 week quit status. This equates to a 68% quit rate which is well above the national average of 51%.

National Child Measurement Programme (NCMP)

Recent government guidance has asked local authorities to commence measurements (after Easter) but only in 10% of schools. HDFT are preparing to commence measurements in April/May 2021 onwards. In total, 9,357 children were measured pre-COVID in North Yorkshire. The 2019/20 data show that the number of children with excess weight (overweight or obese) are 23.4% of 4-5 year-old children (same as in 2018/19), and 32.5% of 10-11 year-olds (compared to 30.6% for 2018/19).

Healthy Schools Award Programme

The programme was greatly affected by Covid-19 and school closures in 2020 and 2021. Nevertheless, schools have continued to be supported by the HSA team and to work on (and submit) their healthy schools award applications. Training and events have moved online and this has worked well. Celebration event is planned for June 2021. Since the scheme started in Sep 2019, 200 (54% of North Yorkshire schools) have registered with Healthy Schools Award.

Future plans include a new scheme for early years' settings (nurseries, childminders) and a new set of 'extension' targets (for schools once they achieve gold status) around: Environment/Climate change; Diversity & Equality; Anti-bullying work; Physical Activity; Unintentional Injuries and / or Road Safety, and Community Engagement.

North Yorkshire Horizons – Adult Drug and Alcohol Recovery Service

North Yorkshire Horizons has continued to provide a face-to-face service within all five hubs throughout the Covid pandemic. Psychosocial and recovery support have been delivered by digital means including via telephone. A system business continuity plan was developed in conjunction with the Local Medical Committee, Community Pharmacy North Yorkshire and Children and Families Services.

Up to Q3 20/21, 2647 individuals had been engaged with the service, compared with 2356 during the same period in 19/20. The overall number of people and number of new people accessing the service predominantly for support with opiates has declined over the last 3 years. However, there have been fewer

discharges from the service amongst this cohort during the Covid pandemic than in the same period during previous years – engagement in support services is a protective factor, which has been particularly critical during the Covid pandemic, particularly for people with complex needs and multiple disadvantage. The overall number of people and number of new people accessing the service predominantly for support with alcohol and substances other than opiates has increased during 20/21 compared to previous years – particularly for alcohol. North Yorkshire continues to be an outlier compared to England and other regions for engagement for support with alcohol dependence.

There has been an increase in deaths by people engaged with North Yorkshire Horizons during the Covid pandemic, which is consistent with England. Public Health England is conducting a review currently, and we continue to work closely with North Yorkshire Police, Health and Adult Services and Children and Families Services to monitor and respond as appropriate as part of our Confidential Enquiry Protocol led by Public Health.

Community

Public Health funding for Stronger Communities has been utilised for Universal Plus (community) offer, providing a telephone helpline for access to social support and help with things like shopping, collecting prescriptions and dog walking, extended to support those who were self-isolating and/or shielding. Coordinated efforts here were greatly valued in supporting some of our most complex incidents including HMOs, traveller parks and ships. In addition, Stronger Communities have met increasing requests around transport for vaccinations.

During this quarter, 23 community support organisations have: received 410 referrals from the customer service centre; reported receiving over 2,900 contacts; deployed on average circa 13,157 volunteers per week delivering around 25,118 volunteer hours; helped circa 2,690 people per week.

Going forward, work is needed to support vulnerable and isolated people in our communities. Living Well referrals have reduced by 23% (865) on 2019/20, in line with the general pattern for adult social care of reduced referrals during the Covid outbreak. The

service continued to report high satisfaction ratings. The total number of all referrals to Living Well in full year 20/21 is 2,916.

National Institution of Health Research Partnership bid for Adult Social care – SUCCESS

In August 2020, a Public Health lead on behalf of Health and Adult Services completed a research funding application to address knowledge gaps and priorities for research in Adult Social Care research. This multiagency bid involved the University of York, Sheffield University, Hull, Doncaster and City of York Local Authorities to apply for research funding from the National Institute for Health Research. The bid was successful and as a partnership we will receive the estimated funding amount of £1,008,830; NYCC will receive estimated £49,000. The research will commence in June 2021 with the aim to answer the following question: Can a regional capacity-building network facilitate greater understanding, production and use of research in adult social care? In addition, we have offered internships to students on the new MA applied Public Health course developed with Teesside University. These efforts matter in terms of promoting evidence-based practice across NYCC and with partners, to ensure we get best value for money and achieve key outcomes.

Tackling inequalities

Our work to tackle inequalities has included efforts to address homelessness. A partnership established between NYCC, SBC, Beyond Housing, TEWW, NYP and other agencies to provide dedicated units and intensive and community support to people who are currently homeless or likely to be made homeless due to a range of social and long-term health needs. These include mental health/substance misuse, physical health needs or because of their criminal activity or anti-social behaviour. This project is called REACH – Reducing Exclusion for Adults with Complex Housing needs. Currently staff recruitment is underway and housing support units identified. The anticipated start date is May/June 2021, funded for three years. After this, the hope is to develop a purpose built facility to support people who are homeless and have complex needs.

We have undertaken a Joint Strategic Needs Assessment of people with learning disabilities. This highlights the challenges experienced by this group, including national evidence that on average people with LD live 15 to 20 years less than the general population and estimates suggesting that 3.6 times more deaths amongst this group during the first wave of Covid-19. This assessment makes recommendations to improve outcomes including annual health checks and employment rates.

Work with NHS partners: Population Health Management

Population Health Management is an emerging technique for local health and care partnerships to use data to design new models of proactive care and deliver improvements in health and wellbeing, which make best use of the collective resources. In North Yorkshire, our health and care needs are changing: our lifestyles are increasing our risk of preventable disease and are affecting our wellbeing, we are living longer with more multiple long-term conditions like asthma, diabetes and heart disease and the health inequality gap is increasing.

September 2020 was the beginning of the PHM programme roll out in North Yorkshire, to understand our current, and predict our future, health and care needs to allow for us to take action in tailoring better care and support with individuals, design more joined up and sustainable health and care services, and make better use of public resources. We have collaborated with Coventry University to recruit student volunteers to gain experience and knowledge of a national programme, support in the collection of data and evaluate the programme.

A confident North Yorkshire championing the case for a fairer share of resources for our communities

Council Plan

The newly revised council plan details how we intend to adapt to meet the challenges up until 2025.



The plan identifies five ambitions for 2025:

- **Leading for North Yorkshire**
- **Every child and young person has the best possible start in life;**
- **Every adult has a longer, healthier and independent life;**
- **North Yorkshire is a place with a strong economy and a commitment to sustainable growth, and**
- **Innovative and forward thinking Council**

The above ambitions are reflected in this report.

The plan has been refreshed to reflect the significant work undertaken in response to Covid-19, and references our proposal for a single unitary council for North Yorkshire. Updates have also been made to the priorities under each ambition to reflect the ongoing challenges with Covid-19 and the impact it has had on the Council.

Rural Commission

North Yorkshire County Council convened the Rural Commission in 2019. Membership of the Commission is comprised of eight key regional figures from business, farming, religion, academia, community development and journalism. The key task of the Rural Commission is to recommend the actions that local partners should take over the next 10, 20 and 30 years in order to maximise the sustainability of the most rural communities in North Yorkshire.

The work programme of the Rural Commission is extensive and wide ranging. The Commission agreed in their inaugural meeting that they would tackle the

main part of the task on a theme-by-theme basis. The Commission identified seven major themes or policy challenges that they wanted to investigate. These challenges included farming and food, economy and jobs, rural housing, digital connectivity, rural transport, schools and education, and energy transition and environment.

The approach taken by the Rural Commission during the evidence gathering stage was mainly built on a programme of monthly evidence sessions, in line with the seven major policy themes, which moved from face-to-face meetings to virtual sessions due to the continuing Coronavirus situation. In addition to this, the Commission undertook two external visits for Commissioners to see for themselves, and to hear from local people and communities about the kinds of challenges experienced by people living in rural places. As reported previously, in August 2020 Commissioners spent time in Ryedale District, in the east of the county, and met with local residents, councillors and community and voluntary groups. A second (virtual) visit to various places in the west of the county took place in February 2021.

A further planned meeting with North Yorkshire MPs also took place in December 2020, attended by three Members of Parliament and a full complement of Commissioners. The main purpose of this meeting was to provide an exclusive opportunity for North Yorkshire MPs to contribute their opinions and ideas into the evidence gathering process of the Rural Commission and to share the concerns of their constituents about the challenges and opportunities for rural dwellers in North Yorkshire.

The work of the Rural Commission continues to progress, with strategic and administrative support provided by the County Council. Since the completion of the evidence-gathering phase of the investigation, Commissioners have taken part in five planned days of discussions during the past three months or so and are currently in the final stages of agreeing the main conclusions and recommendations to include in their final report. Two further planned meetings are scheduled in May and June before the Commission publishes its findings and recommendations in July 2021.

Beyond Carbon

In order to integrate the Council's aspiration for carbon neutrality into corporate change programmes, the Beyond Carbon programme has been established to bring together the different strands of ongoing work to reduce the Council's carbon footprint and promote actions to combat climate change more widely in the county. An allocation of £1m has been included in the 2021/22 budget to pump prime and support actions to decarbonise heating, energy use and business travel and to sequester carbon. A corporate carbon reduction plan is in development.

Working with partners and local communities to improve health and economic outcomes for North Yorkshire

Defra's Local Authority Emergency Assistance Fund for Food and Essential Supplies

The Government made provision for an emergency fund of £63 million to be distributed to local authorities in England to help those who were facing financial hardship and as a result were struggling to afford food and other essentials due to Covid-19. The funding was a one-off contribution for the 2020-21 financial year, and was intended to help local authorities to continue to support those people and families facing hardship over the coming months due to Covid-19.

The County Council was awarded £532,000 via the fund. In September 2020, NYCC, in consultation with the seven district councils, allocated £177,000 via 24 grant awards to further support and expand the direct provision of food for those people and families experiencing financial hardship. A second round of funding was made available in December 2020 for food banks and other food supply schemes (for example community kitchens and fridges, or meals on wheels) to support voluntary and community sector efforts over the winter months; a further 24 grants totalling £100,000 were awarded and distributed before Christmas.

In addition, £105,000 has been awarded to Citizens Advice North Yorkshire (comprising Citizens Advice Mid North Yorkshire, Citizens Advice Craven & Harrogate Districts and Citizens Advice Scarborough & District)

to expand their Money and Benefits Advice Service across the County. This was in direct response to evidenced increased demand between April and July 2020, particularly from a new cohort of individuals who are presenting to services for the first time. The remaining funding has been used to extend the reach of the North Yorkshire Local Assistance Fund (NYLAF).

This investment was to complement the £1.4million that was also awarded to NYCC via the Covid19 Winter Grant, to support families and children who have been affected by the pandemic, as well as existing resources in place through the NYLAF General Financial Hardship and the aforementioned Covid19 Self-Isolation grants.

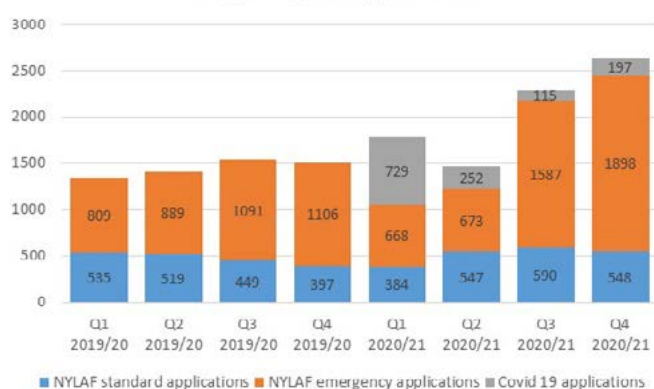
Holiday Activities and Food Programme

Stronger Communities are working with colleagues in Children and Young Peoples Service (CYPS) and voluntary sector partners to support the delivery of the Holiday Activities and Food Programme (funded from Department for Education grant). Acknowledging that holidays can be a pressure point for families due to increased cost, and that some children will experience 'unhealthy holidays' both nutritionally and physically, a programme to deliver nourishing food, nutritional advice and a range of enriching activities is being developed for Easter, Summer and Christmas school holidays. The programme – FEAST (Food, Entertainment, Arts & Sports Together) – is being delivered in partnership with a communities and voluntary sector groups and is be coordinated by a consortia of North Yorkshire Youth, North Yorkshire Sport and Rural Arts working as North Yorkshire Together. This not only ensures that a breadth of provision can be made across the county, but it also enables the funding to be invested directly into communities and local assets. Due to restrictions the Easter programme was delivered remotely providing vouchers, a range of digital resources, and distribution of age appropriate holiday activity packs. Summer provision will – it is hoped – be delivered face to face across the county and North Yorkshire Together partners will work with local groups and clubs to build their capacity, and develop new groups, if required, to meet gaps in activity provision.

North Yorkshire Local Assistance Fund

The council has been supporting vulnerable families and individuals across the year through the North Yorkshire Local Assistance Fund. The fund makes emergency awards for food or utility vouchers and provides none emergency awards for items such as white goods, furniture and clothes. Additional funds from the government has enabled the council to increase award entitlement for emergency provision for a temporary period from 7 September to allow eligible applicants to apply for up to three awards of emergency food and/or utility vouchers. In addition the Covid 19 grant was introduced in April 2020 to support people who are self-isolating with emergency awards for food or utility top ups.

Support grant applications



The overall number of applications increased in Q1 when the introduction of the Covid 19 grant although those applying for the NYLAF scheme slightly. Levels in Q2 were similar to those in 2019/20 but level of applications for NYLAF increased significantly in Q3 / Q4 2020/21 after the change in award entitlement was introduced. Most of the increase in Q3 and Q4 2020/21 was due to emergency applications. Demand for the Covid 19 grants was highest during the first lockdown, it was lowest after the end of shielding but has increased over the last quarter during the third lockdown.

In Q4 the majority (78% 1,898 of 2,446) of approved NYLAF awards are emergency awards (72% of all awards) but these tend to be of a lower value so account for less than half (43% £153,945 out of £271,926) of the grant spend (NYLAF emergency

awards and Covid 19 awards account for 48% of overall grant spend).

Applicant meeting the eligibility criteria due to mental health issues have been increasing month on month since May 2020, last quarter this was the top eligibility criteria for awards.

Applicants can get referred to the Rainbow Centre for food parcels if they live in Scarborough. The Rainbow Centre have been providing food parcels £25 x parcel to those in need and in the last financial year, they provided 468 parcels.

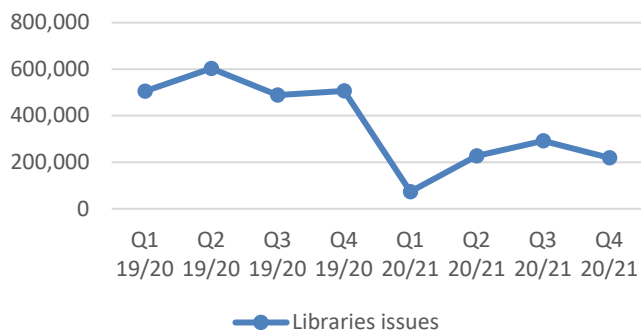
Resilient, resourceful and confident communities co-producing with the County Council

Libraries

It has been a very challenging year for the library service with libraries having to be closed for a large part of the year, plus the need to make services Covid safe when open. The need to continue providing some service to support communities led to the development of new services - select and collect service to enable people to borrow physical books – and the move online to enable services and events to continue engaging with customers.

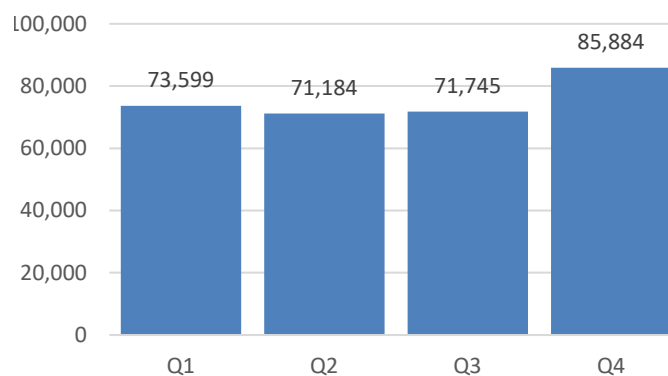
Covid legislation meant the service was able to open, albeit with limitations, for 5 months only – 41% of the year, however the service achieved 39% of issues compared to last year, in part due to expanding the range of digital (812,329 v 2,103,839). In Q1 2020/21, the services were unable to lend any physical books meaning only e-books could be borrowed. Issues increased in Q2 and Q3 with the development of select and collect, the restarting of the home library service and the opening of libraries. The fall in Q4 again reflected the third national lockdown.

Library issues



The digital library services have provided access throughout the year with issues of e-books increasing from 162,082 in 2019/20 to 302,412 in 2020/21 an increase of 87%. To support this increase the service has invested over £135,000 in eBook and eAudio.

Issues: e-books



During the second and third lockdown, 75% of libraries were still able to provide access to some or all services permitted: Home Library Service deliveries select and collect, access to computers for essential IT use, online events and support groups.

The Select and collect services during the last lockdown saw 144,984 items issued and the Home Library has supported 1,276 customers.

A survey undertaken in March shows these services have been appreciated and have helped residents cope with lockdown, and providing a point of contact for people isolated in their homes.

Survey of select and collect users

- 96% satisfaction with services offered;
- 93% agreed the service helped them cope with lockdown;
- 95% agreed the service helped improve their sense of wellbeing
- 92% agreed the service helped them feel less isolated

The computers have been booked 43,260 times this year providing access to people who would otherwise have been digitally excluded. The service have taken part in Reboot North Yorkshire collecting 78 (usable) IT devices, distributing 28 to individuals within communities and distributing a delivery of 149 devices to schools for students.

The service has embraced the move to digital communications and activities with the strong use of social media to keep in contact with customers and delivery of online activities. The service social media followers increased from 15,134 at the end of Q1 to 22,218 at the end Q4 and the service had a social media reach of 2,129,570 across the year. Online activities included over 800 virtual story times, activity sessions, and 128 events (attended by over 3000 people). The service also gained 8,665 new members during lockdown periods.

This quarter the service have been awarded £10,000 by the Reading Agency to take part in the Read, Talk, Share campaign initiative to combat loneliness and promote wellbeing through the power of reading. As well as expanding the Reading Well health and wellbeing book collections, the funding will also help with establishing two new pilot Reading Friends groups. There will be a telephone-based group aimed at isolated older people and their carers, and a virtual group aimed at bringing together teenagers and young volunteers to get involved in their local library and share their love of reading.

Future Focus

Ongoing Public Health input to managing Covid-19, including the vaccination programme to the people of North Yorkshire.

To continue to support the work of the Rural Commission, leading to the publication of the final report.

Supporting vulnerable and isolated people in our communities through the Libraries, the NYLAF and other means.





Council Ambition: 'Innovative and Forward thinking Council'

High level outcomes:

1. Customers easily and effectively access the County Council services they need
2. More resilient, resourceful and confident communities co-producing with the County Council
3. We have a motivated and agile workforce working in modern and efficient ways
4. Staff and Councillors are supported by professional services to work in as effective and efficient a way as possible

Customer – Easy and effective access to County Council services

Website and Social Media

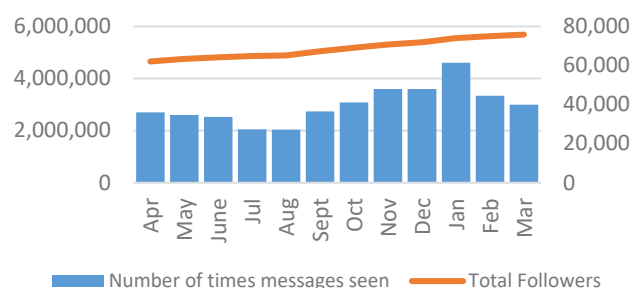
The council website has been a vital source of both local and national information on coronavirus for residents over the past year with 1,893,646 views of pages in that section in 2020/21, 471,149 of those coming in Q4.

Use of the website as a whole has continued to grow, with 2,091,770 more page views compared to 2019/20. While it would seem that the new coronavirus pages are almost wholly responsible for that, a decrease in page views for services that were disrupted during the pandemic and the change in people's behaviour as a result is likely counteracting the normal growth. As a result, we would hope to see the website continue to grow.

Year	Total website page views
2018/19	7,782,632
2019/20	13,222,259
2020/21	15,314,029

The pandemic has highlighted how social media is an essential part of how we communicate with our residents, particularly when we have important and urgent information.

Social media

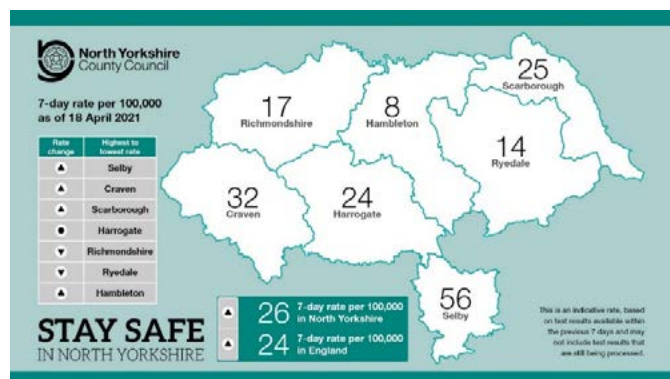


In Q4, our social messages were seen, on average, over 3.5 million times a month, more than treble our target. In turn, the number of followers across our social channels grew at a faster rate with 14,904 people starting to follow our accounts in 2020/21, compared to 9,122 in 2019/20.

In January 2021 our social messages had the most ever views in a single month – 4,608,113. This was due to a combination of urgent information going out on coronavirus, flooding and snow all in the same month.

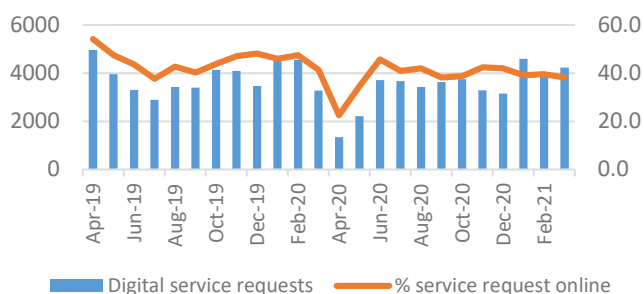
Our daily update map on the latest coronavirus infection rates across the county continues to be extremely popular, driving both website and social media visits. On average around 40,000 to 50,000 people see the map every single day on our social media channels. The coronavirus data web page has been consistently in the top two most popular pages on the site since it launched and was viewed 176,215 times in Q4.

Daily update map on the latest coronavirus infection rates across the county



Accessing services digitally

To ensure easy and effective access the council is making services available via digital self-service channels. Demand for digital services has reduced due to the pandemic. In 2020/21 digital service requests were down 11% on 2019/20 (41,063 requests in 2020/21 compared to 46,124 in 2019/20). Demand in Q4 was up 3% on the same period last year but this was only due to the low demand in March 2020 with the first lockdown.

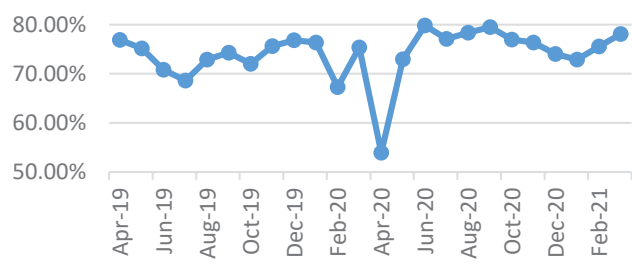


Digital service requests

The proportion of digital service requests initially reduced due to the pandemic but recovered quickly and has remained steady. The reduced portion of digital transactions is due to significant demand for social care (adult and children's) which do not have online options and the level of uncertainty over registration services due to Covid-19 restrictions. In Q4 39% of customers transactions (12,866 out of 32,989 requests) have been made online.

For services within the council's customer portal the proportion of requests that are online is much higher and in Q4 75% of these requests were made online.

Overall Digital Trend for Portal services



Across the year over 70% of transactions for services in the portal have been online. In terms of individual services within the portal twelve have seen an increase in the percentage carried out on line compared to last year and three have remained roughly the same. Three services saw a reduction in the proportion of transaction conducted online. These were grit bins, bus passes – disabled persons and deaths. The decrease for grit bins is partially due to the very small number of transactions last year. The decrease in death notification appointments made on line is likely due to the difficulties relating to Covid-19. Footways has seen a considerable increase in requests coming through the portal.

	2019/20		2020/21		Change in % online
	% Online	Total requests	% Online	Total requests	
FOI	100	91	99.6	280	=
Blue Badge	98.4	12,764	99.7	8,068	↑
Bus Pass - Older Persons	86.9	4,173	96.1	2,375	↑
Bus Pass - Disabled Persons	85.1	2,905	80.1	1,100	↓
Carers Emergency Card	51.5	2,739	73.1	1,112	↑
HAS Screening Tool	61.9	1,043	97.3	556	↑
Financial Assessments	4.6	983	67.1	568	↑
Births	84.1	5,472	84.0	5,722	=
Notice of Marriage	80.7	1,044	86.8	319	↑
Deaths	32.1	5,933	26.0	7,112	↓
Streetlights	75.5	4,866	77.4	3,540	↑
Pothole	66.0	3,744	72.7	3,013	↑
Footways	50.1	1,988	64.3	1,918	↑
Flooding	38.7	4,917	44.0	3,953	↑
Tree, Grass & Veg	33.9	3,076	41.4	2,674	↑
Highways other	93.9	3,308	98.5	2,166	↑
Parking permits			96.3	427	NEW
HWRC	99.9	4,705	99.9	8,668	=
Grit Bins	76.7	43	69.8	994	↓
Total	71.1	43,017	74.3	38,930	↑

The blue badge process has been streamlined by improving the use of DWP system searchlight to confirm eligibility criteria relating to DWP benefits. This means the team no longer need to contact customers with queries due to incorrect documentation being

provided and customers no longer need to seek help to upload documentation. This will also have a positive impact on Libraries, as customers will not need to take their documents in to be scanned and emailed. Applications are now being turned around quicker, benefiting customers.

Supporting customers through the pandemic

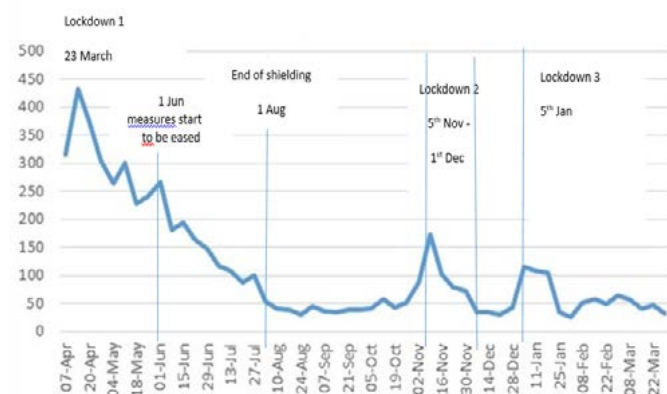
The customer service centre and communications team have been working to support residents across the county throughout the pandemic, providing essential information and access to support.

The customer service centre moved to 7 day working to support the Covid-19 response. Apart from answering customers' calls, the customer service centre made contact with every resident on the clinically extremely vulnerable list by telephone, email and letter to ensure they have support, completed Contact Tracing contacts and made contact for other essential services as required.

In Jan/Feb and Mar the Customer Service Centre also completed 18,093 support calls to Care Homes. These were either daily, weekly or chase calls where online surveys had not been provided for 3 days.

The Customer Service Centre have made 573 successful contact tracing calls. 95.88% of all contacts sent from the national system have either been attempted 3 times by phone or have been sent a text if contact was not successful over the phone.

Community Queue Calls Answered



The community queue was set up to prioritise those customers wanting support due to the need to isolate. This queue was very busy in April and May but quietened down over the summer months. It then peaked again at the start of the next two lockdowns in November and January.

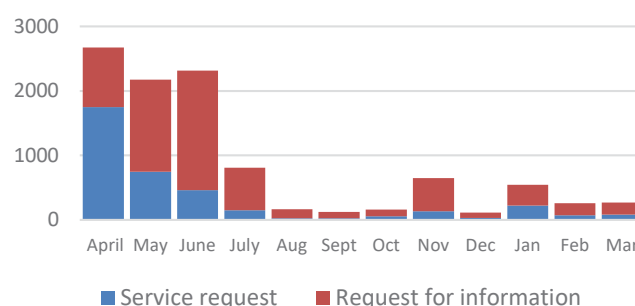
The top queries from customers calling the CSC over the year have been:

HWRC (if open, what accepting, if open for trailers)	2,246
Food shopping	1,334
Prescription collection	854
Shielding related query	729
Government Food parcel	619
Government guidance	469
Online supermarket delivery	383

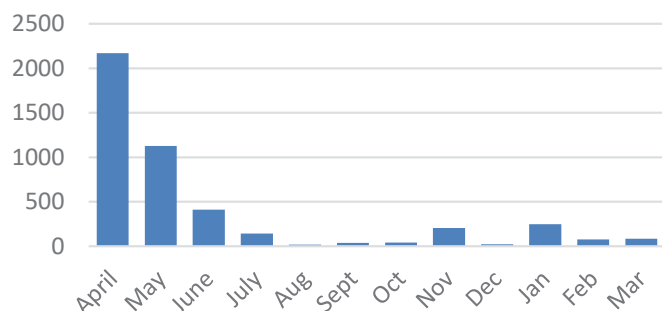
The queries were a mix of information requests (HWRC opening times / government Covid-19 guidance) and requests for practical support (food shopping / prescription collection).

The chart above shows the Covid-19 related calls from all customer service centre queues. This shows that in April 2020, most calls were classed as a service request but after this date more calls were requests for information. This again shows the pattern with more calls in November and January related to the introduction of lockdowns. The increase in June was related to the uncertainties around measures starting to be relaxed.

CSC voice in – Covid related



New CSC referrals to named CSO



Many of the requests for new support were referred to the Customer Support Organisations (CSOs). These have again followed the same pattern, high initially after the first lockdown, low over the summer months, then increases when the second and third lockdowns were introduced.

In January, during the third national lockdown, Covid-19 guidance was distributed to residents across the county:

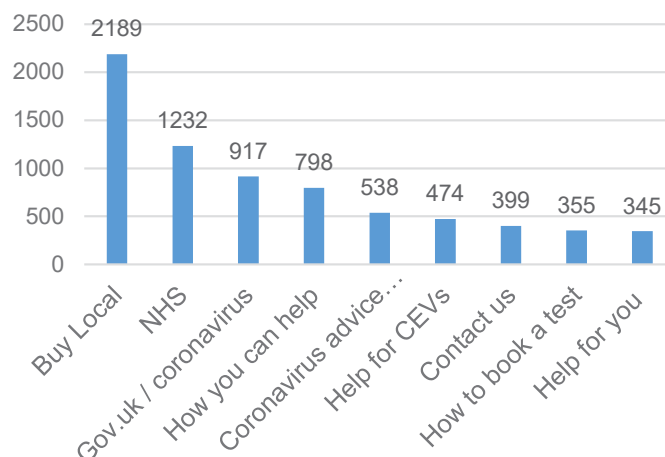
- an email sent to 80,000 portal account holders and a further 10,000+ to NY Now subscribers and this was subsequently resent to those that didn't open the previous email (27,535)
- a postal mailing was delivered via Royal Mail to 244,000 North Yorkshire households

A small number of business support and service desk staff were trained to handle any calls generated. It had been planned for them to do this for 2 weeks but they were stood down after a week because of the low level of demand.

These activities led to:

- 157 replies to the email were received (including bounce backs) and the CSC staff replied to 31 emails where a question was asked.
- A total of 129 calls through the CSC Community Support Queue, equivalent to 0.05% of those who received the mailing making a call
- 33 customers positively abandoned calls after listening to the online message on the IVR (customer directed online)
- 38 customers who identified themselves as clinical extremely vulnerable (CEV) were redirected via the IVR to the CSC social care team.

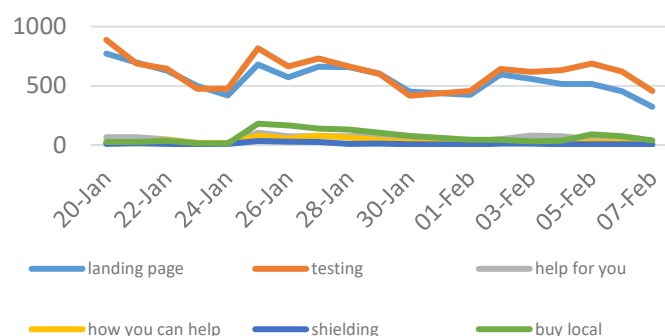
Total number of clicks from the email links



However, the email did generate activity on the website. There was a spike in the use of the links from the email after the initial and resend email – all links were used. The graph shows the total number of times people have clicked on the links within the emails since they were sent out.

There was also an increase in viewings on the pages that were mentioned in the postal mailing. It is highly likely to be because of the mailing landing on doorsteps on 25th January.

Stats from the website pages included in the mailing



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

Legal and Democratic Services

During the year Legal and Democratic Services have developed shared services with Ryedale and York. This is despite the challenges of Covid-19, which has seen legal work remaining high across all areas and has seen particular increases in a number of areas as seen below.

	2019	2020
Highway Agreements	47	107
Service Contracts	38	114
Planning Agreements	22	35
Property Licences	20	27

Legal and Democratic Services have also spent 2,788 hours supporting Beyond 2020 projects, which is equivalent to 2.3 FTE working on these key projects full time.

Recent Achievements

- Children's services worked on the development of a Self- Assessment Tool for local authorities which has been adopted by the PLWG (Public Law Working Group) and which will be rolled out nationally as part of the training material to assist with implementing the Public Law Reforms.
- The Education, Employment and Litigation team successfully defended a claim for unfair dismissal brought in the Employment Tribunal leading to a judgement in our favour. They also submitted a robust response to an employment claim, which led to the claim being withdrawn soon thereafter.
- Advising on the A59 Kex Gill planning application and supporting the delivery of an increased number of planning committees. It has also been demanding on urgent highways projects such as the Whitby Swing Bridge TRO and the first highways construction project through One Stop Shop

which have all been significant pieces of work with challenging timetables

- Lateral flow testing was introduced, with NYCC being the lead authority. The Commercial contracts team drafted relevant agreements with third parties, advised on the collaboration agreement with central government and the government's letter of comfort in relation to the testing scheme.
- NYCC received grant funding via the Rapid Testing Fund. The commercial team produced grant terms following receipt of the Rapid Testing Fund for lateral flow testing in care homes. In addition, we drafted grant terms for the Workforce Capacity Fund which provides extra capacity in care homes.

In addition to the above, the legal team have worked on a number of other key grants over the last couple of quarters:

- Secured £6M funding from the LEP for the delivery of highway improvement works at A19 Chapel Haddlesley
- Secured £3M LEP grant funding for the delivery of a digital infrastructure programme across North Yorkshire. The intention is to award this to NYnet for delivery which the team are currently working on
- Advised on NYCC applying for a number of key bids for funding, namely £2M for the green homes scheme and substance misuse grants. Work will be on-going in the next quarter to secure delivery of these projects if NYCC are successful in the bids.

The Democratic Services Team have now managed over 102 live broadcast meetings of the Council's formal, public committees. This way of working continues to yield significant time and cost savings and has the benefit of being open and transparent, with recordings of the meetings available on the Council webpages and YouTube pages. Unfortunately, the government has decided to ask councils return to face to face meetings. However a number of councils are challenging this decision to maintain remote meetings.

The bulk appeals season for school admissions to primary and secondary schools has commenced and will run through to the end of July 2021. This is the second year in which these appeals have been held remotely. The current Government Regulations enabling this are due to expire in September 2021.

It is of note that the majority of parents and carers have welcomed the opportunity to take part in appeals hearings remotely. As such, consideration will be given to how we can continue with this more flexible approach in the longer term, where possible.

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

Modern Council

In the last year the council's workforce moved quickly to working differently, with a significant proportion working efficiently from home in an agile and mobile way with working from offices limited to those unable to work from home and or undertaking frontline essential work that cannot be undertaken from home. Work is underway to look at what the modern workplace will look like, post Covid, to enable continued working in a more agile and flexible way. This includes looking at the use of buildings including spaces for joint/co working, meetings and collaboration as well as individual desk spaces and technology to enable flexible working. Engagement with managers and staff is ongoing on this, to ensure best use of work time and spaces going forward.

Ways of working has changed for all staff with, for example, the vast majority of training courses now in virtual classrooms (webinars) or via online packages, with only a small proportion still in the classroom. The overwhelming positive response to this, due to the accessibility and flexibility it affords the workforce, led to a complete review of all training, resulting in a much more blended approach, with online and virtual platforms featuring much more. Also recruitment, which is usually face to face, has moved as far as possible to online during Covid and some features of this will remain as they are more efficient and increase the ability of applicants to take part.

A modern council is diverse and representative of the communities it serves and NYCC aims to be an inclusive and diverse employer, where employees feel valued and supported to be themselves at work. As well as being an important part of our wider commitment and approach to diversity and inclusion, this provides real benefits including a better

understanding of our communities and service users, greater staff retention, and greater appeal as an employer, which improves recruitment.

Engagement with staff is central and 3 new networks are providing valuable feedback on the experiences of colleagues from underrepresented backgrounds: the Black, Asian and Minority Ethnic (BAME) Employee Network, the Disabled Employee Network (DEN), and the LGBT+ Employee Network. Whilst still early in their development these are already valuable, both in the support and sense of community provided to members, and also in shedding light on staff experiences and areas for improvement.

Diversity and inclusion is not about 'tolerating' difference, but actively celebrating it. Through celebrating awareness days it has been possible to promote and normalise discussions on issues relating to diversity and inclusion. Celebrations have included [National Inclusion Week](#), [LGBT+ History Month](#), International Women's Day, [Women's History Month](#), among others. From social media posts, Yammer posts, intranet articles and senior blog features, staff have engaged in a number of ways. To build on this the NYCC & Me podcast was developed, giving space for wider conversations on diversity and inclusion and providing a platform for colleagues to speak about their lived experience. The [first episode](#) featured Barry Khan reflecting on 2020 and the creation of the BAME Employee Network. The [second episode](#) features a conversation between Chris Jones-King and local young LGBT+ resident Kate Owen as they reflect on LGBT+ History month and their experiences of growing up as LGBT+ people. [Episode three](#) features Justine Brooksbank reflecting on International Women's Day and her experiences. These have resulted in online conversations with many other colleagues adding their contribution and views in comments and blogs.

Equality of pay is clearly important in a modern council. The Council's median gender pay gap is calculated and published annually, and has reduced each year that figures have been reported. The latest figure shows a further reduction from 11.8% in 2017 down to just 2% this year. This significant reduction in NYCC's gender pay gap comes at a time when analysis by the Times suggests that the gender pay gap has

widened over the past year, with women earning 89p for every £1 men earn, on average. The national study shows the pay gap widening to 11.1% in 2021, up from 10.6% last year, 9.5% in 2019 and 9.3% in 2018. It also found that the majority of industries pay men more than women on average. NYCC's success in reducing the gender pay gap evidences that the Council is successfully tackling systemic issues such as occupational segregation where traditionally more women are employed in care and cleaning roles which are lower paid and men more likely to be employed in higher paid professional roles such as engineers and technology roles. Men and women are now employed more evenly across all pay grades. It is also evidence of success in encouraging women into science and technology and that women are supported in their return to work after having children so they do not have to step off the career ladder.

The county council's workforce operates in an environment of continual change and is encouraged to challenge how things are done to improve service delivery and to be an active part of changes underway. Engagement is crucial to the success of change, listening to what staff say and responding to views. Engagement of staff through senior communication continued to develop during 2020, with greater use of Yammer as part of the Microsoft Teams roll out, regular emails and blogs from senior management, as well as the introduction of the CEX's webinars, all of which have been positively received by staff. Feedback from the staff survey showed that the increase in online communication from management teams increased accessibility to senior managers and provided effective staff communication and support.

Engagement with middle managers has continued via 11 virtual 'shared conversations' with Assistant Directors. Over 300 middle managers have discussed managing staff and teams under new ways of working, including how to continue to build engagement, motivation and trust as well as maintaining relationships through different working arrangements. These virtual sessions were very successful and attendance increased by 18% from 2019 when the sessions had taken place at venues across the County.

The sixth annual staff innovation awards event took place to recognise the inspiring achievements over the past year with 68 entries for the 2020 awards highlighting innovation and achievements across the Council, the largest number of entries since the awards were launched in 2015. The awards ceremony took place virtually with shortlisted teams sending videos to showcase their entries across the categories of Improving the Customer Experience, Improving Efficiency & Effectiveness; Inspiring Change, Behind the Scenes; People's Choice; and the Chief Executive's Award: Going the Extra Mile. There was a fantastic response to the virtual event with almost 500 staff attending to support their colleagues' amazing work during a very difficult period.

Apprenticeships

Having an age balance across the workforce is important going forward and work is ongoing to increase the number of apprentices, which also supports the county council's efforts as the largest single employer to reduce youth unemployment locally.

Unspent funds from the NYCC levy pot returned to the treasury totalled £1m, 100% of it comes from schools unspent funds. This is in line with expectations due to the ongoing challenges for schools. Q4 saw 4 new starts in schools covering a range of apprenticeships from Level 3 to Level 7. Interest continues with 20 new enquiries, almost half of them relating to Teaching Assistant roles. The removal of the Business Support Level 2 and the Civil Engineering development pathway at Levels 4 and 5 continues to cause some issues and work continues with service leads and providers to review options available.

Any care leaver interested is guaranteed an apprenticeship, and of the 4 NYCC care leaver apprentices, 2 are now due to finish in Q1 2021/22 and will be moving into roles within CYPS. In Q4, CYPS recruited a Youth Support Worker Apprentice, which has been filled by a suitable care leaver.

The government incentive scheme for employers has been extended until the 31st September 2021 with an amended incentive of £3000 for all new apprentices regardless of age. At the end of Q4, 13 apprentices qualified for the additional incentives available, 8 in the core council and 5 in schools. 6 apprentices are due to

start employment in Q1 of 2021/22 and will qualify for the incentive.

The transfer levy pot for 2020-2022 has now been fully allocated to support North Yorkshire employers in priority areas. 39 transfer levy agreements are in place, covering 135 apprentices, and transfer funding agreed is to a total value of £758k paid over the life of the apprenticeships. 110 are in the care sector, 21 in the construction industry, 1 in the digital sector, 1 in the voluntary sector and 2 with Brierley Group of companies. However, NYCC have continued to support employers who applied for funds and have worked to agree transfers to the value of £309k via the University of York. Future transfer funds for NYCC will be available for applications as of April 2022.

NYCC are working with NY Highways to support the development and delivery of their Apprenticeship Programme.

During Covid NYCC apprenticeships have continued to be delivered virtually and those unable to continue due to service demands being placed on break in learning (BIL) and resumed when the services are able to support the learning again. As of the end of Q4, 3 apprentices are on BIL, 1 in Adult Care, 1 Kitchen staff member and 1 Cleaner in schools. The previously reported 13 delayed starts in Adult Care have now been progressed with all apprentices having commenced on programme by the end of Q4.

Staff Absence due to Covid-19

The Coronavirus pandemic has had an impact on the Council's workforce during the year. Not including those isolating due to contact with Covid-19 but not unwell (Covid-19 self-isolation) or those who could not work from home when required to shield, the council lost a total of 1,640 days due to Covid-19 sickness absence during the year. This accounts for 5% of all sickness absence during the year. The additional lost days due to Covid isolation rather than sickness amount to 33,227 FTE days, or equivalent to 144 FTE employees for the full year, 2.6% of the workforce.

Volunteering

Volunteer data is reported a quarter in arrears due to the time taken to collate the data from a number of sources. At the end of quarter three (December 2020)

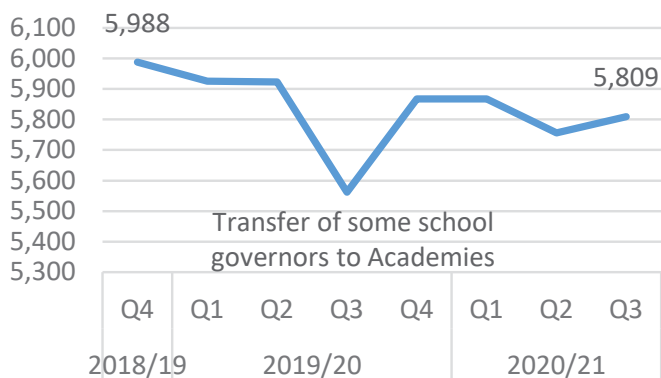
there were 5,809 volunteers registered with NYCC, this is 53 more than at the end of the previous quarter. The increase is mainly due to new volunteers in Records and Archives, the Youth Justice Service and Team North Yorkshire. These volunteers gave 23,837 hours of their time, which is similar to the previous quarter (24,185 hours). At a rate of £14.43 per hour (ONS Annual Survey of Hours and Earnings: 2016 Report) this would equate to over £340,000 worth of volunteer time.

Service	Registered Volunteers	
	Q2	Q3
Countryside Volunteers	113	110
Rotters	41	41
Libraries	2,090	2,090
Records and archives	0	25
Democratic Services	50	50
MIRT	19	19
Ready for Anything	478	478
Adult learning	25	23
Children's Centres	0	0
Youth Justice Service	16	37
Flying High	1	0
Young People's Council	5	5
Youth Voice Executive	12	12
SENDIASS	1	2
School governors	2,800	2,800
Peer Mentors	2	2
Chaperones	5	5
Gardeners	5	5
Team North Yorkshire (Covid-19 Vols)	93	105
Total	5,756	5,809
Hours of time donated	24,185	23,837

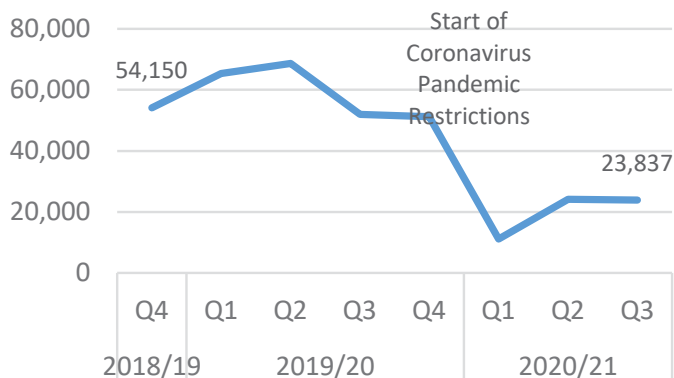
Longer-term data shows the total number of volunteers has remained fairly consistent, with the exception of a dip in quarter three 2019/20. This was because a number of school governors were taken off our books as the schools they were governors for had become academies. There was also a dip in library volunteers at the same time. However, when you look at the number of hours these volunteers have been able to give, you

can see the impact of the Coronavirus restrictions on the level of volunteering. The number of hours volunteered during quarter 3 at 23,837 hours was a little over a third of what it was at its peak (68,661 hours). It should however be noted that although some forms of volunteering will have decreased due to the pandemic, other types that emerged in response to the pandemic will have seen a massive growth as the public wanted to do what they could to help.

Number of volunteers



Number of hours volunteered



New Ways of Working

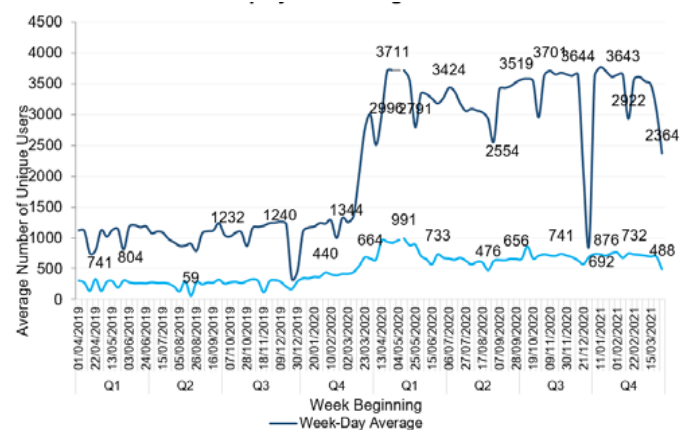
During these unprecedented times, it has been more important than ever for the Council to work in modern ways. The successful modern council programme has enabled staff to work flexibly, use our property more efficiently and encouraged a huge cultural shift across the council. This can be evidenced through a dramatic increase in the numbers of employees working from home, new ways and models of working, property reduction and progress made on reducing our corporate resources.

Working from home

During quarter 4, on an average weekday 3422 employees used their laptops and tablets to work remotely, a rise in comparison to the weekday in Q3 (3237). Numbers peaked during the quarter at 3760 (on avg.) for the week commencing 11th January. The average number of unique users on a Saturday or Sunday was 705 during the quarter (Q4), a rise in comparison to the weekends in Q3 (699).

The number of employees working from home fell during the Easter holidays and towards the end of the quarter as employees use up left over annual leave.

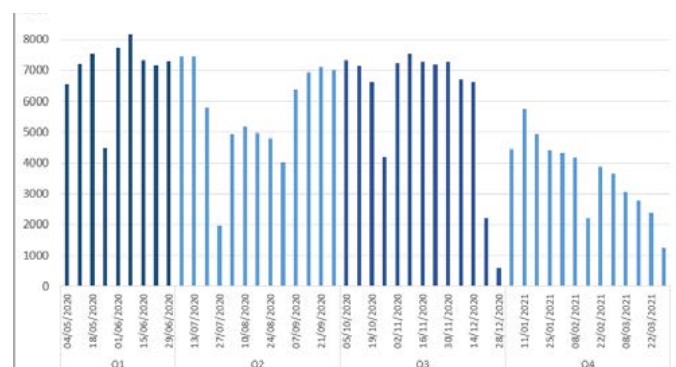
Employees working from home



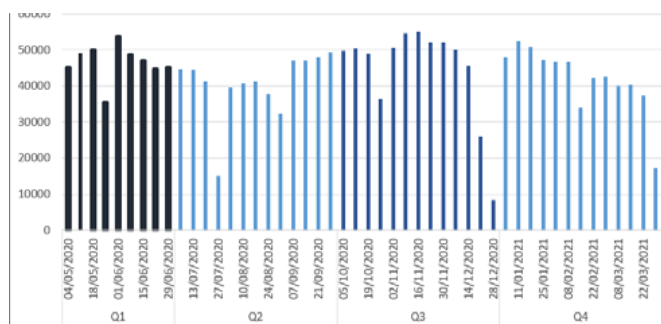
Digital Workplace

Building on the successes of the Modern Council Programme we are continuing to ensure our technology supports flexible and collaborative working through the introduction of Office 365. Office365 includes a suite of products and this move will provide us with the tools we need to embrace a modern digital workplace and transform the way we work together.

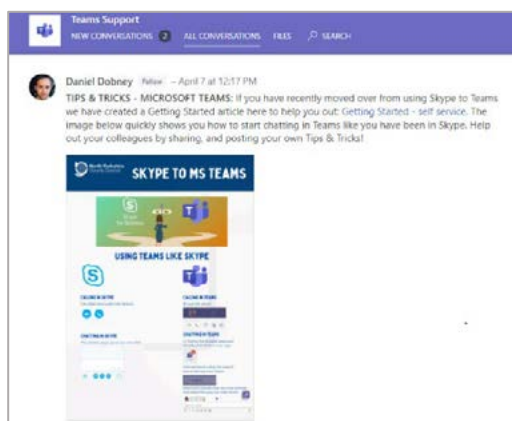
Skype usage – Conference calls



Skype usage – Instant message sessions



As staff have been working from home on a daily basis this has meant meetings that would usually take place face to face have become virtual. Skype has enabled staff to work more efficiently with virtual meetings, video conferences and audio calls.

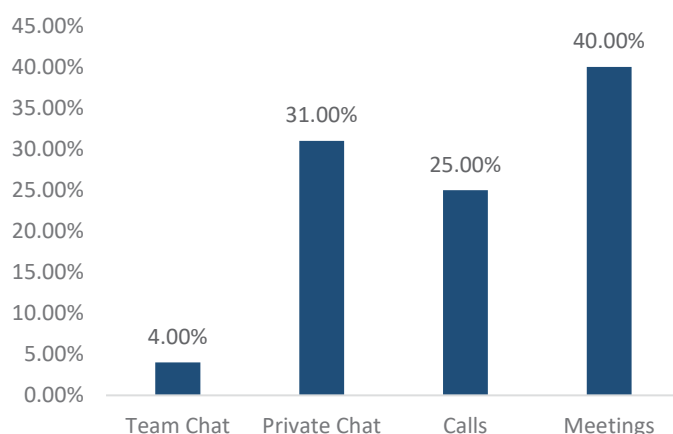


Skype will soon be removed from staff laptops as it is being upgraded to MS Teams. Skype usage has dropped as demonstrated by the graphs above.

Microsoft Teams

Microsoft Teams (MS Teams) is a collaboration space that enables colleagues to stay organised, work together and have conversations in a centralised place.

MS Teams Usage



Activity in MS Teams since Go Live, show that nearly 40% of overall activity is relating to organising MS Teams meetings. Around 33% of end users are frequently reacting to messages using emojis as a quick response to a message shared. Replying to messages, post messages, channel messages, urgent messages, mentions and chat messages all involve colleagues messaging directly in MS Teams and is around 27% of overall activity.

Recent communication occurring in MS Teams show that over the last 4 weeks, the most frequent usage across MS Teams includes organised meetings and private 1:1 chat messages.



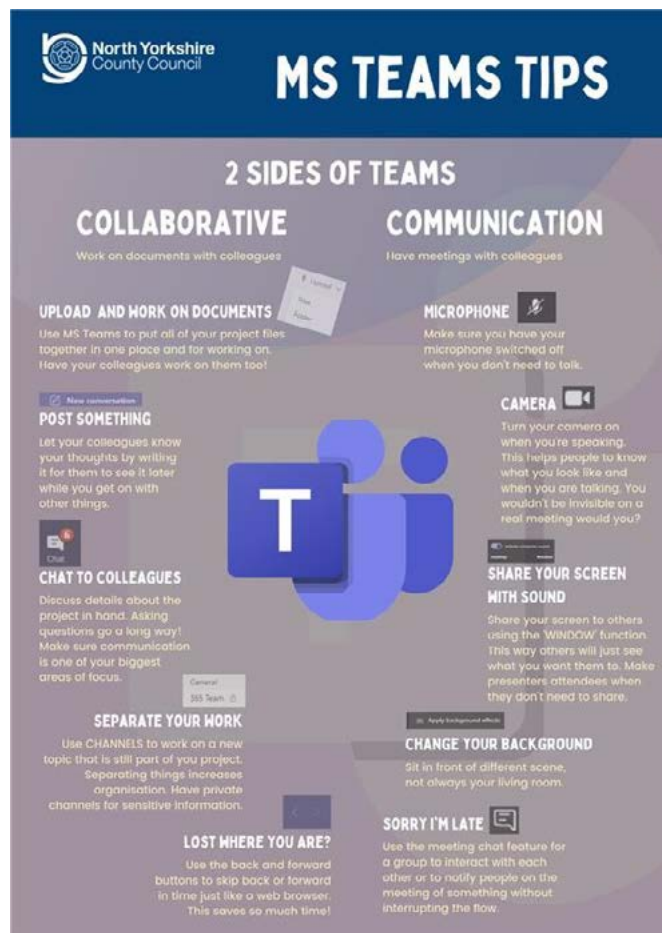
[Chat to me in Teams](#)

There is an overall trend in how end users are collaborating in MS Teams but still relying on Skype to communicate via audio and video. In the last 4 weeks, there have been more features in MS Teams promoted to encourage collaboration, which may explain the steady rise in end users preference for the tool. Current April trends are starting to show that MS Teams have more meetings participated in and organised, whereas Skype has more 1:1 calls taking place via audio or video.

Supporting colleagues to embrace MS Teams and developing guidance to share has been progressing throughout Q4.

The MS Teams recorded Webinars are facilitated every two weeks on MS Teams. The webinars encourage the use of MS Teams by starting with the basics of collaboration and communication functions within MS Teams and support colleagues to become more familiar with the product itself as well as offer an opportunity to ask any questions. Approximately 300 people attended the first two sessions and approximately 100 people have watched the [webinars](#) following the session. The webinars will continue through the next few months, building up the knowledge shared on how to get the most out of MS Teams. In May, there will be more immediate focus on the journey of moving from Skype for Business to MS Teams, starting with the differences and similarities of the two tools and sharing tips and tricks on how to move across to MS Teams successfully.

The journey from Skype for Business to MS Teams is ongoing with initial focus on the transferable features and encouraging colleagues to move away from using Skype in their daily activities and building up confidence in using MS Teams. Weekly figures are reviewed within T&C to demonstrate the shift to MS Teams and communications are monitored by T&C Communications Group and Office 365 Communications board, which includes stakeholders from Communications Team, HROD and Customer.



To encourage colleagues to choose MS Teams as the default communications tool, there are weekly [intranet articles](#) and key messages promoting the use of MS Teams features and reiterating the message that Skype will soon be removed. Recent [AD blogs](#) have raised the profile of MS Teams and there is also the MS365 Intranet page where a library of communications, videos and direct links to the Get IT Help portal is available.

In March, a banner message was added to Skype with a link to 'Try MS Teams', which coincided with Yammer 'Tips and Tricks' to help end users move away from Skype. Some of the tips and tricks suggest little changes to behaviour such as, unpinning Skype from the desktop allows Skype to be closed down at the start of the day and a message to 'Chat to me in Teams' can be added to signatures on emails with links to take colleagues into MS Teams.

Repeating key messages and simplifying the changes to manage expectations has been a key driver in the Skype for Business to MS Teams campaign. One page infographs have also been distributed in communications and on Yammer, for a simple side-by-side explanation of the differences of the products and their features. Through the use of multiple channels to publish consistent key messages, we hope to reach as many colleagues as possible to share knowledge. Additional communication methods such as learning by example through the use of case studies, opportunities for self-service to learn at your own pace and coordinated messages by BRMs and HROD will also be utilised to promote the use of communicating and collaborating in MS Teams.

MS Teams collaboration space request forms are on the [Get IT help](#) where there is additional support and guidance also available. MS teams enables increased capabilities within the Microsoft Office suite, improved document management and security and supports centralised internal and external collaboration and communication for wherever colleagues are working.

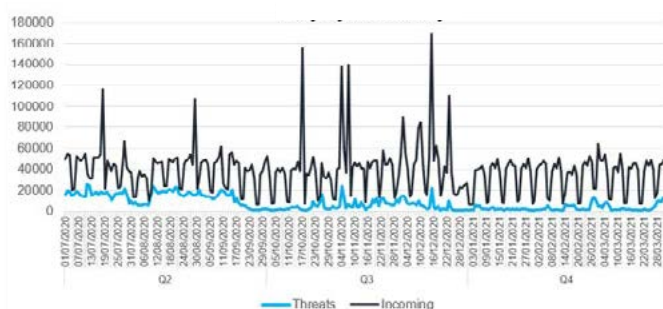
Cyber Threat Monitoring

The volume of blocked cyber-attacks experienced by the Council in the fourth quarter has remained at an average of 13% of traffic. This threat activity reflected national averages with both cyber-criminals and state sponsored actors maintaining countrywide levels of attack during the second lockdown and staff continuing to relying on the internet to work and communicate.

Following on from the worldwide attack on the SolarWinds network monitoring tool, (not a product we use) in quarter three, we have seen an increased need to perform emergency patching on Microsoft Exchange application through advice notices from the National Cyber Security Centre (NCSC).

With the majority of staff still working from home, the risk of human or technological failures leading to serious breaches is still as high as it has always been and the Information Security Team continue to monitor current trends to ensure a safe IT working environment for council staff. The graphs below display correlation between our incoming traffic and cyber threats stopped over this quarter.

Daily Cyber-Security

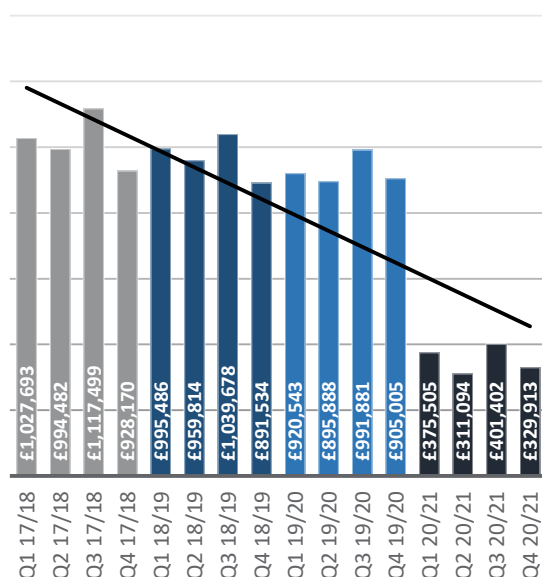


Corporate Resources

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

Staff Travel

Mileage costs



The pandemic has made us work in different ways during the year, and one area that this has had a positive effect is in the reduction in staff travel. During 2020/21 staff drove 5.5 million business miles fewer

than the previous year. This not only saved £2.3m, but it also saved an estimated 210,000 hours of lost time that would have been spent driving and reduced carbon emissions by 1,540,000kg. Likewise during the year staff made over 5,000 fewer train journeys, saving £259,000 against the previous year's spend.

Car Journeys:

During 2020/21 staff drove 5.5million business miles fewer than the previous year:



- Savings on mileage cost £2.3m
- The DfT estimates the average speed on A roads to be 26.2mph meaning that the time "lost" driving would have equated to approximately 210,000 hours or 28,000 working days!
- Carbon emission for a car with an average fuel consumption of 52mpg is 280g of CO² per mile. Therefore the reduced mileage resulted in approximately 1.5m kg (1,500 tonnes) fewer of carbon emissions.
- The estimated home to work travel for the authority is higher than the business miles, which means some staff would have made significant personal financial and time-savings and the positive impact on the environment from working from home would have been even higher.

Rail Journeys:

During 2020/21, staff made over 5,000 fewer train journeys, saving £259,000 against the previous year's spend.



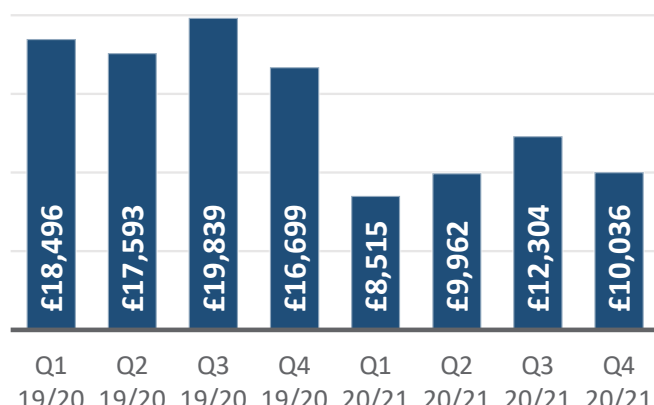
Year	Cost of rail travel	Employee journeys
2019/20	£265,715	5,312
2020/21	£6,928	277

Printing costs

Printing costs continue to remain low in Q4. In comparison to 2019/20, in 2020/21 there has been a 44% reduction in printing costs (£32k) equating to over 8 million fewer pages being printed.



Printing costs



Property Services

Covid-19 response and Quarter 4 update

Covid-19

Regular communication has continued with services to review and monitor their property service delivery requirements, to enable a continued reduced corporate portfolio being maintained from an operational point of view as changes to the Covid-19 situation occur, with reviews on going to monitor the situation as dates within the lockdown roadmap are approached. Open sites, Covid secure set-ups continue to be monitored, including audits by Health & Safety to ensure continued compliance, including communications to enforce the Covid Secure Office Guidelines to essential staff who are required to access a building and occupancy monitoring at main corporate sites. Staff LFD testing sites have been set up and are operational in eight locations across the County.

Regular monitoring with the Hard facilities management contractors to review access to sites across the corporate portfolio, schools and external clients, continue to enable essential compliance and emergency responsive maintenance services to be undertaken.

General

The Property Service has progressed a number of its key service objectives for 2020/21, including the rationalisation of the property portfolio and improving the performance of the management of the property portfolio, of Hard FM (repairs and maintenance and utilities) and the delivery of capital projects and programmes.

The programme of rationalisation of the corporate portfolio has continued during 2020/21, with key activities including Northallerton space planning based on Covid-19 secure office layouts, and the release of the lease at Swaledale House and Crayke House, Easingwold, with these contributing towards £260k of Property savings achieved within 2020/21 and planned for 2021/22. Further rationalisation planning has commenced to review the sites utilised across Selby, Ryedale, Scarborough and wider Northallerton, as well as discussions commenced around smarter working opportunities potential as a result of the Covid-19 situation.

Construction work has been completed on the County Hall Campus to remodel and refurbish the Brierley Building as part of Northallerton's property rationalisation. The project has included setting-up the new office layouts as Covid secure and work has commenced in respect of the partial reoccupation of the building. Further work is being undertaken to plan the remaining elements of the re-modelling of the County Hall Campus including the demolition of East Block. Work has occurred to re-profile the CYPs capital construction programme, as a result of last year's Covid-19 implications, with schemes started on site over Easter and other schemes due on site over the summer of 2021.

Hard facilities management contractors' work has occurred to further develop contract management processes and implement a contractor performance management regime. Energy decarbonisation grant applications submitted for the Public Sector Decarbonisation Scheme have been successful, with external funding received and work commenced around a window replacement programme for some schools and corporate sites.

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

Procurement and Contracting

Covid-19 response and quarter 4 update

There are a range of actions that have been, and continue to be, considered in responding to the impact of Covid-19. These cover both policy and operational matters. The Procurement and Contract Management Service continue to work with Directorates to review Forward Procurement Plans and identify those procurement projects that should continue, those that can be paused, and ones that require us to put in place an emergency contract extension / variation due to the Covid-19 pandemic.

The Procurement and Contract Management Service have also undertaken a key role in supporting the coordination of the Council's critical PPE supply, working in collaboration with the Buying Team. This work supports the efforts to equip front line Council staff with the correct PPE they need at the right time.

In response to a number of significant Covid-19 related Procurement Policy Notes (PPNs) from the Cabinet Office, who set out how the UK implements public sector procurement regulations, the Procurement and Contract Management Service have at speed implemented the most significant procurement policy changes seen for many years. The Supply Chain Resilience Board (SCRB), set up to cover the Covid-19 crisis period, has been extended until at least September 2021 and meets fortnightly to take a proportionate approach and triage suppliers that most need financial support or can secure and stabilise the key Council supply chains.

Future Focus

As a result of home working Property Services are expecting to see a reduction in the running costs associated with the Corporate Workplace Portfolio during 2020/21 as a result of reduced energy i.e. lighting and power, heating and other occupational costs. These figures should be available next quarter.

A new desk booking system is being implemented to monitor occupancy levels within a number of corporate offices against the Covid secure maximum number of desks of 61. The booking system is starting to be rolled out at initial two sites – North Yorkshire House and Manor Road. More data on this will be available next quarter.

The Beyond 2020 programme will focus on ensuring the benefits of remote working that have been in place during the year are captured and form the central part of our ongoing transformation programme.



Council Ambition: 'Growth'

'North Yorkshire is a place with a strong economy and a commitment to sustainable growth that enables our citizens to fulfil their ambitions and aspirations'

High level outcomes:

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

Customer

In March the Council's executive approved a revised Plan for Economic Growth covering the period up to 2024. The revised plan reflects the challenges arising from the Covid-19 pandemic and addresses changes in the economy overall and the transition to new ways of working, the increasing emphasis on the zero carbon economy and impacts of Brexit in North Yorkshire. The York and North Yorkshire LEP has launched its new strategy to grow the economy as it emerges from the Covid-19 pandemic. Titled Greener, Fairer, Stronger the strategy sets ambitious goals for a new zero carbon economy supporting local people and addressing inequality. The strategies focus on a new green economy is further reflected in the LEP's Beyond Carbon programme and aspirations to become the first carbon negative region in the country.

NYCC is investing in new town centre Wi-Fi networks throughout the County as well as in strategic locations in business parks and industrial sites in order to ensure that connectivity is available to enable local commerce and support the resilience and resurgence of town centres post Covid.

The County Council is leading on the development of the White Rose Forest in North Yorkshire an ambitious reforestation programme which is part of the Government's Northern Forest initiative.

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

Health Improvement Officers continue to support workplaces with Covid outbreaks and have been encouraging sign up to the government portal for workplace testing to help identify asymptomatic cases and prevent further outbreaks. Likewise, North Yorkshire's trading standards and environmental health officers have visited supermarkets and shops across the county to ensure they have been making their premises Covid-secure and following regulations.

There are currently 38 signatory organisations for the Workplace Wellbeing Award. This figure has remained constant throughout the year due to the pandemic with the only enquiries being from schools as many of the businesses that would be interested are still in lockdown.

Free business advice is offered to SMEs by the Council's Trading Standards service working proactively with local business to support compliance and enable some businesses to navigate changes brought about by exiting the EU. Local businesses in North Yorkshire also benefit from instant payments and wider support from Government via the LEP's Growth Hub.

People across the county have equal access to economic opportunities

Mobile Coverage

The Mobile Access North Yorkshire (MANY) project continues with its plans for Coverdale. There have been two virtual engagement events held in February informing the community in more detail about the project. We are planning for a face-to-face event within the community in May when restrictions allow. It is expected to have service in the area during May/June 2021. The project continues to investigate other areas where coverage can be provided. The project will introduce a new 5G network into rural North Yorkshire providing high speed mobile access to online services to support local economic opportunities and individual wellbeing.

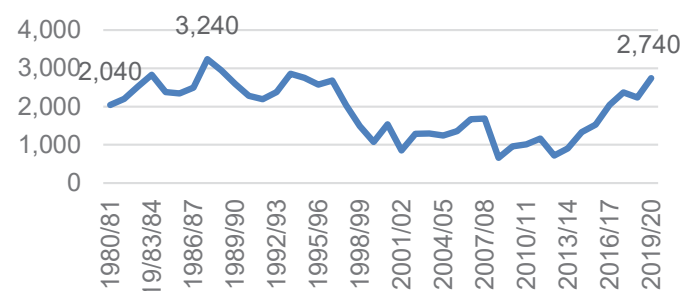
The Shared Rural Network (SRN) is a joint £1bn venture between the Government and the mobile phone operators to improve mobile phone coverage across the UK to 95% geographical coverage for all operators by 2025. We have met with Mobile UK who are fronting this campaign for the mobile operators and are arranging meetings with their network building teams to see how we can assist them in improving the coverage across North Yorkshire. This, alongside the Home Office programme for the new Emergency Services Network, will see an improvement in coverage across the County in the coming years.

NYCC continues to invest in high speed rural broadband provision and recently awarded a four year contract to bring the County up to 97% coverage.

Housebuilding

DCLG housebuilding data regarding the number of permanent dwellings completed (new build only) shows a steady increase since 2013 following a decline from the late 1990s onwards. In 2018/19 (latest data) there were 2,740 dwellings completed, 500 more than the previous year and sees the number increase to the levels last experienced in the mid to late 1990s. This latest data shows there were almost four times more houses built in 2018/19 than only 6 years before.

Housebuilding: Permanent Dwellings Completed



Housing Affordability

ONS data for 2020 shows that while affordability nationally remained at the same level, in North Yorkshire housing became less affordable in 4 of the 7 districts and across the county as a whole. An average house in North Yorkshire now costs 7.54 times the mean local wages.

Housing affordability: Ratio of median house price to median gross annual residence-based earnings

	2016	2017	2018	2019	2020
Craven	8.16	8.2	7.81	8.35	8.78
Hambleton	7.92	8.64	8.1	8.15	7.22
Harrogate	8.86	8.83	8.84	8.25	8.93
Richmondshire	6.64	7.74	7.3	6.76	8
Ryedale	8.93	9.48	9.13	8.42	8.74
Scarborough	5.85	6.07	6.3	6.19	6.1
Selby	6.23	6.42	6.47	6.37	6.16
North Yorkshire	7.32	7.71	7.63	7.22	7.54
Yorks & Humber	5.78	5.9	5.95	5.91	5.83
England	7.72	7.91	8.04	7.88	7.84

2020/21 Highways operational data

Listed below are six KPIs taken from the H&T service plan and single score. They represent a broad set of measures across the operational delivery arm. There are explanatory notes below.

KPI	Q1	Q2	Q3	Q4
Customer service requests responded to within timescales. % Reports closed down or customer aware that a repair required within 10 days	90.0%	93.8%	93.9%	90.3%
Highway Inspections carried out within timescales	98.2%	98.6%	95.9%	96.7%
Highway dangerous defects at CAT1 made safe within timescales	97.4%	99.1%	100% *1	94.0%*1
Average length of on-site occupancy (days) *2	8.2	8.1	7.7	8.8
Street lighting defects repaired within 7 day target	97.5%	97.7%	93.9%	97.9%*1
Insurance repudiation rate *3	90.6%	82.6%	88.7%	81.6%

*1 – these figures are based on January and February data and will be updated for the 21/22 Q1 report

*2 – this figure is the average amount of time that a company spends carrying out a piece of work on the highway such as a utility company repairing or replacing an item beneath the highway (e.g. a broken water main.) Overseen and enforced by the network compliance and information team, the lower the number the less disruption to the public.

*3 – this is the percentage of insurance claims on highways where we successfully defend the claim. The overall figure for the whole of 2020/21 was 85.9% of claims successfully defended. This is the highest annual rate since 2012/13.

Focus on potholes and carriageways

A recent national report written by the RAC and covered in the press, stated that they had attended **37%** more pothole related breakdowns occurred in 2020/21 Q4 than in 2019/20 Q4.

Figures from works carried out on defects classified as potholes / carriageway show that in 2019/20, there were 2,734 potholes repaired compared to 2,905 in 2020/21. This represents an increase of 6.3% which is likely to be as a result of the harsh conditions during February and March.

Concerning insurance claims, where a member of the public makes a claim to us for damages as a result of a defect, in 2019 / 20 Q4 there were 106 new claims overall, of which 88 related to potholes/carriageways. In 2020/21 Q4 the number of new claims increased slightly to 108 but only 73 of these related to potholes/carriageways. This represents a 17% drop in pothole/carriageway related claims for this period.



Update on Major projects

Kex Gill

The Planning and Regulatory Functions Committee was held January 2021. Resolved – That the application for the A59 Kex Gill scheme be approved subject to conditions.

February 2021, Department for Transport (DfT) confirmed an offer of funding and programme entry for the scheme within the Large Local Majors programme. This allows the Authority to complete the negotiation of all the remaining legal and procurement processes (but not enter into final contractual or other legal commitments) following which a request for Full Approval can be made. A report to Executive agreed to the increased contribution in March 2021.

Following the letter from DfT work continues to progress on the Statutory Orders and the procurement for the A59 Kex Gill scheme.

Junction 47

Works on the scheme progress. Poor ground conditions encountered on the Highways England network and risk reduction/design option discussions continue to resolve the matter. Great Crested Newts have been located in the Highways England communication network chambers, works stopped in this area until the issue is resolved. The contractor continues to comply with the latest version of the Construction Sector – Site Operating Procedures in relation to Covid-19.

Sustainable Travel and Air Quality

Management Board received a paper in March regarding the work carried out so far on electric vehicles charging and identifying what is needed to encourage uptake of electric vehicles. It was agreed that a project group should be set up and that a charging policy should be produced.

Active Travel Fund

The second round of consultation on the active travel fund schemes went live on 22 March for a period of three weeks. A public meeting was held covering the Harrogate schemes on 29 March and Whitby on 31 March. A report will be produced on the completion of

the consultation setting out the way forward and which schemes should be taken forward for delivery.

Transforming Cities Fund

The Outline Business Case for Selby has been submitted meaning that all 3 Outline Business Cases are now completed and with WYCA for Review. The public consultation window has closed and reports are being prepared for each scheme to support officer recommendations for the options to be progressed to preliminary design. The final decision will be taken to May Executive.

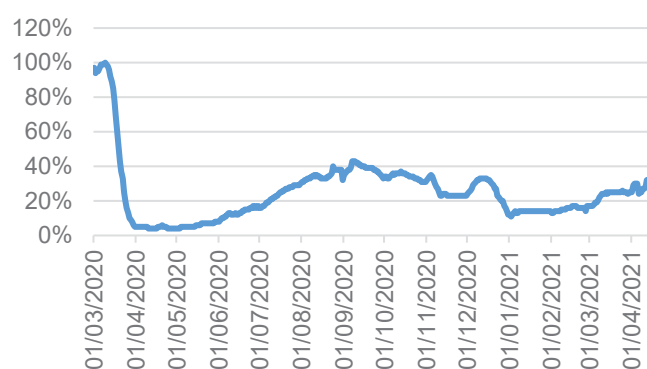
Street Lighting

The LED Street Lighting project was completed two years ahead of schedule in quarter four. The programme which should have taken 5 years but was completed in three saw the replacement of 50,400 streetlights across North Yorkshire with energy-saving LED lamps as part of an ambitious carbon reduction programme.

Travel

The railways are an integral part of a modern transport network helping promote economic growth, but during the last year we have seen a dramatic decrease in rail passenger numbers and services as a result of the Coronavirus pandemic. The impact of the pandemic on passenger numbers can be seen on the following chart which shows the percentage of normal passenger numbers using rail nationally since the start of the pandemic.

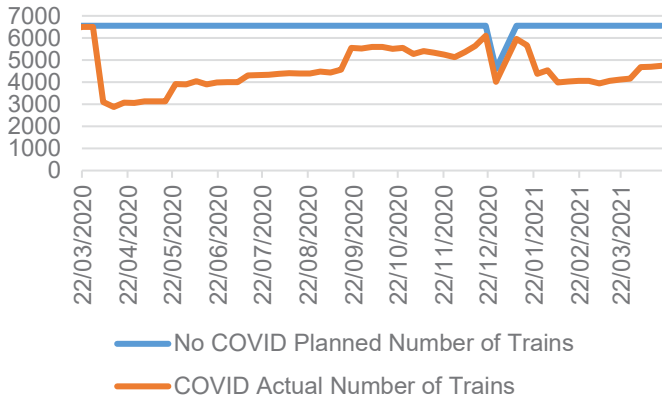
National Rail % of use v pre COVID levels



In North Yorkshire the number of train services running had been climbing steadily since the initial lockdown, up to Christmas when there is usually a seasonal decline in the number of services planned.

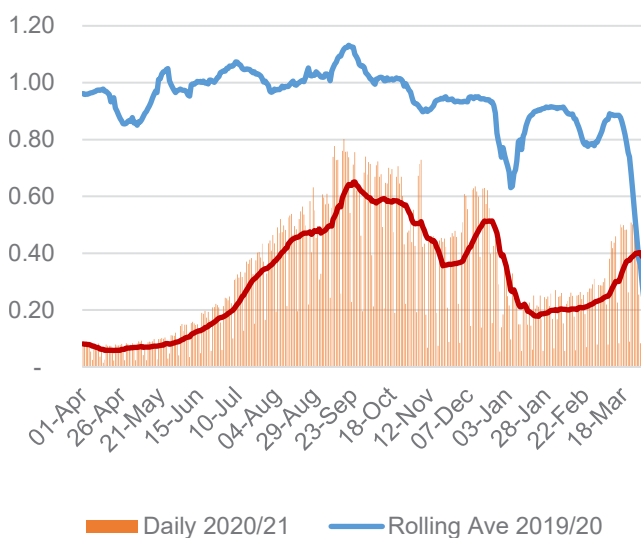
This year the Christmas period was followed by the third national lockdown and as such, the number of services dropped off again. By the end of quarter four, 72.3% of services were running in North Yorkshire.

Level of Rail Services Running in North Yorkshire



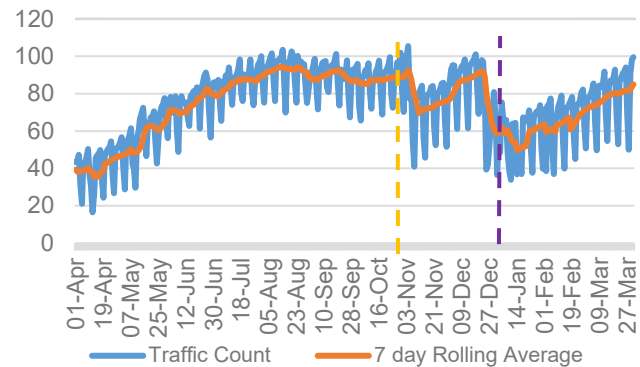
Similar patterns can be seen when looking at road traffic and bus patronage. The chart below shows passenger usage on local bus services with the trend since the beginning of March, showing gradual increase to c40% of pre Covid levels following the first stage easing of lockdown restrictions. The rolling average for 2019/20 shows the sharp decline in patronage as the impacts of Covid first appeared and the first lockdown was introduced.

Bus Patronage 1st April 2020 - 31st March 2021 14 day Rolling Average Index 2019/20



Road traffic data over the same period, indexed to the average traffic data for the (pre-Covid) 2019 calendar year shows the impacts for road traffic volumes are less severe, and the recovery stronger following the easing of lockdown. Traffic volumes at the end of March 2021 were just over 80% of average volumes and rising.

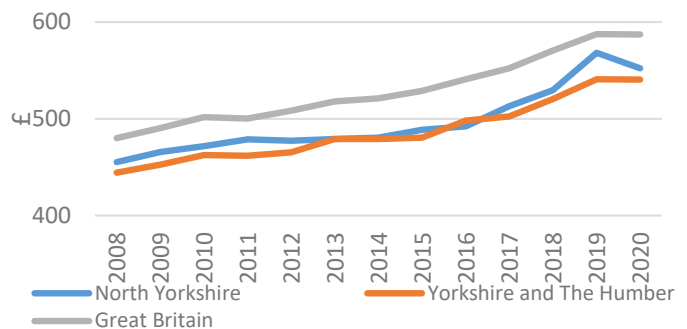
Daily Road Traffic Volume 1st April 2020 - to 31st March 2021 (Index 100=Average Daily Traffic 2019)



Increased overall average median wage

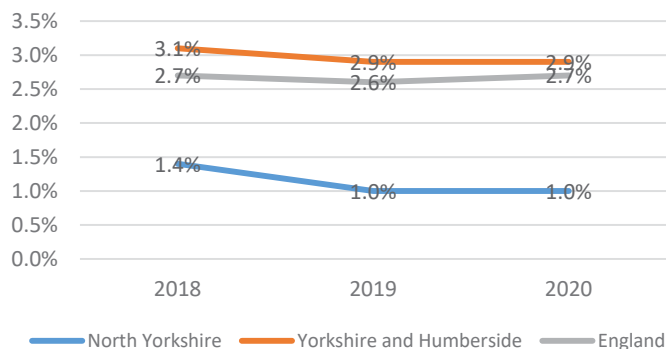
Gross weekly pay for full time employees in North Yorkshire had been increasing up to 2019, but fell from £568.20 in 2019 to £552.00 in 2020. At £552.00 local wages are above the regional level (£540.40), but are £35.10 per week (6%) lower than the Great Britain average.

Gross Weekly Pay (FT) by Residence



Locally, only 1% of 16 and 17 year olds are known to be “Not in Education, Employment or Training” (NEET). This figure remains very low and compares favourably to the regional rate (2.9%) and the rate for England (2.7%).

16 and 17 year olds known to be NEET



Future Focus

The future focus must remain clearly on supporting residents and businesses to recover from the Covid pandemic as restrictions begin to be eased. The easing of restrictions will start to reveal the true economic impact of the pandemic as financial support for businesses in the form of grants and money to furlough staff starts to decrease.

The timing of the easing of restrictions is particularly important to the large hospitality industry in the area who will need to make the most of the season and try to benefit from the increased demand for “Staycations”.





Focus on Council Ambition: 'Healthy and Independent Living'

'Every adult has a longer, healthier and independent life'

High level outcomes:

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

Customer

Referrals

Activity levels at the "front door" for social care showed significant reductions year on year in the first half of 2020/21, but have continued to increase as the year has progressed. The final figures remain short of 2019/20 activity levels, but with a smaller gap than in Q3:

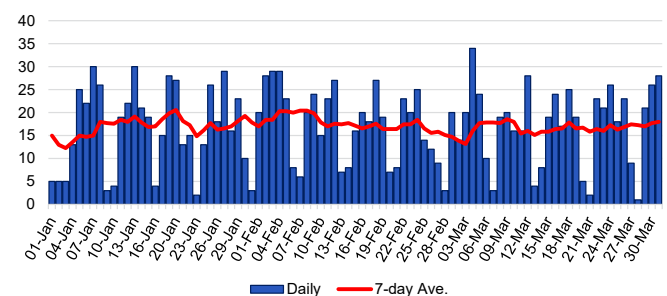
- Contacts and hospital referrals (73,373) were down by 4.5% (3,428) at the end of Q4, which compares with a year on year reduction of 8% recorded at the end of Q3.
- Referrals to adult social care teams (15,613) were down 12.5% (2,237 referrals) at the end of Q4. This compares with a 17% year on year reduction recorded at the end of Q3.

The social care operating model was changed in response to the pandemic, to refocus on supporting acute hospital sites in delivering the new national hospital discharge model. Covid case numbers in the community and the number of beds occupied by Covid patients had both reduced significantly by the end of the financial year, but the impact on social care teams remained undiminished during Q4:

Throughout 2019/20, the daily average for the number of hospital discharges received by adult social was 10 per day. At the end of Q3, this had reached 17 per day, and at the end of Q4 it was at 18 per day. As indicated in the chart below, the difference in activity levels

between weekdays and weekends remained an issue throughout the pandemic, with the weekday average exceeding 22 referrals per day for the final two weeks of March 2021.

D2A Assessments – Daily Trend Activity



The proportion of contacts diverted at the door was 74.5% at the end of Q4, which compares with 76.8% for the same period in 2019/20. The Covid operating model means that people who would not normally progress to an assessment and service provision because of their financial situation are currently progressing through to an initial period of NHS-funded support, which is reviewed after 6 weeks. These emergency funding arrangements facilitate the flow of patients from hospital into care settings and/or back home with care and support.

Assessments

19,765 initial assessments were completed between April and March, continuing the consistent trend reported in previous quarters. During Q4 the level of

activity continued to be inflated by the Covid operating model, which requires people coming out of hospital to receive a number of assessments within a short period of time. At the year end, needs assessment activity was up by 48% (1,997 assessments) year on year – this is the assessment route for people whose need is anticipated to require long-term support.

In Q4, the proportion of completed assessments that were of the new Covid response type reduced from 30% to 26%, reflecting the on-going prevalence of hospital-related activity but also the start of an increase in the level of business as usual activity.

Reviews

The number of reviews of adult care plans completed at the end of Q4 was 7,451, down by 25% (2,435) on 2019/20 activity levels. The margin of reduction reported in Q3 was 23%. Reduced review activity continues to be offset by increased needs assessment activity under the Covid response operating model, which relates to the additional 1,997 assessments identified above.

As previously reported, teams are currently prioritising reviews for people being supported under the first two phases of the Covid emergency funding arrangements and this is an additional draw on staff time. Details of individual cases where the underlying, long-term reviews are overdue are being circulated on a regular basis to maintain a focus on performance in completing reviews within timescale.

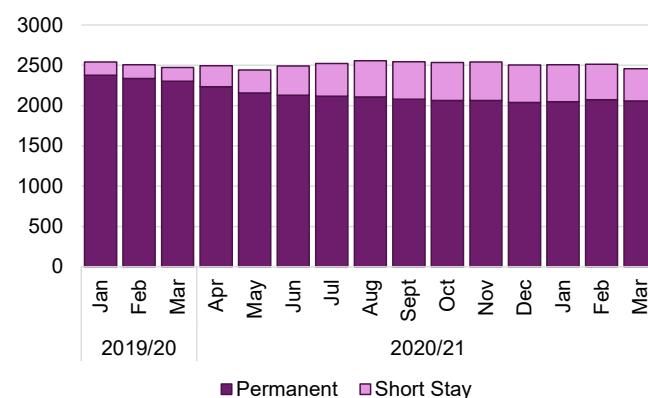
A detailed and systemic action plan has been developed to address process, practice and system issues around the completion of annual reviews as part of the directorate's Confident and Consistent Practice programme.

Placements

Permanent residential and nursing placements (2,058) continue to be around 10% (244 placements) down on the end of 2019/20, and have only shown small month on month changes since Q3 (+18). As part of the Covid response arrangements, short-term placements continue to be used more heavily, but do show a significant reduction at the end of Q4 with 400 short-term placements compared with 465 at the end of Q3.

Overall placement numbers at the end of Q4 (2,458) showed a 0.6% reduction (14 placements) on the end of 2019/20, which is set out in the chart below. Short-term placements accounted for 16% of all placements at the end of Q4 compared with 7% at the end of 2019/20. During Q3, short-term placements accounted for 19% of the all placements.

Placement numbers

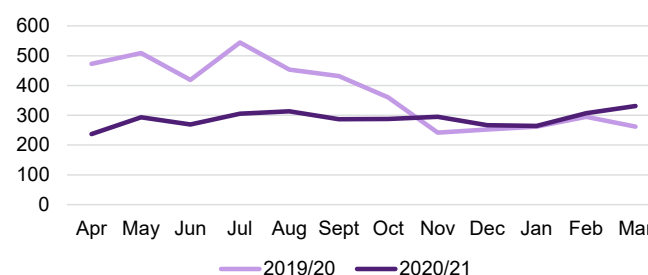


People are safe, with individuals, organisations and communities all playing a part in preventing, identifying and reporting neglect or abuse

Safeguarding

3,456 safeguarding concerns were received between April and March, giving an average of 288 concerns per month. Activity levels have remained largely consistent during the pandemic period – the average monthly level in the first five months of the new safeguarding triage process was 263 concerns per month (Nov 2019 – Mar 2020), so the 2020/21 monthly average represents a 10% increase. Safeguarding activity levels showed small surges following lockdown periods, initially in July and August (ave 309/month) and most recently in February and March (ave 319/month).

Safeguarding Concerns per Month



The new process seeks to enable people to have their safeguarding issues resolved more quickly, and it continues to achieve a significant proportion of cases reaching an early conclusion in terms of no further action (NFA) being required. Performance has been consistently around 80% on this measure since the new arrangements came into effect, which is represented in the bottom two rows of the table below:

Information Gathering Decision	%
Formal Meetings – Section 42	16%
Formal Meetings - Other	1%
Informal Discussion – Section 42	4%
Informal Discussion - Other	1%
Following Info Gathering - NFA	69%
Signposting	10%

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

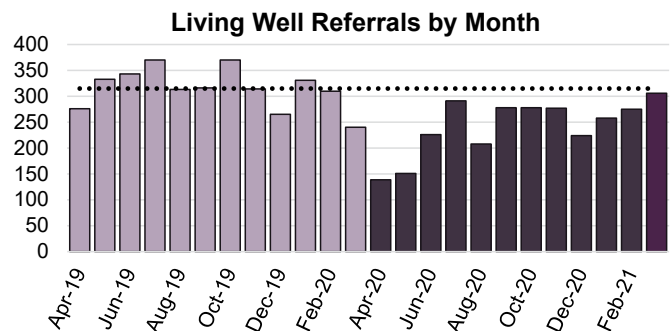
- At the end of Q4, the average time taken between receiving a safeguarding concern and making a decision on its outcome following Information Gathering was 15 days (Q3 14 days), against a target timescale of 15 days. This is based on 3,020 completed Information Gathering exercises since 1st April.
- The average length of time for the completion of a Section 42 Enquiry remains at 6 weeks, against a target timescale of 12 weeks. This is based on 2,363 completed enquiries since 1st April.

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

Living Well

2,911 referrals were received between April-March, a 23% (870) reduction on 2019/20. The gap year on year is up from 22% at the end of Q3. The number of referrals received increased in February and March, which are typically quieter months, and the chart below shows that March 2021 (306 referrals) was close to the 2019/20 monthly average (315 referrals – dotted line).

Living well Referrals by Month



Front door referrals remained stable at 66% of all referrals, which remained slightly below the 68% reported for 2019/20. 39% of these came from health agencies (40% in Q3) compared with 56% for the whole of 2019/20.

One-off interventions accounted for 63% of all completed interventions, which compares with 51% reported for 2019/20. The actual number of one-off interventions completed (1,643) is up 3% (49) year on year (4% down in Q3).

Reablement

1,707 completed reablement involvements were recorded April-March, which is 28% (678) down on the 2,385 recorded in 2019/20, at the end of Q3 the gap was 23%. Analysis of reablement teams' activity during 2020/21 highlighted the fact that they have started 106 domiciliary care services per month on average, as part of the response to support new hospital discharge arrangements. For 2019/20, the corresponding figure for domiciliary care service starts was 54 per month.

The average size of a support package continues to show little change between quarters, down from 8.8 to 8.5 hours per week, which compares with 9.2 hours for the same point in 2019/20. The average duration of an intervention returned to 4.3 weeks, in line with 2019/20.

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

1,435 people received completed packages of reablement between April and December, a 43%

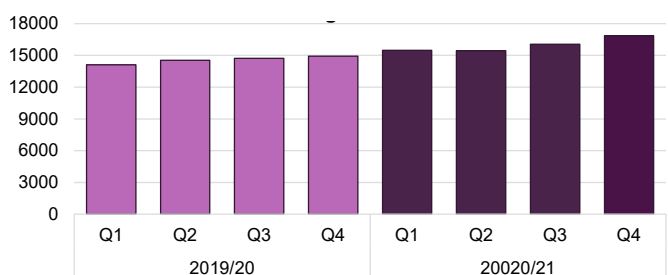
(1,101) reduction on 2019/20 (26% in Q3). The proportion of these people who had not subsequently returned for social care support by the end of Q4 was 74.3% (1,066) which is significantly lower than the 83.6% achieved for the same period in 2019/20. The comparative outcome figure for Q3 was 71.6%.

Personal Budgets (PB)

The use of Personal Budgets (PBs) seeks to enable people getting support from social care to have more choice and control over the services they receive.

Monthly performance reporting for adult social care tracks the trend over the past 12 months for the average PB cost for all cases, excluding those with a primary support reason (PSR) of learning disability. The average PB for non-LD cases was £16.8K at the end of December, an increase of £0.8K against the average PB for Q3. This represents a 9.9% increase year on year (£1515), compared with a 6.3% increase (£940) reported in Q3.

Average PB for Community Services Cases Excluding LD Clients



Whilst the cost of care continues to be driven by local care markets, the service has enjoyed some success in managing demand and cost:

- The number of people with a PB, including people with learning disabilities (LD), continues to be very stable, showing a small increase of 1.8% (67 cases) in the last 12 months at 3,890 in March 2021.
- Analysis of snapshot data for open cases in each quarter of 2020/21 indicated that average total hours for personal care at home had reduced by 23% since quarter 1, which represents a reduction in paid for hours of support. Under the strength-based approach, the care planning process aims to identify what people can do for themselves, what their families and support network can do to support

them, and the resources that may be available to them in their community. The aim of this approach is to be maintain their independence and build their resilience.

People can access good public health services and social care across our different communities

Integration

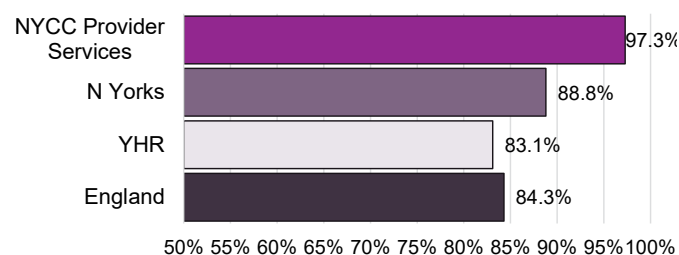
Delayed Transfers of Care – The last round of national data collections for delayed transfers of care was for February 2020. No performance data has been collected or released since then.

Care Market

Based on current CQC overall inspection ratings, the proportion of provision across the county rated as “good” or better remains higher than both the England and regional levels, increasing by 0.2% between quarters to 88.8%.

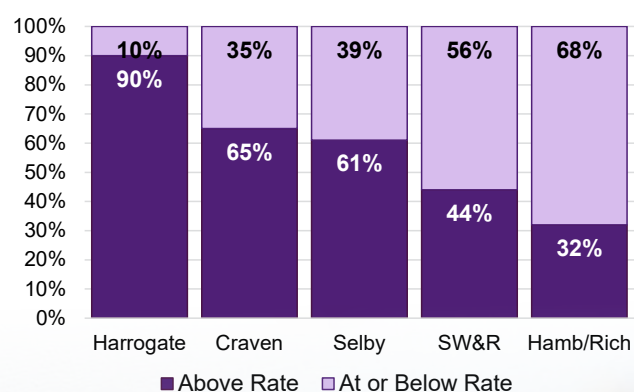
For in-house provision, the performance against this measure is higher still, remaining at 97.3% of provision rated “good” or better.

% of Adult Social Care Provision Rated ‘Good’ or Better



The proportion of permanent residential and nursing placements for people aged 65+ with a weekly cost above NYCC approved rates increased to 59% at the end of Q4, up from 56% in Q3. There continue to be significant variations across localities, with the greatest pressure continuing to be in Harrogate:

% of Placements Above Approved Rates



At the end of 2020/21, the directorate is close to completing an actual cost of care exercise, which is overdue, having been delayed by the scale and urgency of the Covid response. The position outlined above regarding placements for older people is what would be anticipated at the end of a review cycle, and completing the exercise will redress the imbalance between the authority's approved rates and the actual cost of providing long-term care placements for local people.

Service plans for 2021/22 detail plans for taking forward care market interventions under the auspices of the Strategic Market Development Board, including:

- The development of locality plans incorporating public health profiles and local market analysis to refine commissioning intentions;
- The development of a residential and nursing strategy with a focus on the financial sustainability of the market and discharge to assess;
- The implementation of the outcomes of the actual cost of care exercise for residential and nursing care; and,
- Taking forward strategic projects, including the Extra Care programme, the Harrogate Dementia Village, reimagining homecare and testing new models of commissioning care.

Future Focus

National Carers Week – 7-13 June 2021

Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

This year, carers across the country are continuing to face new challenges as a result of the Covid-19 pandemic. Many people are taking on more caring responsibilities for their relatives and friends who are disabled, ill or older and who need support.

They need to be recognised for the difficulties they are experiencing, respected for all they are doing, and provided with information, support and understanding. So during Carers Week, we're coming together to help Make Caring Visible and Valued.

The 2011 census indicated that more than 64,000 people of all ages across North Yorkshire were providing unpaid care for someone. That's 11% of the population, but in the 50-64 year old age group the proportion increased to 40%.

They are looking after a family member or friend who has a disability, mental or physical illness or who needs extra help as they grow older. Caring's impact on all aspects of life from relationships and health to finances and work can be significant, and carers are facing even more difficult circumstances this year. Whilst many feel that caring is one of the most important things they do, its challenges should not be underestimated. Caring without the right information and support can be tough. It is vitally important that we recognise the contribution carers make to their families and local communities, workplaces and society, and that they get the support they need.

A national website for Carers Week ([Home | Carers Week](#)) provides resources for people wanting to organise activities and enables people to upload details of their events and activities or to search for things happening during the week in their local area. The website is also linked to a Facebook page to help spread the message - [Carers Week - Home | Facebook](#)



Council Ambition: 'Best Start to Life'

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

High level outcomes:

1. Education as our greatest liberator with high aspirations, opportunities and achievements.
2. A happy family life in strong families and vibrant communities.
3. A healthy start to life with safe and healthy lifestyles

Customer

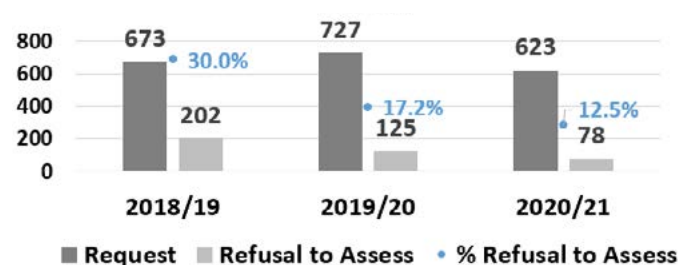
This Quarter, a total of 5,136 contacts were received by the Multi-Agency Screening Team, leading to 1,088 new referrals to Children's Social Care and 878 new Early Help Episodes. As a result of the closure of schools to the majority of pupils between January and early March there was a reduction in the number of contacts from schools and education services, with 709 recorded. This was 31% lower in Q4 20/21 than Q4 19/20 (n=321). It is worth noting that a much larger reduction (61%, n=561) was seen in Q1 2020/21 (first national lockdown) when compared with Q1 2019/20.

Over the course of the Quarter, 1,175 Children & Families assessment were completed, of which 98.9% were completed within 45 days and 75.9% were completed within 30 working days. This is reflective of the service's dedication to ensure that needs are assessed effectively and quickly and that families receive the right service at the right time. This can be seen in the very low repeat referral rate in North Yorkshire, 15.7% for 2020/21, considerably lower than the latest national average of 22.6%.

There were a total of 167 requests for an assessment for an EHCP in Quarter 4, higher than the previous quarter (n=136) but lower than the same period last year (n=223). There have been a total of 623 requests for assessment in the 12 month period to the end of Q4 2020/21 compared to 727 requests the previous year.

There have been fewer requests being refused an assessment than in previous years as shown in the table below. This is an indication that requests are being submitted appropriately.

Requests for EHC Plan Assessment – % refused



A healthy start to life with safe and healthy lifestyles

Grow and Learn school readiness pilot work in Ryedale and East Whitby continues. The pilot has created local neighbourhood based partnerships to develop a range of locally led interventions across the 0 to 5 years pathway. The focus of interventions is based on developing early speech with a consistency of approach in the home, settings and the community. As part of this approach, there is a universal offer of support to families and a more intensive offer to more vulnerable families.

A multi-agency intervention pathway between the Healthy Child Team, the Children and Families Service, Early Years Providers and Schools aimed to support 100 vulnerable families. However, this has been exceeded with the multi-agency intervention pathway has supporting 121 children to date..

The WellComm assessment toolkit is being used to enable identification of children needing support, it is quick and simple for practitioners to use (requiring no speech and language expertise), and the traffic light scoring format makes the results quick to interpret.

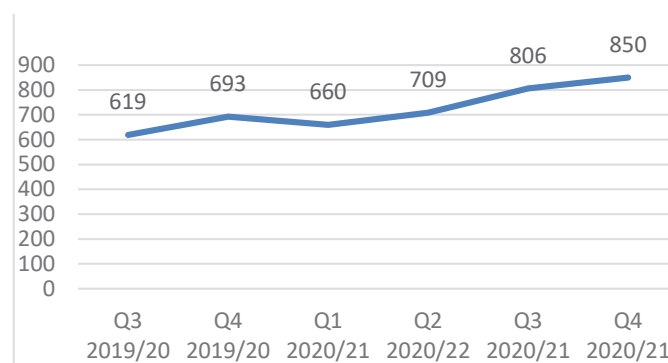
At the first point of assessment 56% of children were assessed as 'red', 34% 'amber' and only 10% 'green' (indicating they were reaching age related expectations). Following a cycle of intervention and re-assessments, current data indicates that now 27% of the cohort are currently 'red', 19% 'amber' and 54% green for reaching age related expectation with regards to speech, language and communication.

We have successfully commissioned a community partner organisation (Coast and Vale Community Action) and set up a small grants scheme to support improving the home learning environment and school readiness. To date 15 new community/voluntary provisions have been set up with support from Grow and Learn. In addition to this, 9 existing providers have extended their community offer to families with support from Grow and Learn. We estimate approximately 400 families have accessed this new community provision.

Education as our greatest liberator with high aspirations, opportunities and achievements

As at the end of Quarter 4 2020/21, a total of 850 children were Electively Home Educated, continuing the upwards trend seen since the end of the first national lockdown. Over the last 12 months, we have seen a 22.3% (n= 157) increase, up from 693 at the end of 2019/20. All families of electively home educated children have been contacted by the Early Help service and provided with information on where they can access Covid-related and non-Covid-related support. 48% of families contacted said that Covid-19 was a factor in deciding to home educate. However, of those approximately 78% of these families said that their children would return to school once they felt it was safe to do so.

Number of Children in Elective Home Education

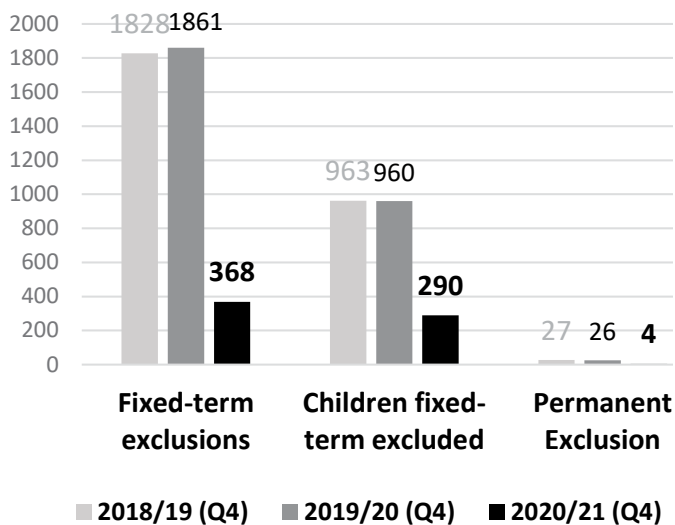


Attendance at schools following the wider re-opening of schools has been strong, sitting at 89.6% during the 5 days to 26th March 2021, closely aligning with the national average of 89.9%. Across the 'vulnerable groups' (children with a Social Worker and Children with an EHCP), attendance in North Yorkshire has been stronger than the national average as the table below shows. Since Schools returned in September, the attendance of children in North Yorkshire schools has been consistently stronger than the national average (as outlined in the 'overall' figures in the table below).

Covid-19 Lockdown Attendance		Autumn Term	Lockdown 3	Current Position (5 days to 26th March 2021)
North Yorkshire	Overall	89%	19.4%	89.6%
	SW Worker	82.9%	50.0%	83.1%
	EHCP	83%	42.5%	86.3%
National	Overall	86.1%	15.4%	89.9%
	SW Worker	80.7%	43.9%	81.6%
	EHCP	80.5%	38.0%	83.6%

The impact of the school closures leaves us unable to track performance of exclusions, as there is no comparable data. We only have a partial picture for Q4 when we saw 368 exclusions for a fixed period and 4 permanent exclusions to the end of March. Reducing the number of exclusions in schools remains a priority for the Directorate and will be monitored closely now schools have re-opened.

Exclusion from Education



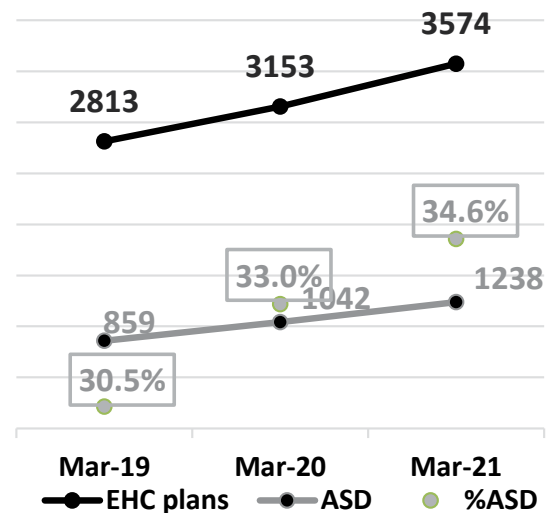
Whilst there has been no change on the previous year with 80.5% of primary schools being graded as good or outstanding by Ofsted this is below National and Statistical Neighbour performance (87.8% and 87.1%) respectively. There has been a reduction in Secondary school performance compared with the same period last year. This performance is also below the National and Statistical Neighbour rate (76.5% and 80.1% respectively). This is a priority for the service to improve as inspections re-start post national pandemic restrictions.

EHC plans have continued to be finalised throughout the year despite the inevitable operational challenges which the pandemic presented. There were a total of 3574 funded EHC plans at the end of Q4 2020/21, a 13% (+421) increase on the same point last year (3153) and a 105% (+1829) increase on the same period in 2014/15.

Mar 15	Mar 16	Mar 17	Mar 18	Mar 19	Mar 20	Mar 21
1745	1937	2245	2545	2813	3153	3574

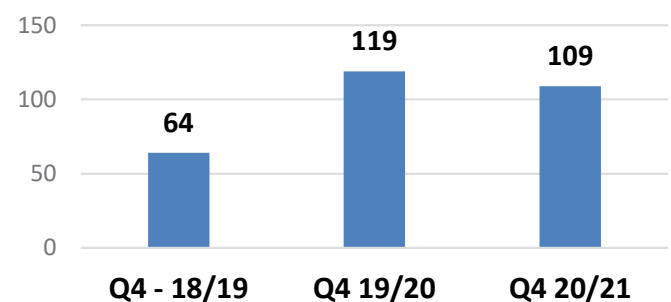
As is the case nationally, the most prevalent need of children receiving an EHC plan are those with Autistic Spectrum Disorder (ASD), currently making up 35% (1238) of the total number of North Yorkshire EHC plans, this primary need has also seen the highest rate of increase of all needs, rising by 44% (+379) since Q4 in 2019.

Total EHC Plans – % ASD



There were a total of 109 new EHCPs issued in Q4. Overall, there have been 458 new EHC plans produced in the 2020/21 financial year, down, by 7.6% (n=31) on the 489 the previous year. It is clear that demand for EHC plans is continuing despite disruption experienced to schooling during the course of the year.

New EHC Plans issued



A total of 109 new EHC plans were issued in Quarter 4, 8% (n=10) lower than the same period 2019/20).

There has been a deterioration in the timeliness of new EHCP plans issued. There are two reasons for this, turnover of Educational Psychologists and difficulty in recruiting, resulting in depleted staff numbers and therefore capacity as well as the impact of the pandemic. This has resulted in a back log of cases and performance reduced to 12% (n=13) of new EHCP's were issued within 20 weeks in Quarter 4 which compares to 60.5% in the same period last year. The service has a robust plan in place to clear this back log by the end of the summer term.

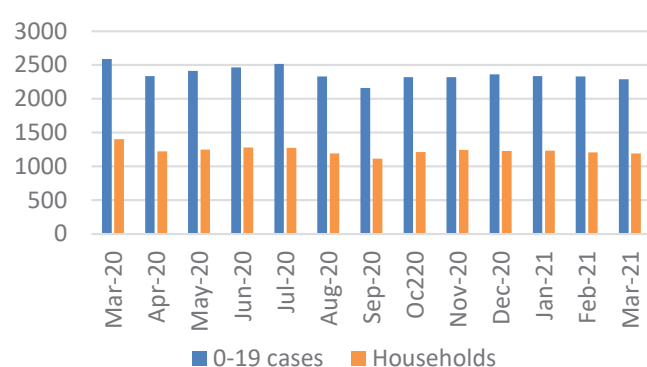
Flexibility with timeliness during this period was necessary in order to obtain required advice from professionals and to assess needs appropriately, in line with government guidance we have ensured all required elements were in place even if that meant missing the 20 week deadline.

An action plan is in place with the EP service which has been a main delaying factor in the ability to issue. The service has a high number of vacancies which have proved challenging to recruit to. We are working closely with our Resourcing Solutions team to recruit to the vacancies and hope to be fully staffed in the near future.

A happy family life in strong families and vibrant communities

The number of ongoing households supported by the Early Help Service reduced to 1,193 at the end of quarter 4. This is the lowest month end total since September 2020 and 15% (n=209) less than the figure at the end of March 2020. The chart shows the immediate impact that the initial lockdown in March 2020 had on Early Help caseloads, with a 13% reduction between March 2020 and March 2021

On-going cases



The Early Help Team support Children's Social Care colleagues to deliver interventions to support families, cases worked by Early Help increased by 17% (n=46) between October 2020 and the end of March 2021.

As schools complied with national restrictions for the majority of Quarter 4, and children have largely remained at home, we saw a reduction in the number of contacts received by the front door, from 5,301 in Quarter 3 to 5,136 (3.1%). Despite this reduction,

the number of referrals to Children's Social Care has remained relatively stable, increasing slightly from 1,074 in Quarter 3 to 1,088 in Quarter 4. It is reassuring to see over past year, against a backdrop of uncertainty as a result of the pandemic, the re-referral rate has remained very low at just 15.7%, down from an already low 16.1% in 2019/20.

Some evidence may be emerging surrounding the impact of the pandemic on the mental health of children, young people and families. Across 2020/21 we have seen the number of contacts into MAST from mental health services (adults and children's) almost double from 548 in 2019/20 to 1086 in 2020/21.

Whilst Quarter 4 has seen a reduction in the number of contacts received, we have continued to see stability in the number of children and families referred to Children's Social Care. Over the course of Quarter 4, a total of 1,088 referrals were made to Children's Social Care, up slightly from 1,074 in Quarter 3 despite the reduction in contacts. Reflective of the quality of the decision making at the front door the repeat referral rate remained low in Quarter 4 at 15%, bringing the full year rate for 2020/21 to 15.7%, compared to a national rate of 22.6%.

Whilst the number of Children subject to a Child Protection Plan (CPP) for a second or subsequent time remains high at 27.1%, this should be viewed in the context of having fewer children becoming subject to a child protection plan, we have seen a de facto reduction in the number of children becoming subject to a repeat CPP. In 2020/21, 106 children were made subject to a repeat CPP, 17 lower than the 123 in 2019/20. When viewed in relation to the 501 CPPs issued in 2018/19, our rate of repeat CPP would be 21.1%, slightly lower than the national average of 21.9%. It is also worth noting that the proportion of repeat CPP issued within 12 months of the previous plan has reduced, from 35.7% in 2018/19 to 26.4% in 2020/21, indicating repeat CPPs are more likely to be reflective of changes in wider circumstance than premature cessation of previous plans.

Over the full financial year, 99.2% of Children and Families assessments were completed within 45 days, considerably higher than the latest national average of 83.8%. Furthermore, 78.5% of assessments were

completed within 30 working days in 2020/21, up from 69.8% in 2019/20.

Quarter 4 has seen a continued reduction (n=16) when compared with Quarter 3, in the number of children in care at 423, 11 of whom are Unaccompanied Asylum Seeking Children (UASC).

During 2020/21, North Yorkshire had a rate of Admission to Care of 13 per 10k, broadly in line with 12 per 10k during 2019/20. Our rate of admission is half of the latest national rate of 26 in 2019/20 and is considerably lower than that of our statistical neighbours of 21.5 per 10k. Over the past 3 years (2018/19 to 2020/21), our admission rate has been consistent at between 12 and 13 per 10k, contributing to our sustained low rate of Looked after Children (36.9 per 10k in 2020/21 compared to 67 per 10k nationally).

The health needs of children in care remains a priority for the Children and Families Service. Working closely with partners in health services, we have been able to sustain a strong performance regarding health assessments. At the end of Quarter 4, 86.1% of children in care had an up-to-date health assessment. The availability of dental appointments remains a challenge, with just 49% of eligible children having an up-to-date dental assessment. The service is working loosely with dental practices and health partners to ensure that the dental needs of looked after children are understood and supported.

Against a backdrop of increasing youth unemployment throughout the pandemic it is encouraging to see at the end of Quarter 4 65.4% of Care Leavers aged 19, 20 or 21 are in employment, education or training, up from 59% at the end of March 2020. The Leaving Care Service continues to work closely with partners to support Care Leavers to achieve their ambitions and aspirations; this includes access to opportunities through the government's Kickstart Scheme.

Within Youth Justice, it remains the case that publication of data by the Ministry of Justice relating to re-offending rates and the number of First Time Entrants into the criminal justice system is delayed due to the Covid-19 pandemic.

The Youth Justice Service continues to hold a backlog of approximately 60 young people awaiting court proceedings which have been delayed as a result of the pandemic.

Following the successful HMIP inspection of Youth Justice Service, the intention is to develop and embed bold new practice that more closely coordinates youth justice casework with the practice of other relevant teams and services. It will then be possible to align most of the YJS Quality Assurance processes with the CFS Quality Assurance model. As with the integration of practice, this will enable a more consistent and effective approach to learning and development.

In order to meet and exceed the national requirements around reducing the criminalisation of Children in Care and Care Leavers, a North Yorkshire draft strategic protocol has been circulated to multi-agency partners for consultation. This protocol is relevant across the range of all our policies, strategies and service provision. Prevention and diversion of formal criminalisation demands a relentless, holistic approach to positive support for all looked-after children and care leavers and a requirement to collaborate in this approach.

Future Focus

Looking to the immediate future, the Children and Families Service has contingency plans in place to ensure the appropriate capacity to respond to any surge in demand as lock down restrictions continue to ease. The service will continue to monitor demand at the front door to remain ahead of events in terms of the socio-economic fall-out from Covid as the furlough scheme comes to an end and more families may face increased levels of financial insecurity.

As schools return and settle, Early Help services will be working closely with education settings to improve how we capture activity undertaken by schools as part of the Early Help Strategy, improving the quality of information about Early Help Assessments completed by Schools and the impact of the 'Team around the Family'.

The staff in the SEN team and Inclusion service adapted well to 'virtual' approaches to fulfilling statutory duties, for example video conferences for reviews of Education, Health and Care plans with parents, children and professionals. All statutory assessment and education has now returned to its preferred format i.e. face-to-face and in person. However, there have been some lessons learned through this experience that will be taken forward, with the clearest benefit being services made more accessible to all needs and disabilities. Staff have also seen the benefit of the time saving and mileage reducing impact of moving to a virtual platform. The continuing upturn in demand for SEN and Inclusion services has made these lessons learned during this period very valuable, which will also be necessary along with investment in staffing and equipment to address increasing waiting lists.



Customer Feedback




In 2020 a new complaints system was introduced. We are currently in the process of developing our reporting functions and, as a consequence, data for Q4 was not available in time for this report. We are and will continue to meet all our statutory obligations in terms of handling and reporting on complaints.

Appendix

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














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


Key

	Direction of Travel is positive compared to the yearend or last quarter figures		Direction of Travel is negative compared to the yearend 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

Healthy and independent living - Primary indicators							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.1.	2A(1) - aged 18-64 admissions to residential and nursing care homes, per 100,000 population (year-end projection)	14.4 Q4 2020/21		Nat: 14.6 YHR: 17.8 (2019/20 full year) 19.5 Q4 2019/20	Ranked green in Q4 as the projected year-end figure shows a significant reduction year on year. 2018/19 NYCC ASCOF outturn = 22.7 See covid-related comment below.		
1.2.	2A(1) - aged 65+ admissions to residential and nursing care homes, per 100,000 population (year-end projection)	510.3 Q4 2020/21		Nat: 584.0 YHR: 654.8 (2018/19 full year) 674.6 Q4 2019/20	Ranked green in Q4 as the projected year-end figure shows a significant reduction year on year. Performance in 2020/21 was impacted significantly by the Covid outbreak in terms of reductions in both the number of people moving through the care pathway into permanent placements and the availability of homes to admit new residents		
1.3.	Referrals to Adult Social Care (ASC) as % of ASC contacts	21.3% Q4 2020/21		n/a 23.2% Q4 2019/20	Ranked green as current performance shows no change between quarters, and remains lower than 2019/20 outturn and maintains the significant improvement made against baseline. Performance during 2020/21 has been more difficult to monitor as the significantly increased number of referrals from hospitals have not been directed through the contact centre, going instead via the new command centre structure direct from acute hospital sites. 2015/16 baseline = 29.0%		
1.4.	% of referrals resulting in no further action (incl: NFA, case closed, no service required, support declined)		n/a Q4 2020/21	n/a	Changes to the assessment pathway as part of the Covid response have meant this indicator cannot be reported currently.	n/a	n/a
1.5.	% of assessments resulting in no service provision	n/a Q4 2020/21		n/a	See above	n/a	n/a
1.6.	% of reablement clients not receiving a subsequent package of social care support within 91 days	74.3% Q4 2020/21		n/a 82.5% Q4 2019/20	Ranked red as performance remained well below 2019/20 levels throughout the year. In-year performance showed a small improvement between quarters.		
1.7.	Reablement packages delivered in the period as % of all weekly services delivered in the period	6.6% Q4 2020/21		n/a 9.1% Q4 2019/20	Ranked red as activity remains well below the levels recorded during 2019/20. Delivery capacity has been significantly reduced as staff have been diverted to support the delivery of domiciliary care packages as part of the Covid response. Reablement is a critical element of the authority's "prevent, reduce, delay" agenda and reduced levels of activity over a prolonged period of time may contribute to increased demand for support in the longer term.		
1.8.	Clients receiving a review/reassessment in the year as a % of all open clients during the year	44.8% Q4 2020/21		n/a 58.7% Q4 2019/20	Ranked red as current performance is well below target. The Covid operating model has significantly increased the number of people receiving short term support, which is increasing the number for "all open clients during the year" whilst reducing the number of people open long enough to receive an annual review. For 2021/22, a new measure will be implemented focusing on people in long-term support, which will provide opportunities to benchmark with other authorities		
1.9.	Over 65s with an open weekly social care service as a % of the population aged over-65	2.9% Q3 2020/21		n/a 2.8% Q4 2019/20	Ranked green. As Q4 performance returned to a similar level to 2019/20 and further below the 2015/16 baseline (3.4%). Performance has consistently been around 3% for the last two years, with small changes between quarters. During the covid outbreak, increased support for hospital discharges resulted in people receiving short-term social care support where they would not have received that support under normal operating circumstances.		

Healthy and independent living - Primary indicators							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.10.	Rate of total DTOC bed days per 100,000 population	10.4 (Feb 2020)		6/16 in CIPFA group (Dec 2019 – Feb 2020)	Performance data no longer collected or published.	n/a	n/a
1.11.	% of residential and nursing beds for older people above NYCC rate	59% Q4 2020/21		n/a 51% Q4 2019/20	Ranked red as the rate continues to increase and is higher year on year and between quarters. A detailed cost of care exercise is nearing completion and will inform the review and revision of NYCC's approved rates for permanent placements. For 2021/22 a new measure will monitored, looking at the average weekly cost of placements, which can currently be benchmarked against nationally available data.		
1.12.	Rate of safeguarding concerns per 100,000 population	690.3 Q4 2020/21		Nat: 1,074 (2019/20) 888 Q4 2019/20	Ranked green as the new safeguarding processes continue to deliver significant reductions in safeguarding concerns when compared against the previous arrangements. As a cumulative measure, the headline figure increases each quarter.		
1.13.	% of safeguarding enquiries progressing to Informal/ formal discussions	20.0% Q4 2020/21		Nat: 39% (2018/19)	This measure relates to safeguarding processes introduced from October 2019, which means year on year comparisons are not possible. Ranked green as performance has been very consistent around 20% since the new processes were introduced, and performance shows a small improvement (reduction) between quarters.		
1.14.	% of completed DoLS applications granted	48% Q4 2020/21		Nat: 49% (2019/20) 47% Q4 2019/20	Ranked green as performance is broadly in line with last year and the national comparator average, showing a good level of consistency. There has been a change in practice in the DoLS process during Covid. Applications no longer go to Panel if there is a change of circumstances or death, so very few cases are recorded as having a 'Not Granted' outcome under this working arrangement. Cases do get 'withdrawn', so the outturn figure for 2020/21 has been calculated by combining the two outcomes		
1.15.	Smoking prevalence in adults	12.0%		England = 14.4% CIPFA: 11.8% to 17.7%	Smoking prevalence is significantly lower compared to England. Among 16 similar areas, North Yorkshire has the 2nd lowest rate. There are around 60,000 smokers in NY.	n/a	
1.16.	Excess weight in adults	62.9% (2018/19)		England = 62.3% CIPFA: 60.7% to 66.7%	Excess weight is not significantly different from England. Among 16 similar areas, North Yorkshire has the 7 th lowest rate.	n/a	
1.17.	New STI diagnoses (excluding chlamydia aged < 25)	450 per 100,000		England = 851 CIPFA: 417 to 641 per 100,000	North Yorkshire has a significantly lower STI diagnosis rate than England. Among 15 similar areas, North Yorkshire has the 3 rd lowest rate. In North Yorkshire, the rate has been increasing for the past 7 years such that the rate in 2018 is 30% higher than in 2012, compared with a 2% increase nationally.	n/a	
1.18.	Cumulative percentage of the eligible population aged 40-74 offered an NHS Health check	93.3%		England = 90.0% CIPFA: 56.2% to 98.4%	North Yorkshire has offered significantly more NHS health checks compared with England. Amongst 10 similar areas, North Yorkshire has the second highest rate. Since January 2018, North Yorkshire has progressed from being significantly lower than England to being significantly higher.	n/a	
1.19.	Cumulative percentage of the eligible population aged 40-74 who received an NHS Health check	43.3%		England = 43.3% CIPFA: 28.0% to 63.6%	Eligible population aged 40-74 in North Yorkshire who has received an NHS health Checks is similar compared with England. Amongst 16 similar areas, North Yorkshire has the 6 th highest rate. The long term trend for people receiving a check is increasing.	n/a	
1.20.	Successful completions of treatment for opiate use	6.5%		England = 5.8% CIPFA: 3.4% to 10.2%	Successful completion of treatment for opiate use is slightly higher than England. North Yorkshire is 6 th highest of 16 similar areas. The completion rate is marginally reduced from the previous year, with the long-term trend being broadly unchanged.	n/a	
1.21.	Successful completions of treatment for non-opiate use	27.2%		England = 34.4% CIPFA: 21.8% to 42.8%	Successful completion of treatment for non-opiate use is significantly lower than England. North Yorkshire is 13 th highest of 16 similar areas. The completion rate is reduced from the previous year, with a static long-term trend.	n/a	

Healthy and independent living - Primary indicators							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.22.	Successful completions of alcohol treatment	34.8%		England = 37.6% CIPFA: 24.6% to 51.9%	Successful completion of treatment for alcohol use is not significantly different from England, having been lower. North Yorkshire is 9 th of 16 similar areas, up from 14 th . The completion rate is increased from the previous year.	n/a	
1.23.	Suicide rate	10.8 per 100,000		England = 9.6 per 100,000 CIPFA: 7.8 to 12.1	The suicide rate in North Yorkshire is not significantly different from England. It is joint 5 th highest in a group of 16 similar areas. There were 9 additional suicides in 2015-17 compared with 2014-16.	n/a	
1.24.	Excess winter deaths index	26.2%		England = 21.6% CIPFA: 14.2% to 28.9%	There were 26.2% more deaths in winter months compared with other times of year in North Yorkshire, versus 21.6% in England. North Yorkshire was 4 th highest among 16 similar areas. The index was higher in winter 2016/17 compared with the previous year, but this is a volatile indicator, dependent on many factors such as weather and flu viruses. The long-term trend is flat.	n/a	
1.25.	Successful quitters at 4 weeks (smokers)	1,379 per 100,000 smokers		England = 2,070 per 100,000 CIPFA: 101 to 2,723	The rate of smokers successfully quitting at 4 weeks in North Yorkshire is significantly lower than to England. It is 10 th of 15 similar areas. The rates have been significantly lower compared to England from 2013/14 to 2017/18. The quit rate was slightly lower in 2017/18 compared with the previous year.	n/a	
1.26.	Percentage of physically active adults	70.7%		England = 67.2% CIPFA: 64.8% to 74.8%	The proportion of physically active adults in North Yorkshire is significantly higher than England. It is 5 th highest among 16 similar areas. The percentage has been significantly higher compared to England from 2015/16 to 2018/19. The rate is not significantly changed from 2016/17.	n/a	
1.27.	Proportion of dependent drinkers not in treatment	77.2%		England = 82.4% CIPFA: 77.2% to 88.2%	The estimated proportion of dependent drinkers who are not in treatment is lower in North Yorkshire compared with England, but the difference is not statistically significant. North Yorkshire has the lowest proportion compared with 16 similar areas.	n/a	Method change prevents comparison
1.28.	Number of Living Well referrals	Q4 2019/20: 995		Q1 2019/20: 881 Q2 2019/20: 716 Q3 2019/20: 1,189 Q4 2019/20: 995 Quarterly target: 725	The number of Living Well referrals is 995, 17% lower than for Q3, reflecting the early period of the coronavirus restrictions. To achieve the 2019/20 total of 2,900 referrals, a target of 725 is needed per quarter. Actual referrals are 3,781 referrals; a 35% increase on previous year. Growth in referrals from health has been maintained (now 40%).	n/a	
1.29.	Life expectancy at birth (male / female)	Male: 80.7 Female: 84.2		M: England = 79.6 CIPFA: 79.2 to 80.8 F: England = 83.2 CIPFA: 82.7 to 84.2	Life expectancy at birth for both males and females are significantly higher compared with England, from 2001-03 to 2016-18. For males, North Yorkshire is joint 2 nd highest among 16 similar areas, and for female, it is joint highest. Historic improvements in life expectancy have stalled: female LE in NY has not increased in 4 years and male LE is up by 0.1y in the past 3 years, with similar patterns seen nationally.	n/a	M:  F: 
1.30.	Slope index of inequality in Life Expectancy at birth (male / female)	Male: 6.4 Female: 4.8	1 st (best) quintile	M: England = 9.5 CIPFA: 5.5 to 9.5 F: England = 7.5 CIPFA: 4.0 to 7.9	The slope index of inequality in life expectancy at birth for both male and female are within the 1 st (best) quintile in England. For males, North Yorkshire is joint 4 th among 16 similar areas, and for females, it is 4 th .	n/a	M:  F: 
1.31.	Life expectancy at 65 - (male / female)	Male: 19.3 Female: 21.8		M: England = 18.9 CIPFA: 18.5 to 19.7 F: England = 21.2 CIPFA: 20.7 to 22.1	Life expectancy at 65 for both male and female are significantly higher compared with England, from 2001-03 to 2016-18. For males and females, North Yorkshire is 6 th highest among 16 similar areas.	n/a	M:  F: 

Best start to life - Primary indicators table							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.33	Smoking at the time of delivery	2019/20 10.8% (equates to 514 women)		England = 10.4% CIPFA: 8.7% to 16.2%	Smoking status at time of delivery continues to fall but is still significantly higher than England. Among 16 similar areas, North Yorkshire has 12 th highest rate. If NY had the lowest rate of similar areas (West Sussex 8.7%), about 164 more infants would have a better start to life.		

Best start to life - Primary indicators table						<div><div>C</div><div>B</div><div>A</div></div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.34	The percentage of children aged 4 or 5 (reception) who have excess weight	<u>2019/20</u> 23.4%		England = 23.0% CIPFA: 19.0% to 26.7%	The proportion of children in Reception classes with excess weight has increased slightly and is higher than England. North Yorkshire is ranked 7 th out of similar areas.		
1.35	The percentage of children aged 10 or 11 (Year 6) who have excess weight	<u>2019/20</u> 32.5%		England = 35.2% CIPFA: 28.8% to 36.4%	The proportion of children in Year 6 classes with excess weight has increased but remains significantly lower than England. North Yorkshire is ranked 8 th out of similar areas.		
1.36	The rate of children and young people admitted to hospital as a result of self-harm (10-24 yrs)	<u>2018/19</u> 496.4 per 100,000 population (440 10-24 year olds)		England = 440.0 per 100,000 CIPFA: 259.5 to 1,002.0 per 100,000	There were 440 admissions for self-harm in this age group in 2018/19. Some individuals may have been admitted on more than one occasion, so the number of people admitted is likely to be lower. North Yorkshire is 10 th highest among 16 similar areas (previously 6 th highest). The rate of admissions is marginally down but remains significantly higher than England.		
1.37	Hospital admissions caused by unintentional and deliberate injuries to children under 15 years per 100,000	<u>2018/19</u> 108.6 per 10,000 (1,055 admissions)		England = 96.1 per 10,000 CIPFA: 75.2 to 124.9 per 10,000	There were 1,055 admissions for injuries in children aged 0-14, down from 1,190. Some individuals may have been admitted on more than one occasion, so the number of children admitted is likely to be lower. The rate of admissions is broadly stable in North Yorkshire, but falling nationally. North Yorkshire has the 4 th highest rate among similar areas (previously highest).		
1.38	The rate of children and young people admitted to hospital for mental health conditions per 100,000 (under 18s)	<u>2018/19</u> 93.6 per 100,000 population (110 admissions)		England = 88.3 per 100,000 CIPFA: 58.4 to 153.6 per 100,000	There were 110 admissions for mental health conditions in 2018/19, up slightly from 92. Some individuals may have been admitted on more than one occasion, so the number of children admitted is likely to be lower. Admissions in North Yorkshire are not significantly different from England and are 7 th highest among 15 similar areas. Admission rates have been similar for the past 7 years.		
1.39	First time entrants to the youth justice system aged 10-17 (per 100,000 population)	<u>Jan-Dec 19</u> 183 per 100,000		England = 204 per 100,000 Family Group average = 147 per 100,000	The figure of 183 per 100,000 10-17 population equates to 100 young people. The rate of 183 is the 2 nd lowest seen in North Yorkshire and remains lower than the regional (226) and national (204) rates.		
1.40	The percentage of children reaching a Good Level of Development in the Early Years Foundation Stage Profile	<u>2018/19</u> 72.8%		England = 71.8% CIPFA: 69.6% to 76.0%	This is a key indicator in relation to school readiness. North Yorkshire is marginally above the national performance for pupils achieving a Good Level of Development and performance has improved steadily over the last 3 years, with a small improvement seen last year. It is 3 rd highest among 16 similar areas. Due to coronavirus EYFSP information is not available for 2020.		
1.41	The percentage of pupils working at the expected standard or more in Reading, Writing and Maths Key Stage 1	<u>2019</u> Reading 74.0% Writing 68.0% Maths 74.0%		<u>2019 National</u> Reading 75.0% Writing 69.0% Maths 76.0%	Performance in reading, writing and maths has declined slightly between 2018 and 2019. North Yorkshire remains below the national position for maths, but is now slightly below in reading and writing. Due to coronavirus KS1 information is not available for 2020.		
1.42	The percentage of pupils working at the expected standard or more in Reading, Writing and Maths Key Stage 2	<u>2019</u> 63.0%		<u>2019</u> 65.0%	The percentage of children achieving the expected level in Reading, Writing and Maths has improved by 1% in 2019. The 2% gap between North Yorkshire and National has remained the same. Due to coronavirus KS2 information is not available for 2020		
1.43	Progress 8 score at Key Stage 4	<u>2019</u> 0.10		<u>2019 national</u> 0.00	The progress 8 score at Key Stage 4 is significantly above the national average. Due to coronavirus progress 8 information is not available for 2020		

Best start to life - Primary indicators table						<div><div>C</div><div>B</div><div>A</div></div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.44	Average Attainment 8 score at Key Stage 4	<u>2020</u> 51.9		<u>2020 national</u> 50.2	The Attainment 8 average score at Key Stage 4 is significantly above the national average. Pupil level attainment statistics have increased more than would be expected in a typical year - between the 18/19 and 19/20. This reflects the change to the way GCSE grades were awarded rather than improvements in pupil performance. As a result the 2019/20 data should not be directly compared to attainment data from previous years for the purposes of measuring changes in student performance.		
1.45	Persistent absence as % of school population (primary/secondary)	<u>North Yorkshire Schools:</u> <u>2018/19</u> Primary: 7.3% Secondary: 14.3% <u>2019/20 (Autumn-Term)</u> Primary: 12.2% Secondary: 16.9%		<u>National:</u> <u>2018/19</u> Primary: 8.2% Secondary: 13.7% <u>2019/20 (Autumn-Term)</u> Primary: 11.2% Secondary: 15.0%	The percentage of primary pupils persistently absent was lower (1.1%) than the national average in the 2018/19 academic year. Also in 2018/19, for secondary schools the percentage of pupils persistently absent had increased slightly and was 0.6% higher than national. Due to Covid-19, national school attendance collections were cancelled until Spring of 2021. As of the Autumn-Term of the 2019/20 academic year the rate of persistent absence in North Yorkshire primary schools was 12.2%, 1.0% higher than the national rate (11.2%). In the same period, the persistent absence rates for secondary schools was 16.9%, 1.9% higher than the national rate (15.0%).	P	
						S	
1.46	The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13	<u>2020/21</u> Q4 174 (1.5%)		National NEET 2.9% (February 2021) Y&H NEET 3% (February 2021) National Situation Not Known 2% (February 2021) Y&H Situation Not Known 2.7% (February 2021) NYCC Situation Not Known 4.8% (March 2021) <u>2019/20</u> Q2 69 (0.6%) Q3 85 (0.7%) Q4 123 (1.1%) <u>2020/21</u> Q1 121 (1.1%) Q2 127 (1.1%) Q3 125 (1.1%) Q4 174 (1.5%)	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 and has remained static since the last quarter. The percentage of 16-17 year olds with unknown education, training or employment status has now increased because the tracking and recording for the Annual Activity Survey of young people's current situations is ongoing and is currently higher than the National and Regional figure. This figure should decrease as information is sourced and recorded.		
1.47	The number of open early help cases (Prevention)	<u>2020/21</u> Q4 2,292		<u>2019/20</u> Q4 2,591 <u>2020/21</u> Q1 2,463 Q2 2,164 Q3 2,364	The number of ongoing Early Help cases has decreased by 3% (n=72) between Quarter 3 and Quarter 4, from 2,364 to 2,292. The number of cases remain below the levels seen prior to the pandemic, with a reduction of 11.5% between the end of March 2020 and the end of March 2021	=	=

Best start to life - Primary indicators table						<div>C B A</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.48	The total number of children subject to a child protection plan (rate per 10,000)	<u>2020/21</u> Q4 29.2 (343)		<u>2017/18</u> Q1 36.4 (427) Q2 38.2 (448) Q3 41.8 (490) Q4 44.4 (520) <u>2018/19</u> Q1 46.0 (539) Q2 40.1 (478) Q3 36.0 (422) Q4 34.5 (369) <u>2019/20</u> Q1 29.8 (349) Q2 32.6 (384) Q3 30.1 (354) Q4 27.8 (327) 2020/21 Q1 26.8 (315) Q2 30.8 (362) Q3 27.6 (325)	Following unprecedented growth in the number of open CPP through 2017/18 and Q1 of 2018/19 we saw a steady reduction over the remainder of 2018/19. Prior to the Covid-19 pandemic 2019/20 had been characterised by relative stability in the rate of CPP. Over the last 6 quarters we have seen relative stability in the rate of child protection plans, which has remained in the range of 27 to 31 per 10,000. This is well below the peak of 46 per 10,000 reported in Q1 2018/19	=	=
1.49	The total number of Children in Need (Number of Children recorded as Child in Need by the service, excluding children in care and those subject to a child protection plan)	<u>2020/21</u> Q4 1,208		<u>2018/19</u> Q1 1,027 Q2 1,101 Q3 1,207 Q4 1,054 <u>2019/20</u> Q1 1,069 Q2 1,094 Q3 1,118 Q4 1,118 <u>2020/21</u> Q1 960 Q2 975 Q3 1,226	The number of Children in Need has remained stable this quarter at 1208 (18 less than at the end of Q3). However, it remains 8% (+90) than at the end of Q4 last year	✗	✗
1.50	The total number of looked after children	<u>2020/21</u> Q4 433		<u>2017/18</u> Q1 415 Q2 409 Q3 429 Q4 437 <u>2018/19</u> Q1 434 Q2 447 Q3 454 Q4 435 <u>2019/20</u> Q1 460 Q2 440 Q3 443 Q4 447 <u>2020/21</u> Q1 457 Q2 458 Q3 442	The number of children in care has fallen further this quarter to 433, lower than at the end of any previous quarter since Q3 2017/18	✓	✓



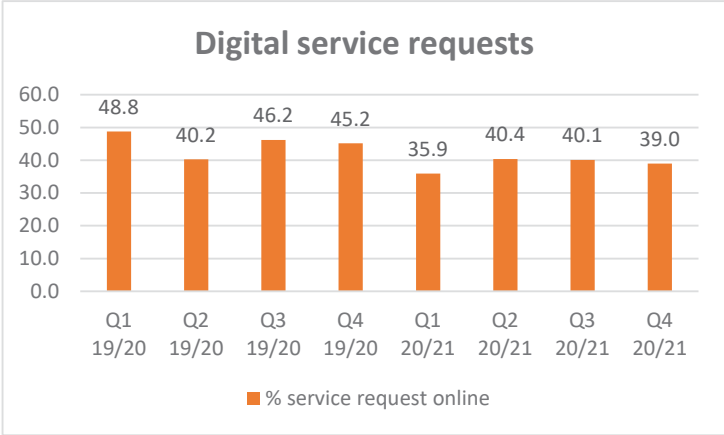







Best start to life - Primary indicators table						<div><div>C</div><div>B</div><div>A</div></div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.51	The percentage of referrals to children's social care that are repeat referrals	<u>2020/21</u> Q4 15.0%		<u>2016/17</u> Target 20% <u>2017/18</u> Q1 12.0% Q2 18.6% Q3 14.7% Q4 15.8% Full year: 15.2% <u>2018/19</u> Q1 16.1% Q2 18.4% Q3 20.5% Q4 17.5% Full year 18.2% <u>2019/20</u> Q1 14.6% Q2 17.9% Q3 17.7% Q4 16.3% Full year 16.3% <u>2020/21</u> Q1 21.2% Q2 15.1% Q3 12.9%	The strong performance seen across much of this year continued into Q4, with a re-referral rate of 15.0% recorded. The re-referral rate in North Yorkshire remains significantly lower than the national rate (22.6%) or the statistical neighbour average (20.3%)		
1.52	The percentage of pupils who attend a good or outstanding school	<u>End Sept 2020</u> Primary 80.5% Secondary 77.9%	Primary Secondary	<u>End Sept 2020</u> Primary 88.2% Secondary 79.6%	At the end of Q2 the percentage of pupils attending a good or outstanding schools is below national at primary and secondary schools		
1.53	The percentage of Education Health and Care Plans (EHCP) issued in 20 weeks	<u>2019/20</u> Q2 86.9% Q3 87.1% <u>2020/21</u> Q2 10.6% Q3 12.7% Q4 11.9%		<u>National</u> 58.7% (2019 Calendar Year)	With the introduction of the first lockdown across the country from 23 rd March 2020, the government introduced an exception to new EHC plans being processed within the typical 20 week statutory period, due to increasing pressures on professionals regarding advice required in the assessment process. This is reflected in a significant drop in the rate of new EHC plans being produced in North Yorkshire during Quarter 2 and Quarter 3. We expect the percentage of new EHC plans being produced on time to return closer to normal as we ease out of lockdowns and for the North Yorkshire timeliness rate to move above national benchmark levels e.g. 86.9% in Q2 2019/20.		
1.54	The number of children receiving SEN support	<u>Jan 2020</u> Primary: 12.43% of school population Secondary: 9.66% of school population <u>Jan 2019</u> Primary: 12.1% of school population Secondary: 8.5% of school population		<u>National</u> <u>Jan 2020</u> Primary: 12.8% of school population Secondary: 11.1% of school population <u>Jan 2019</u> Primary: 12.6% of school population Secondary: 10.8% of school population	The percentage of the school population receiving SEN support continues to increase and the gap to national rate is reducing. As of January 2021 the % of SEN Support in primary schools was 12.32% similar to the 12.43% in January 2020 and a gap to the January 2020 national rate of -0.48pp. As of January 2021 the % of SEN Support in secondary schools was 10.4% up from the 9.66% in January 2020 and a gap to the January 2020 national rate of -0.7pp.		


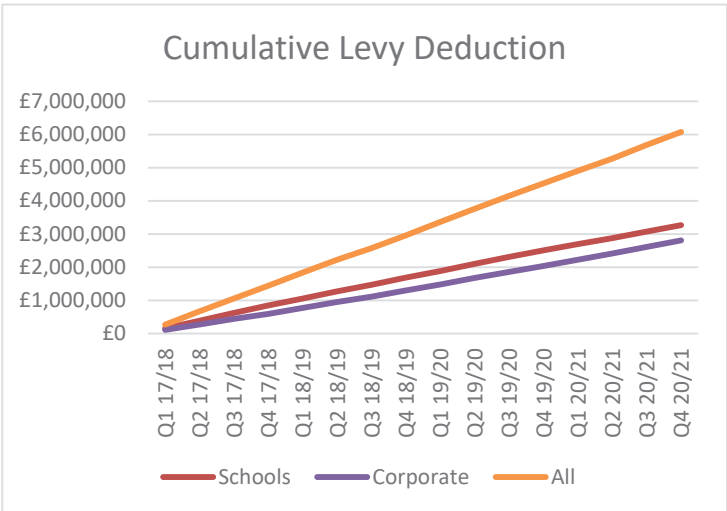
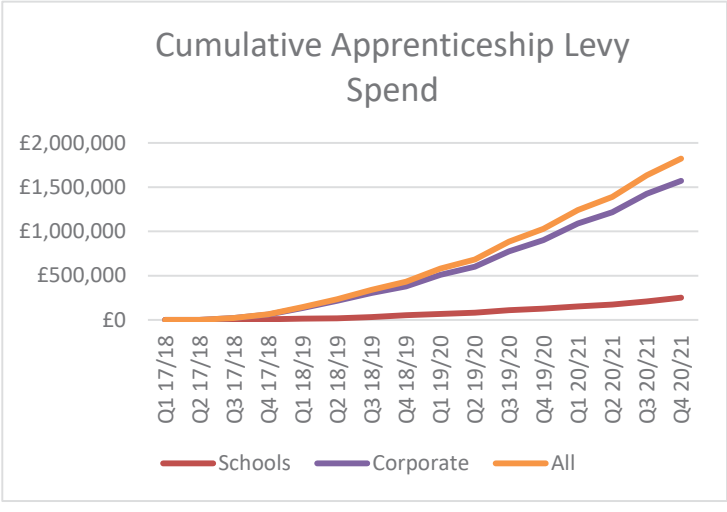
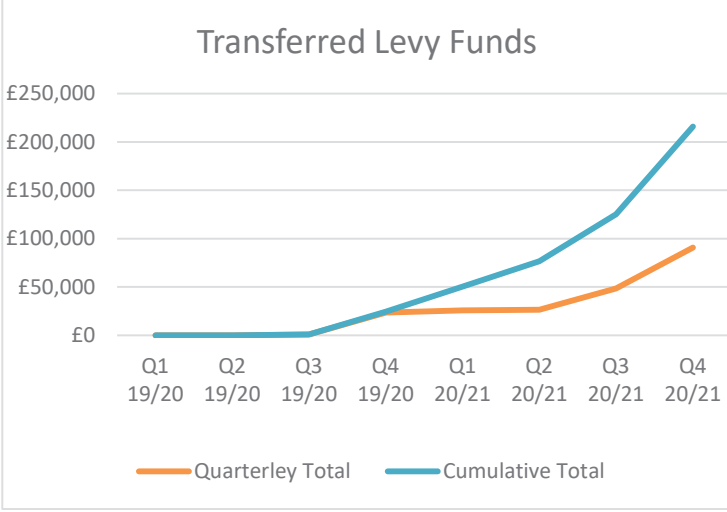
Best start to life - Primary indicators table						<div>C B A</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.55	School Readiness: the percentage of children with free school meal status achieving a good level of development at the end of reception	<u>2018/19</u> 51.0%		<u>2018/19 National</u> 57.0%	The actual percentage of FSM pupils achieving a good level of improvement has improved but is significantly worse compared with England. Due to coronavirus EYFSP information is not available for 2020.		
1.56	Percentage of young people with a qualification by age 19 (Level 2 / Level 3)	<u>2018/19</u> Level 2: 86.3% Level 3: 62.2%		<u>National</u> Level 2: 82.2% Level 3: 57.2%	North Yorkshire remains above the national average for both Level 2 and 3. The percentage of students achieving a level 2 has reduced slightly over the 2 years but this is matched nationally and regionally.		
1.57	The percentage of care leavers aged 19, 20 and 21 that are in education, employment or training	<u>2020/21</u> Q1 55.5% Q2 57.6% Q3 61.6% Q4 65.4%		<u>2018/19</u> Q1 63.9% Q2 66.5% Q3 71.5% Q4 68.3% <u>2019/20</u> Q1 72.0% Q2 71% Q3 66% Q4 63.4%	The percentage of the school population with an EHCp continues to increase and the gap to national rate is reducing.		
1.58	Rate of children with an Education Health Care Plan as % of school population	<u>Jan 2021</u> Primary: 1.76% of school population Secondary: 1.66% of school population <u>Jan 2020</u> Primary: 1.62% of school population Secondary: 1.44% of school population <u>Jan 2019</u> Primary: 1.5% of school population Secondary: 1.3% of school population		<u>National</u> Primary 1.8% of school population Secondary 1.8% of school population Jan 2020	As of January 2021 the % of SEN Support in primary schools was 1.76% up from the 1.62% in January 2020.		
1.59	GCSE 9-5 pass in English and Maths (Basics) at KS4	GCSE 9-5 pass in English and Maths (Basics) at KS4	<u>2020</u> 53.8%		<u>National</u> 49.9%		
1.60	Persistent absence as % of school population (primary/ secondary)	<u>2018/19 2 Term</u> Primary: 7.3% Secondary: 13.2%		<u>2018/19 National 2 Term</u> Primary: 8.4% Secondary: 12.7%	The percentage of primary pupils who are persistently absent continues to be lower (1.1%) than the national average. At secondary schools the percentage of pupils persistently absent has increased slightly and is now 0.5% higher than national		

Best start to life - Primary indicators table						<div><div>C</div><div>B</div><div>A</div></div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.61	Exclusion rate as % of school population (fixed-term/permanent)	Children Fixed-term excluded at least once: 2019/20 to end Q4 1478 pupils excluded for a fixed period 2020/21 to end Q4 930 pupils excluded for a fixed period Permanent Exclusions: 2019/20 to end Q4 52 permanent exclusions 2020/21 to end Q4 16 permanent exclusion		National <u>201718</u> academic year: Fixed-term child: 2.33% Permanent: 0.1% <u>201819</u> Fixed-term child: 2.44% Permanent: 0.1% North Yorkshire <u>201718</u> academic year: Fixed-term child: 2.48% Permanent: 0.12% <u>2018/19</u> Fixed-term child: 2.03% Permanent: 0.077% <u>2019/20</u> Fixed-term child: 1.81% Permanent: 0.064%	There have been fewer permanent exclusions and fewer children fixed-period excluded from North Yorkshire schools in the 2020/21 academic year to the end of March (Q4), when compared to the same period in 2019/20. Looking at the 2018/19 academic year North Yorkshire compares favourably to the National benchmark, with the rate of children permanently and fixed-period excluded being lower than the National rate and lower than the previous year's rate. There have also been fewer pupils excluded in Q4 of 2020/21 when compared to the same period of 2019/20, however, given that fewer pupils have been attending school during the Covid-19 outbreak, this is to be expected.	n/a	
1.62	Adult Learning - 19+ Adult Skills funded learners - Overall Achievement Rates	<u>2020/21</u> Q3 65.2% (R04 ILR return) <u>2019/20</u> Q3 67.3% (R04 ILR return)		<u>2019/20</u> End of Academic Year (31/07/20) <u>83.0%</u> <u>2018/19</u> End of Academic Year (31/07/19) <u>84.5%</u>	2019/20 end of academic year performance a slight decline, by 1.5%, which will reflect the impact of the pandemic this year.		
1.63	Proportion of Education, Health & Care plans placed in independent/no n-maintained out of authority specialist settings (i.e. non-maintained special school & independent special school)	<u>2020/21 to end Q4</u> 4.6% (162 of 3540 EHC plans) <u>2019/20 to end Q4</u> 4.4% (144 of 3246 EHC plans)		<u>2016/17</u> 3.4% (76 of 2245 EHC plans) <u>2017/18</u> 4.0% (101 of 2545 EHC plans) <u>2018/19</u> 4.6% (128 of 2813 EHC plans) <u>2019/20 to end Q3</u> 4.4% (136 of 3057 EHC plans)	There is an increasing trend in children being placed in Out of Authority independent or non-maintained special school, increasing by 113% between 2016/17 (76) and 2020/21 (162)		
1.64	Under 18 conceptions (annual)	<u>2018</u> 12.8 per 1,000		England = 16.7 per 1,000 CIPFA: 10.8 to 17.1 per 1,000	The under 18 conception rates in North Yorkshire have been significantly lower than England from 1998 to 2018. The number has reduced from 366 in 1998 to 96 in 2017, but increased slightly to 122 conceptions in 2018. North Yorkshire has the 4th lowest rate amongst 16 similar areas.		
1.65	Face-to-face new birth visits undertaken within 14 days by a health visitor (%)	<u>2019/20</u> 88.5%		England = 86.8% CIPFA: 49.3% to 94.3%	The percentage of face-to-face new birth visits undertaken within 14 days by a health visitor in North Yorkshire is significantly better compared to England. It is the 7 th highest among 15 similar areas.	Face-to-face new birth visits undertaken within 14 days by a health visitor (%)	
1.66	Eligible infants that receive a 12 month review by 15 months of age (%)	<u>2018/19</u> 97.2%		England = 82.3%* CIPFA: 63.4% to 97.4% *Annual figure includes constituent area(s) with annual figure scaled up data from three quarters' data	The percentage of infants that receive a 12 month review by 15 months of age in North Yorkshire is significantly better compared to England. It is the highest among 15 similar areas.	-	

Best start to life - Primary indicators table						<div>C</div> <div>B</div> <div>A</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.67	Eligible children receiving a 2-2.5 year review by the time they were 2.5 years (%)	<u>2018/19</u> 95.9%		England = 77.6%* CIPFA: 42% to 95.9% *Annual figure includes constituent area(s) with annual figure scaled up data from three quarters' data	The percentage of children who received a 2-2½ year review by the time they turned 2½ years old in North Yorkshire is significantly better compared to the England average. It is the highest among 15 similar areas.	-	
1.68	Reception aged children completing a check (%)	<u>2018/19</u> Q4 57.3% <u>2017/18</u> Q4 66.2%		Local measure - no benchmarking data available	2017/18 data showed 66.2% for same quarter last year, so a little lower. Cumulative towards an annual target of 85%, so just below track. This is under review as part of re-commissioning.		
1.69	Year 6 children completing a check (%)	<u>2018/19</u> Q4 30.5% <u>2017/18</u> Q4 30%		Local measure - no benchmarking data available	2017/18 data showed 30.0% for same quarter last year so broadly similar. Cumulative towards an annual target of 85%, so below track. This is under review as part of re-commissioning.		=
1.70	Proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme or integrated review	<u>2018/19</u> 97.7% (4,393 children aged 2-2.5 years old)		<u>2018/19</u> England: 90.3% CIPFA: 75.4% to 100%	The proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme in North Yorkshire is significantly higher than the England proportion.		
1.71	% of Care Leavers (aged 19, 20 or 21) that the local authority is 'in-touch' with	<u>2020/21</u> Q1 98.1% Q2 98.3% Q3 96.6% Q4 99.4%		<u>2018/19</u> Q1 98.7% Q2 98.7% Q3 98.8% Q4 98.8% <u>2019/20</u> Q1 98.2% Q2 97% Q3 97% Q4 97.5%	Performance for Care Leavers in-touch with the local authority is remaining consistently strong, although it has dropped slightly this Quarter.. Whilst it does fluctuate from one Quarter to the next, it is considerably stronger than the latest national figure of 93% (based on the 7% not in-touch).		
1.72	% of Care Leavers (aged 19, 20 or 21) in suitable accommodation	<u>2020/21</u> Q1 94.2% Q2 95.8% Q3 96.1% Q4 95.7%		<u>2018/19</u> Q1 93.7% Q2 92.4% Q3 93.9% Q4 95.7% <u>2018/19</u> Q1 92.7% Q2 91.7% Q3 91.4% Q4 91.5%	We continue to perform strongly compared to the latest national average (84%) and the latest statistical neighbour average (83.5%). Quarter 4 has seen relative stability, with the number of Care Leavers remaining stable at 95.7%.		
1.73	The percentage of parents/ carers who strongly agree/agree that the Education, Health & Care Plan identifies realistic and positive outcomes for their child.	<u>End Q4 2020/21</u> 85% <u>End Q3 2020/21</u> 84.2% (Q2: 83.8%)		<u>End Q4 2019/20</u> 85.4%	Based on the online survey undertaken by parents/carers and children as part of the annual review of EHC plans or the production of a new EHC plan.	=	


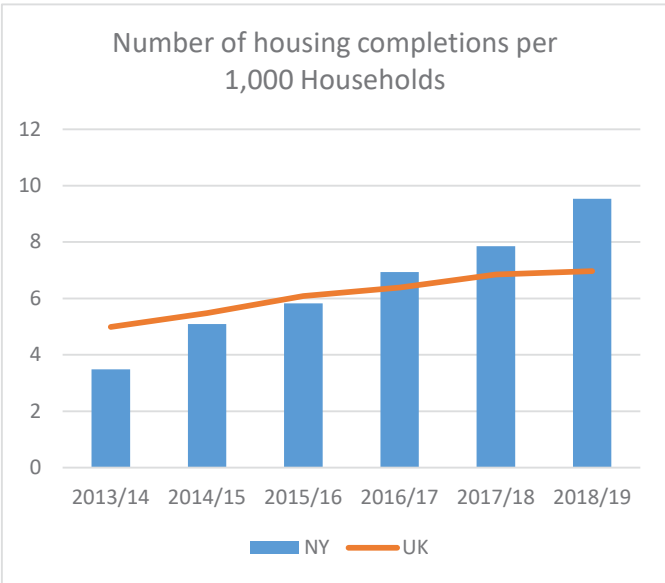




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						Quarter	Year
1.74	The percentage of parents/ carers who strongly agree/agree that the Education, Health & Care Plan identifies the right support to achieve the outcomes.	<u>End Q4 2020/21</u> 83% <u>End Q3 2020/21</u> 81.3% (Q2: 81.2%)		<u>End Q4 2019/20</u> 81.5%	Based on the online survey undertaken by parents/carers and children as part of the annual review of EHC plans or the production of a new EHC plan.	=	
1.75	% of respondents who we either satisfied or very satisfied with the involvement from the Children & Families Service	<u>2020/21</u> Q1: 92.6% Q3: 94%		<u>2018/19</u> Q4 95.3% Q3 98.6% Q2 96.7% Q1 96% <u>End Q1 2019/20</u> 96.9% Q2: 96%	Overall, service user feedback is positive. We consistently see more than 90% of service users completing family feedback responding that they are either satisfied or very satisfied with the service that they receive.		=

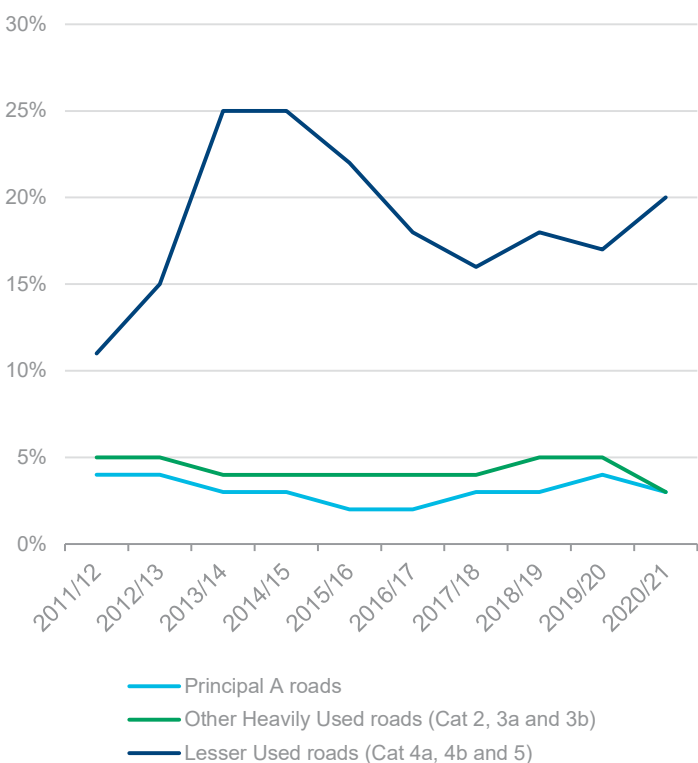







Innovative and Forward Thinking Council - Primary indicators table																									
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						Quarter	Year																		
1.76	Percentage of customer service requests received online	Q4 2020/21 39% (12,866 out of 32,989 requests)		Target of 70% by 2020	<div><h3>Digital service requests</h3><table><caption>Digital service requests</caption><thead><tr><th>Quarter</th><th>% service request online</th></tr></thead><tbody><tr><td>Q1 19/20</td><td>48.8</td></tr><tr><td>Q2 19/20</td><td>40.2</td></tr><tr><td>Q3 19/20</td><td>46.2</td></tr><tr><td>Q4 19/20</td><td>45.2</td></tr><tr><td>Q1 20/21</td><td>35.9</td></tr><tr><td>Q2 20/21</td><td>40.4</td></tr><tr><td>Q3 20/21</td><td>40.1</td></tr><tr><td>Q4 20/21</td><td>39.0</td></tr></tbody></table></div>	Quarter	% service request online	Q1 19/20	48.8	Q2 19/20	40.2	Q3 19/20	46.2	Q4 19/20	45.2	Q1 20/21	35.9	Q2 20/21	40.4	Q3 20/21	40.1	Q4 20/21	39.0		
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1.77	Staff absence (sickness) rate	Q4 1.68 days lost per FTE (NYCC only – excluding schools). Q4 1.66 days lost per FTE (full workforce)		9.2 days lost annually per FTE all English authorities 10.0 days lost annually per FTE county and single tier councils LGA workforce survey 2018/19	Excluding schools, the Q4 figure is down on Q3 (1.82), and down from Q4 19/20 (2.17). The full year outturn is down nearly 2 full days at 6.46 days per fte compared to 8.39 days in 2019/20. The Q4 full workforce figure is also down on last quarter (1.82) and down from Q4 19/20 (2.07). 2020/21 has seen a significant decrease in sickness absence, at NYCC but also in other councils across the region, despite 5% of all sickness absence over the year being due to Covid infection. This is likely to relate to a number of Covid related factors: <ul style="list-style-type: none">employees working from home for extended periods are more able to manage health conditions and continue to work when not well, than previously when having to travel to and work from a work base;at any one time around 700 staff are furloughed and illness is not registered as they are not working;operations have been postponed reducing post-operative sickness absence;working at home or in a less contact way including wearing PPE will have reduced exposure to and incidence of normal colds and viruses.																				
1.78	Staff turnover rates	Q4 Leavers – NYCC staff only (excluding schools) 174 (2.39%).		13% annually all English authorities LGA workforce survey 2018/19	This has decreased on both Q3 (190, 2.63%) and on Q4 19/20 (259, 3.59%). Involuntary leavers are down to 11 from 18 in Q3. The full year turnover is down to 10.58%, a sharp decrease from 13% in the previous 2 years. Again, this is likely to reflect the Covid impact on the economy. At times of economic insecurity employees tend to remain in post rather than look for alternative employment.																				

Innovative and Forward Thinking Council - Primary indicators table																																																																																																																																																																									
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1.79	Spend on agency staff	Q4 - £365,385 (full workforce) Q4 - (excluding IR35) £219,474		Average annual spend pre-IR35 across comparable authorities was £3m (2016/17).	<p>Total spend has increased this quarter again as predicted on Q3 20/21 (£220,342) and Q4 19/20 (£143,926).</p> <p>Spend excluding IR35 increased again this quarter to £219,474.</p> <p>Increased spend in the 2nd half of the year is largely in response to covid-19, including supply of front line care workers, a Public Health consultant and Senior Public Health Intelligence Specialist, an Occupational Therapist and a Health Improvement Officer needed for the covid outbreak hub. During the first wave of COVID, temporary relief labour was readily available; people were unable to do their normal role and inspired to help communities; this together with a lower than anticipated demand for staff resulted in zero agency spend initially. As demand increased in response to winter pressure plus COVID factors, the ability to use staff across settings removed, and many workers had returned to their normal work, a small and limited number of agency workers were required in Q3/4.The vast majority of agency spend continues to be on Mental Health and Best Interest Assessors.</p>																																																																																																																																																																				
1.80	Spend against apprenticeship levy	<p>Q4 2020/21 Levy Deduction Core council – £196,749 Community & VC Schools – £192,778 Total - £389,527</p> <p>Levy Deduction April 17- Mar 21 Core Council – £2,808,125 Community & VC Schools - £3,267,918 Total - £6,076,043</p> <p>Q4 2020/21 Levy Spend Core Council – £132,762 Community & VC Schools - £38,395 Total - £171,157</p> <p>Levy Spend April 17 – Mar 21 Core Council – £1,559,319 Community & VC Schools - £246,081 Total - £1,805,400</p> <p>Q4 2020/21 Transferred Levy Funds Total - £90,770</p> <p>Transferred Levy Funds Dec 19 – Mar 21 Total - £215,907</p>		<div><h3>Cumulative Levy Deduction</h3><table><caption>Cumulative Levy Deduction Data (Estimated)</caption><tr><th>Quarter</th><th>Schools</th><th>Corporate</th><th>All</th></tr><tr><td>Q1 17/18</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q2 17/18</td><td>£100,000</td><td>£100,000</td><td>£200,000</td></tr><tr><td>Q3 17/18</td><td>£200,000</td><td>£200,000</td><td>£400,000</td></tr><tr><td>Q4 17/18</td><td>£300,000</td><td>£300,000</td><td>£600,000</td></tr><tr><td>Q1 18/19</td><td>£400,000</td><td>£400,000</td><td>£800,000</td></tr><tr><td>Q2 18/19</td><td>£500,000</td><td>£500,000</td><td>£1,000,000</td></tr><tr><td>Q3 18/19</td><td>£600,000</td><td>£600,000</td><td>£1,200,000</td></tr><tr><td>Q4 18/19</td><td>£700,000</td><td>£700,000</td><td>£1,400,000</td></tr><tr><td>Q1 19/20</td><td>£800,000</td><td>£800,000</td><td>£1,600,000</td></tr><tr><td>Q2 19/20</td><td>£900,000</td><td>£900,000</td><td>£1,800,000</td></tr><tr><td>Q3 19/20</td><td>£1,000,000</td><td>£1,000,000</td><td>£2,000,000</td></tr><tr><td>Q4 19/20</td><td>£1,100,000</td><td>£1,100,000</td><td>£2,200,000</td></tr><tr><td>Q1 20/21</td><td>£1,200,000</td><td>£1,200,000</td><td>£2,400,000</td></tr><tr><td>Q2 20/21</td><td>£1,300,000</td><td>£1,300,000</td><td>£2,600,000</td></tr><tr><td>Q3 20/21</td><td>£1,400,000</td><td>£1,400,000</td><td>£2,800,000</td></tr><tr><td>Q4 20/21</td><td>£1,500,000</td><td>£1,500,000</td><td>£3,000,000</td></tr></table></div> <div><h3>Cumulative Apprenticeship Levy Spend</h3><table><caption>Cumulative Apprenticeship Levy Spend Data (Estimated)</caption><tr><th>Quarter</th><th>Schools</th><th>Corporate</th><th>All</th></tr><tr><td>Q1 17/18</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q2 17/18</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q3 17/18</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q4 17/18</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q1 18/19</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q2 18/19</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q3 18/19</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q4 18/19</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q1 19/20</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q2 19/20</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q3 19/20</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q4 19/20</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q1 20/21</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q2 20/21</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q3 20/21</td><td>£0</td><td>£0</td><td>£0</td></tr><tr><td>Q4 20/21</td><td>£0</td><td>£0</td><td>£0</td></tr></table></div> <div><h3>Transferred Levy Funds</h3><table><caption>Transferred Levy Funds Data (Estimated)</caption><tr><th>Quarter</th><th>Quarterley Total</th><th>Cumulative Total</th></tr><tr><td>Q1 19/20</td><td>£0</td><td>£0</td></tr><tr><td>Q2 19/20</td><td>£0</td><td>£0</td></tr><tr><td>Q3 19/20</td><td>£0</td><td>£0</td></tr><tr><td>Q4 19/20</td><td>£0</td><td>£0</td></tr><tr><td>Q1 20/21</td><td>£0</td><td>£0</td></tr><tr><td>Q2 20/21</td><td>£0</td><td>£0</td></tr><tr><td>Q3 20/21</td><td>£0</td><td>£0</td></tr><tr><td>Q4 20/21</td><td>£0</td><td>£0</td></tr></table></div>	Quarter	Schools	Corporate	All	Q1 17/18	£0	£0	£0	Q2 17/18	£100,000	£100,000	£200,000	Q3 17/18	£200,000	£200,000	£400,000	Q4 17/18	£300,000	£300,000	£600,000	Q1 18/19	£400,000	£400,000	£800,000	Q2 18/19	£500,000	£500,000	£1,000,000	Q3 18/19	£600,000	£600,000	£1,200,000	Q4 18/19	£700,000	£700,000	£1,400,000	Q1 19/20	£800,000	£800,000	£1,600,000	Q2 19/20	£900,000	£900,000	£1,800,000	Q3 19/20	£1,000,000	£1,000,000	£2,000,000	Q4 19/20	£1,100,000	£1,100,000	£2,200,000	Q1 20/21	£1,200,000	£1,200,000	£2,400,000	Q2 20/21	£1,300,000	£1,300,000	£2,600,000	Q3 20/21	£1,400,000	£1,400,000	£2,800,000	Q4 20/21	£1,500,000	£1,500,000	£3,000,000	Quarter	Schools	Corporate	All	Q1 17/18	£0	£0	£0	Q2 17/18	£0	£0	£0	Q3 17/18	£0	£0	£0	Q4 17/18	£0	£0	£0	Q1 18/19	£0	£0	£0	Q2 18/19	£0	£0	£0	Q3 18/19	£0	£0	£0	Q4 18/19	£0	£0	£0	Q1 19/20	£0	£0	£0	Q2 19/20	£0	£0	£0	Q3 19/20	£0	£0	£0	Q4 19/20	£0	£0	£0	Q1 20/21	£0	£0	£0	Q2 20/21	£0	£0	£0	Q3 20/21	£0	£0	£0	Q4 20/21	£0	£0	£0	Quarter	Quarterley Total	Cumulative Total	Q1 19/20	£0	£0	Q2 19/20	£0	£0	Q3 19/20	£0	£0	Q4 19/20	£0	£0	Q1 20/21	£0	£0	Q2 20/21	£0	£0	Q3 20/21	£0	£0	Q4 20/21	£0	£0		
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Q1 18/19	£400,000	£400,000	£800,000																																																																																																																																																																						
Q2 18/19	£500,000	£500,000	£1,000,000																																																																																																																																																																						
Q3 18/19	£600,000	£600,000	£1,200,000																																																																																																																																																																						
Q4 18/19	£700,000	£700,000	£1,400,000																																																																																																																																																																						
Q1 19/20	£800,000	£800,000	£1,600,000																																																																																																																																																																						
Q2 19/20	£900,000	£900,000	£1,800,000																																																																																																																																																																						
Q3 19/20	£1,000,000	£1,000,000	£2,000,000																																																																																																																																																																						
Q4 19/20	£1,100,000	£1,100,000	£2,200,000																																																																																																																																																																						
Q1 20/21	£1,200,000	£1,200,000	£2,400,000																																																																																																																																																																						
Q2 20/21	£1,300,000	£1,300,000	£2,600,000																																																																																																																																																																						
Q3 20/21	£1,400,000	£1,400,000	£2,800,000																																																																																																																																																																						
Q4 20/21	£1,500,000	£1,500,000	£3,000,000																																																																																																																																																																						
Quarter	Schools	Corporate	All																																																																																																																																																																						
Q1 17/18	£0	£0	£0																																																																																																																																																																						
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Growth - Primary indicators table

Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:																																																																																				
						Quarter	Year																																																																																			
1.81	<div>Total employee jobs in North Yorkshire</div> <div>Source: NOMIS Area Profile: total jobs – FT+PT. (Excludes self-employed and farm based agriculture.)</div>	<div>265,000 ('15)</div> <div>270,000 ('16)</div> <div>270,000 ('17)</div> <div>265,000 ('18)</div> <div>266,000 ('19)</div>	County wide economic indicators	<div>Using job density (all jobs per resident aged 16-64) as a comparator.</div> <table><tr><th></th><th>2012</th><th>2017</th><th>2018</th></tr><tr><td>NY</td><td>0.85</td><td>0.95</td><td>0.96</td></tr><tr><td>Y&H</td><td>0.73</td><td>0.81</td><td>0.81</td></tr><tr><td>GB</td><td>0.78</td><td>0.86</td><td>0.86</td></tr></table>		2012	2017	2018	NY	0.85	0.95	0.96	Y&H	0.73	0.81	0.81	GB	0.78	0.86	0.86	<div>Data for 2019 shows a slight increase in the total number of employees in North Yorkshire, increasing from 265,000 full and part time jobs in 2018 to 266,000 in 2019. (+1,000)</div>	n/a	<div></div>																																																																			
	2012	2017	2018																																																																																							
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1.82	<div>Gross Value Added per head of population.</div> <div>GVA (Income) made up of compensation of employees, gross operating surplus, mixed income, taxes on production, less subsidies on production.</div> <div>Source: ONS Regional GVA dataset (tables 2,3)</div>	<div>£20,354 (2014)</div> <div>£20,919 (2015)</div> <div>£21,761 (2016)</div> <div>£23,315 (2017)</div> <div>£23,376 (2018)</div>	County wide economic indicators	<div>NY in top quartile for Y&H unitary councils and counties</div> <div>Y&H £22,559 in 2018 (provisional)</div> <div>England £29,356 in 2018 (provisional)</div> <div>UK £28,729 in 2018 (provisional)</div>	<div>GVA per head has been slowly declining compared to the UK and English averages over last 18 years.</div> <table><tr><th></th><th>1999</th><th>2008</th><th>2018 (provisional)</th></tr><tr><td>UK</td><td>100</td><td>100</td><td>100</td></tr><tr><td>England</td><td>103.3</td><td>102.9</td><td>103.0</td></tr><tr><td>Y&H</td><td>83.4</td><td>83.1</td><td>79.2</td></tr><tr><td>NYCC</td><td>83.2</td><td>83.3</td><td>82.1</td></tr></table> <div>NY falling behind England and UK figures over the long term.</div>		1999	2008	2018 (provisional)	UK	100	100	100	England	103.3	102.9	103.0	Y&H	83.4	83.1	79.2	NYCC	83.2	83.3	82.1	n/a	<div></div>																																																															
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1.83	<div>Housing affordability: Ratio of median house price to median gross annual (where available) residence-based earnings</div> <div>Source: ONS ratio of median house price median gross residents-based earnings. Table 1c, 3c, 5c</div>	<div>2015 7.20</div> <div>2016 7.32</div> <div>2017 7.71</div> <div>2018 7.63</div> <div>2019 7.22</div> <div>2020 7.54</div>	County wide economic indicators	<div>See table left</div> <table><tr><th></th><th colspan="6">Resident in area</th></tr><tr><th></th><th>2015</th><th>2016</th><th>2017</th><th>2018</th><th>2019</th><th>2020</th></tr><tr><td>Craven</td><td>7.83</td><td>8.16</td><td>8.20</td><td>7.81</td><td>8.35</td><td>8.78</td></tr><tr><td>Hambleton</td><td>8.49</td><td>7.92</td><td>8.64</td><td>8.10</td><td>8.15</td><td>7.22</td></tr><tr><td>Harrogate</td><td>8.87</td><td>8.86</td><td>8.83</td><td>8.84</td><td>8.25</td><td>8.93</td></tr><tr><td>Richmondshire</td><td>6.94</td><td>6.64</td><td>7.74</td><td>7.30</td><td>6.76</td><td>8.00</td></tr><tr><td>Ryedale</td><td>8.58</td><td>8.93</td><td>9.48</td><td>9.13</td><td>8.42</td><td>8.74</td></tr><tr><td>Scarborough</td><td>5.65</td><td>5.85</td><td>6.07</td><td>6.30</td><td>6.19</td><td>6.10</td></tr><tr><td>Selby</td><td>5.97</td><td>6.23</td><td>6.42</td><td>6.47</td><td>6.37</td><td>6.16</td></tr><tr><td>North Yorkshire</td><td>7.20</td><td>7.32</td><td>7.71</td><td>7.63</td><td>7.22</td><td>7.54</td></tr><tr><td>Yorks & Humber</td><td>5.69</td><td>5.78</td><td>5.90</td><td>5.95</td><td>5.91</td><td>5.83</td></tr><tr><td>England</td><td>7.53</td><td>7.72</td><td>7.91</td><td>8.04</td><td>7.88</td><td>7.84</td></tr></table> <div>Affordability ratios calculated by dividing house prices by gross annual residence-based earnings, based on the median and lower quartiles of both house prices and earnings002E`</div>		Resident in area							2015	2016	2017	2018	2019	2020	Craven	7.83	8.16	8.20	7.81	8.35	8.78	Hambleton	8.49	7.92	8.64	8.10	8.15	7.22	Harrogate	8.87	8.86	8.83	8.84	8.25	8.93	Richmondshire	6.94	6.64	7.74	7.30	6.76	8.00	Ryedale	8.58	8.93	9.48	9.13	8.42	8.74	Scarborough	5.65	5.85	6.07	6.30	6.19	6.10	Selby	5.97	6.23	6.42	6.47	6.37	6.16	North Yorkshire	7.20	7.32	7.71	7.63	7.22	7.54	Yorks & Humber	5.69	5.78	5.90	5.95	5.91	5.83	England	7.53	7.72	7.91	8.04	7.88	7.84	n/a	<div></div>
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1.84	Number of housing completions. Source: DCLG Table 253, ONS Table 406	910 (13/14) 1,330 (14/15) 1,530 (15/16) 1,830 (16/17) 2,080 (17/18) 2,020 (18/19)	County wide economic indicators	Completions per 1000 households. <table><tr><th></th><th>NY</th><th>Eng.</th></tr><tr><td>2013/14</td><td>3.49</td><td>4.99</td></tr><tr><td>2014/15</td><td>5.09</td><td>5.48</td></tr><tr><td>2015/16</td><td>5.83</td><td>6.08</td></tr><tr><td>2016/17</td><td>6.94</td><td>6.39</td></tr><tr><td>2017/18</td><td>7.85</td><td>6.85</td></tr><tr><td>2018/19</td><td>9.54</td><td>6.97</td></tr></table> NY rate risen by 22% in last year, compared with 2% rise for England. While the countywide rate is up it has dropped dramatically in Richmondshire, and less so in Scarborough and Selby		NY	Eng.	2013/14	3.49	4.99	2014/15	5.09	5.48	2015/16	5.83	6.08	2016/17	6.94	6.39	2017/18	7.85	6.85	2018/19	9.54	6.97	<table><tr><th></th><th colspan="5">Completions per 1000 households</th></tr><tr><th></th><th>2014/15</th><th>2015/16</th><th>2016/16</th><th>2017/18</th><th>2018/19</th></tr><tr><td>Craven</td><td>4.82</td><td>5.60</td><td>3.58</td><td>1.19</td><td>8.68</td></tr><tr><td>Hambleton</td><td>4.88</td><td>6.39</td><td>10.94</td><td>7.85</td><td>12.35</td></tr><tr><td>Harrogate</td><td>2.06</td><td>2.35</td><td>2.34</td><td>5.52</td><td>10.41</td></tr><tr><td>Richmond</td><td>3.27</td><td>5.61</td><td>7.00</td><td>11.19</td><td>2.33</td></tr><tr><td>Ryedale</td><td>8.21</td><td>7.74</td><td>6.84</td><td>6.38</td><td>10.57</td></tr><tr><td>Scar.</td><td>5.65</td><td>7.65</td><td>7.63</td><td>8.01</td><td>5.39</td></tr><tr><td>Selby</td><td>9.55</td><td>8.34</td><td>12.39</td><td>15.55</td><td>14.59</td></tr><tr><td>NY</td><td>5.09</td><td>5.83</td><td>6.94</td><td>7.85</td><td>9.54</td></tr></table> <div><div>Number of housing completions per 1,000 Households</div></div>		Completions per 1000 households						2014/15	2015/16	2016/16	2017/18	2018/19	Craven	4.82	5.60	3.58	1.19	8.68	Hambleton	4.88	6.39	10.94	7.85	12.35	Harrogate	2.06	2.35	2.34	5.52	10.41	Richmond	3.27	5.61	7.00	11.19	2.33	Ryedale	8.21	7.74	6.84	6.38	10.57	Scar.	5.65	7.65	7.63	8.01	5.39	Selby	9.55	8.34	12.39	15.55	14.59	NY	5.09	5.83	6.94	7.85	9.54	n/a	
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1.85	The number of North Yorkshire Lower Super Output Areas (LSOAs) that are within the 20% most deprived nationally.	2010 - 18 LSOAs 2015 - 23 LSOAs 2019 - 24 LSOAs	County wide economic indicators	NY ranked 127th least deprived out of 151 upper tier LAs. Ranked 125th least deprived in 2015. Craven ranked 28th and Ryedale 30th out of 317 lower tier LAs for the 'Living Environment' domain. 143 NY LSOAs in worst 20% in England for the 'Indoor' part of this indicator: housing in poor condition and without central heating. This is the third consecutive increase - from 86 LSOAs in 2010 and 134 in 2015. 153 out of 373 NY LSOAs in worst 20% in England for the 'Geographical Barriers to Services': road distance to shops, GPs, etc.	Pockets of deprivation across NY. One LSOA (covering part of Eastfield ward in Scarborough) is within the most deprived 1% in England, but this is an improvement from three LSOAs in 2015. 24 NY LSOAs now fall within the most deprived 20% in England, an increase from 23 in 2015. 20 of them are in Scarborough town. The two most deprived in the county are in Skipton South ward. The number in the second most deprived quintile (worst 20% - 40%) has remained stable at 34 in both 2015 and 2019. For 'Geographical Barriers to Services' the LSOA which covers the Dales ward to the north of Kirkbymoorside is the 2nd most deprived LSOA in England. Changes in rank indicate changes in deprivation relative to other parts of England but not necessarily absolute changes in deprivation.	n/a																																																																																		
1.86	Highways Maintenance Efficiency Programme – annual rating.	Level 3 (Jan 17) Level 3 (Feb 18) Level 3 (Feb 19) Level 3 (Feb 20)		DfT no longer publish data on the performance of other authorities	22 out of 22 questions attained level 3 in 2020/21 funding self-assessment ensuring 100% of the funding available.																																																																																			
1.87	National Highways and Transportation survey: KBI23 - Satisfaction with the condition of highways	33.4 (2016 – 3rd quartile) 36.7 (2017 – 2nd quartile) 30 (2018 – 2nd quartile) 34 (2019 – 2nd quartile) 36 (2020 – 2nd quartile)		The score of 36 places us 8 th out of the 29 similar county council and large unitary authorities.	The 2020 survey saw an improvement of 2 points over our 2019 score which is now the second highest score we have achieved in this KPI in the past 6 years. This also saw us improve against our peers from 15 th out of 31 in 2019 to 8 th out of 29 in 2020.																																																																																			

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1.88	Road condition: % principle A roads where maintenance should be considered.	2% (2016 survey) 3% (2017 survey) 3% (2018 survey) 4% (2019 survey) 3% (2020 survey)		Single list indicator. Average for English LAs was 3% (2018/19) (RDC0120)	<p>Carriageway condition - percentage of roads where maintenance should be considered</p>  <table><caption>Carriageway condition - percentage of roads where maintenance should be considered</caption><tr><th>Year</th><th>Principal A roads</th><th>Other Heavily Used roads (Cat 2, 3a and 3b)</th><th>Lesser Used roads (Cat 4a, 4b and 5)</th></tr><tr><td>2011/12</td><td>4.0%</td><td>5.0%</td><td>11.0%</td></tr><tr><td>2012/13</td><td>4.0%</td><td>5.0%</td><td>15.0%</td></tr><tr><td>2013/14</td><td>3.0%</td><td>4.0%</td><td>25.0%</td></tr><tr><td>2014/15</td><td>3.0%</td><td>4.0%</td><td>25.0%</td></tr><tr><td>2015/16</td><td>2.0%</td><td>4.0%</td><td>22.0%</td></tr><tr><td>2016/17</td><td>2.0%</td><td>4.0%</td><td>18.0%</td></tr><tr><td>2017/18</td><td>3.0%</td><td>4.0%</td><td>16.0%</td></tr><tr><td>2018/19</td><td>3.0%</td><td>5.0%</td><td>18.0%</td></tr><tr><td>2019/20</td><td>4.0%</td><td>5.0%</td><td>17.0%</td></tr><tr><td>2020/21</td><td>3.0%</td><td>3.0%</td><td>20.0%</td></tr></table>	Year	Principal A roads	Other Heavily Used roads (Cat 2, 3a and 3b)	Lesser Used roads (Cat 4a, 4b and 5)	2011/12	4.0%	5.0%	11.0%	2012/13	4.0%	5.0%	15.0%	2013/14	3.0%	4.0%	25.0%	2014/15	3.0%	4.0%	25.0%	2015/16	2.0%	4.0%	22.0%	2016/17	2.0%	4.0%	18.0%	2017/18	3.0%	4.0%	16.0%	2018/19	3.0%	5.0%	18.0%	2019/20	4.0%	5.0%	17.0%	2020/21	3.0%	3.0%	20.0%		
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1.89	Road condition – % of other heavily used roads where maintenance should be considered. (Cat 2, 3a and 3b roads less A roads.)	4% (2016 survey) 4% (2017 survey) 5% (2018 survey) 5% (2019 survey) 3% (2020 survey)	Local indicator – not directly comparable. However for B&C class roads in 2017/18 (RDC0120), England at 6%.																																																
1.90	Road condition – % of lesser used roads where maintenance should be considered. (Cat 4 and 5 roads.)	18% (2016 survey) 16% (2017 survey) 18% (2018 survey) 17% (2019 survey) 20% (2020 survey)	Local indicator and not directly comparable. However, for unclassified roads in 2018/19 (RDC0130), the overall figure for England is 16%.																																																
1.91	KSI – number of people killed and seriously injured on roads (NY only, calendar years)	448 (2012-2016 avg) 431 (2014) 429 (2015) 428 (2016) 411 (2017) 363 (2018) 333 (2019) 441 (2020)		Data from Public Health England for KSI during the period 2016-2018 places NY at 65.9 KSI per 100,000 population, against a Y&H figure of 49.1, and an England figure of 42.6. All road safety data is measured using a calendar year.	Nationally there are no targets for Road Safety; therefore the 95 Alive partnerships monitors against a 5 year baseline average. The data for 2020 is currently provisional and will be confirmed by the end of Q4. The overall year figures are disappointing however are severely skewed by abnormally high figures for September (134) and December (114). Further detail will be included in the annual road casualty report.																																														
1.92	Trading Standards: % of high risk inspections undertaken	12% TBC Q3 20/21 9% (20/21 Q2) 78% (19/20) 99% (18/19) 96% (17/18) 84% (16/17)		Local measure – no comparative data available	The high risk inspection profile is as follows: Q1 - 15% Q2 - 35% Q3 - 70% Q4 - 100% The Q1 outturn is 0%. The low return rate is a consequence of the Covid19 outbreak and in line with government guidance issued by the Food Standards Agency, which called for the majority of inspections to be deferred until they were safe to be undertaken. There is a local plan in place to re-introduce inspections throughout the remainder of 2020/21.																																														

Growth - Primary indicators table

Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:																								
						Quarter	Year																							
1.93	County matter’ planning applications determined within 13/16 week timescales or within agreed extension of time (EoT). 2-year rolling measure	Q4 89.5% Q3 100% Q2 93% Q1 89.7%		England average figure for the 2 year rolling measure up to 06/20* is 91.6% (Source: Ministry of Housing, Communities and Local Government, Table P151b. NB: 3 month time lag on national data*	RAG rated against statutory target of 60%. This is the statutory measure, which includes allowance of an extension of time.																									
1.94	PRoW Network condition: % of network passable	20/21 Q4 90.19% 20/21 Q3 90.27% 20/21 Q2 89.95% 20/21 Q1 89.93% 89.93% (19/20Q4) 89.6% (19/20Q3) 88.23% (19/20Q2) 89.41% (19/20Q1) 89.33% (18/19Q4) 88.92% (18/19Q3) 88.68% (18/19Q2)		Local measure – no comparable data available.	Suggestion that a different approach to obstruction cases has started to increase the proportion of the network deemed usable (not blocked). <div><div>PRoW Percentage of Network Passable</div><div><div><div></div></div><div><div></div></div><div><div></div></div></div><table><tr><td>Q2</td><td>Q3</td><td>Q4</td><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td><td>Q1</td><td>Q2</td><td>Q3</td><td>Q4</td></tr><tr><td colspan="4">2018/19</td><td colspan="4">2019/20</td><td colspan="4">2020/21</td></tr></table></div>	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	2018/19				2019/20				2020/21					
Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4																				
2018/19				2019/20				2020/21																						
1.95	The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13	2019/20 Q4 123 (1.1%)		National NEET 2.8% (March 2020) Y&H NEET 3.1% (March 2020) National Situation Not Known 2.3% (March 2020) Y&H Situation Not Known 2.3% (March 2020) NYCC Situation Not Known 7.1% (March 2020) 2018/19 Q1 145 (1.3%) Q2 74 (0.7%) Q3 101 (0.9%) Q4 105 (0.9%)	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 although it has increased slightly since the last quarter. The percentage of 16-17 year olds with unknown education, training or employment status has now decreased but is still above the regional and National figure of 2.3%. Q4 - no update																									
1.96	Number of employers signed up to healthy workplace initiatives.	38 employers		Internal dataset, no comparators available.	The number remains at 38 as there has been little progress due to the Coronavirus pandemic																									
1.97	% waste arising to landfill (former NI193)	16.3% (Q3 20/21) 10.9% (Q2 20/21) 9.4% (Q1 20/21) 8.7% (19/20) 8.8% (18/19) 24.0% (17/18) 39.7% (16/17) 40.0% (15/16)		Internal dataset, no comparators available.	Reported one quarter in arrears: The % for quarter 3 is 16.3%. Percentage of waste for Q3 is higher than Q1 and Q2 due to site not accepting waste between 01/10/20 and 30/10/20. Site was undertaking planned two-week shutdown, which commenced on 01/10/20. This extended to 30/10/20 due to additional repairs to bypass line and Ram Feeder for energy from waste (EfW) and issues with restarting EfW. The reception bunkers were also full, so waste at site required processing before restarting deliveries. The site was in contingency on 04/12/20, 08/12/20 to 09/12/20 and 17/12/20 to 18/12/20 due to repair to damage to refractory and roller grate. Amey were unable to locate alternate treatment outlets during these outages																									