



North Yorkshire
County Council

North Yorkshire
County Council

 **highways**

Executive Performance Report

Quarter 1 • 2021/22

Enter



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Executive Summary

Introduction

Quarter one has seen a number of significant initiatives led by the County Council come to a positive fruition. Whilst the focus this quarter is on the ambition **North Yorkshire is a place with a strong economy and a commitment to sustainable growth**, it is worthy of note that;

- The independent rural commission has published its report into the sustainability of rural communities
- Government has passed its judgement on the future of Local Government in North Yorkshire, with the creation of a single unitary authority.
- Improving road condition shown in latest Department of Transport Survey.
- Highways North Yorkshire created as from the 1 April.
- Improvement shown across all key indicators within the most recent staff survey.
- A successful Ofsted focussed visit in Children's Social Care

This report also sets out the ongoing strong performance of the County Council in the first quarter of 2021/22, across all its ambitions, continuing to support people, communities and businesses through this extraordinarily challenging pandemic period. The "appendix" section contains further details on all the key performance indicators for the Council and can found on page 66 onwards.

The Council continues to play a key role in the fight against **Covid-19**, by working with local communities, businesses, schools and other settings. The council ensures that when outbreaks do occur, these are contained by ensuring that appropriate measures are in place to reduce the impact.

However, at the time of writing Covid-19 cases rose rapidly across North Yorkshire, mirroring the rises that have been seen across almost all parts of the UK (although early signs in Q2 are promising with falling rates). In some parts of the county, rates were higher than the winter peak and at any other point during the pandemic. However, as always with Covid-19 it is difficult to assess short-term changes, with multiple recent factors affecting the trajectory: the start of the school holidays, changes in testing patterns, the end of the European Championships as well as move to Step 4 of the Covid-19 roadmap. It is currently unclear what impact this mix of events will be.

Following the submission of the Council's plan for **Local Government Reorganisation (LGR)** on the 9 December 2020 and the Government's subsequent consultation on the various proposals, during the spring, Robert Jenrick MP made the following written statement to the House of Commons on the 21 July 2021:

"For North Yorkshire I have decided to implement, subject to Parliamentary approval, the proposal for a single unitary council for the whole of the existing administrative county of North Yorkshire".

In addition he commented that:

"I considered that this proposal strongly met all three of the criteria as set by government."

The Council recognises the valuable contribution that all tiers of Local Government in North Yorkshire make, including to the ongoing fight against Covid-19 and the importance of social and economic post pandemic recovery. In doing so, the County Council is looking forward to working with district and borough councils and their talented staff and elected members to form the single new unitary council for North Yorkshire. We look forward to fulfilling the expectation of Government and the Minister for Housing, Communities and Local Government:

"I expect all the existing councils and their partners to work collaboratively and constructively together to drive forward the process of establishing unitary councils and transforming local service delivery for the residents, businesses and local communities of these three areas."

Key dates in the run up to the new authority are: A 'shadow' authority to run from April 2022, Elections for new council to be held May 2022. The inception date for new council, April 2023.

Results of the 2021 **Staff Survey** show that despite significant changes to the way staff have had to work during the pandemic, there has been gradual and consistent improvement across all key indicators with 'overall satisfaction' at 74%. Questions regarding leadership have seen an 8% improvement overall since the last survey including a significant increase in satisfaction in senior management communications with staff. There are also strong positive results in questions on senior management keeping staff informed on Covid and LGR. Additional questions asked in 2021 also show staff are positive about future working arrangements including working in a hybrid way, spending their time both working from home and the office when it is safe to do so.

The Board of the **Beyond Carbon programme**, providing governance and oversight of the Council's carbon reduction work, was established and began meeting from April onwards. One of its prime focuses initially is to bring forward bids to the £1m pump-priming fund to support actions to decarbonise heating, energy use and business travel, and to sequester carbon. A number of bids are currently under development. The Council's first corporate carbon reduction plan was drafted ready for approval by Executive in July.

The **Rural Commission's report "Rural North Yorkshire: The way forward"** was launched at the Great Yorkshire Show on 14 July 2021. In advance of the publication of the Commission's report, a media campaign started on 3 July 2021, which included lead articles in the Yorkshire Post and interviews with BBC Radio York. The commission made a number of wide ranging recommendations on the: rural economy, energy transition, digital connectivity, farming and land management, rural schools, education and training, rural housing and rural transport. The council is now considering its findings.

A full copy of the report can be found at:

<https://www.northyorks.gov.uk/north-yorkshire-rural-commission>

The last quarter has been a busy period for **Business and Environmental Services**, as not only has it seen the continuing response to, and recovery from the Coronavirus pandemic, but it has also seen significant activity in a number of other areas.

- The latest Department for Transport highways survey shows that the percentage of the North Yorkshire's road network where maintenance should be considered is decreasing in all three categories. Only 3% of principal A roads and other heavily used roads were classed as potentially in need of repair in this year's survey.
- The quarter saw the launch of NYHighways, (the council's new wholly owned company to provide highways maintenance services) and the launch of a demand responsive transport pilot.
- A number of major transport programmes are still underway however, the £7.9m project to repair flood damage to the A19 at Chapel Haddlesley was completed within budget.
- NYCC was identified as the lead authority for the Community Renewal Fund and as such assessed 66 applications to produce a shortlist of 28 projects with a value of £8.4m.

In March 2021 the Government launched the **National Bus Strategy for England**. A part of this the decision has been made locally to develop an 'enhanced partnership', an agreement between a local transport authority and local bus operators to work together to improve bus services, such as simple payment and ticketing options

North Yorkshire was subject to a '**Focused Visit**' by Ofsted during the week commencing 16th June 2021. Initial feedback was promising, the formal letter of our June 2021 OFSTED Focused Visit has now been published. The letter highlights that '**Highly confident senior leaders and managers have ensured that children's services have continued to develop positively since the last inspection**'. It must be remember that at the last inspection OFSTED found North Yorkshire's Children's Services to be 'Outstanding' in all areas. OFSTED's

recognition of **'continuing development'** is directly reflective of the service's tireless ambition for children and young people. A more detailed update on findings will be included in the Quarter 2 report.

Quarter 1 saw an increase in referrals and Child in need cases and **general increases across all children's services.**

- Quarter 1 saw a 20%, (n=212) increase in referrals to Children's Social Care compared with Quarter 4 2020/21, with 1,300 recorded.
- The number of Child in Need cases increased to 1,234 at the end of the quarter from 1,205 at the end of March 2021.
- The number of children on a Child Protection Plan has increased by 34 from 339 at the end of Quarter 4 to 373 at the end of the Quarter 1.
- The rate of second or subsequent CPP reduced to 14.3% (n=19 cases) compared to 26.4% across 2020/21.
- The number of children in care further reduced to 426, including 9 unaccompanied asylum-seeking children, at the end of Quarter 1 but the fostering service continues to operate at near-full capacity.
- The stability of placements continues to improve. At the end of Quarter 1, 7% of children in care had experienced 3 or more placements in the last 12 months (national=11%).
- 66%, (2 in every 3) children in care are currently on track to achieve or exceed their attainment targets, based on their most recent Personal Education Plan (PEP) review.

Education saw a mixed response with the numbers of Care Leavers in Education, Training and Employment (ETE) increasing from 63% from 56.1% in the same period last year. (national=53%). However, the number of children being Electively Home Educated is continuing to rise, as at 30th June 2021, 871 children were Electively Home Educated, up by 68 from 803 on the beginning of the 2021.

There were a total of 3,692 Education, Health and Care plans (EHC plans) funded by North Yorkshire as at 30th June 2021.

The number of pupils in independent and non-maintained day out of authority placements has shown a year on year increase since 2014/15. The expenditure has also increased year on year. In 2020-21 the total actual expenditure was £7,754,741, an increase of 458% (+ £6,364,176) since 2014/15.

Youth Justice: The latest data relating to custodial sentences covering the 12 months ending 31st March 2021 showed a rate of 0.16 per 1,000 of the 10-17 population. This related to 9 custodial sentences and is the first time the figure in North Yorkshire has been in single figures.

Activity levels across the customer pathway for **adult social care** continued to recover during Q1, with some areas of activity reaching levels above those recorded in 2019/20:

- Contacts and hospital referrals (19,786) were up by 23% or 3,763 contacts compared with the same period in 2020/21 (down by down by 4.5% or 3,428 contacts in Q4). Activity in Q1 was actually 6% higher (1,122 contacts) than in 2019/20.
- Referrals to adult social care (4,608) were up 44% (1,414 referrals) at the end of Q1 (down by 13% or 2,237 referrals in Q3). This represents a 5% increase (218 referrals) on 2019/20 activity levels.
- Referrals to Living Well (1,010) were up by 96% or 494 referrals year on year (down by 23% or 870 referrals in Q4). Q1 activity was 6% higher (58 referrals) than for the same period in 2019/20; and,
- The number of people in permanent residential and nursing care placements (2,155) increased by 97 between quarters, but the number remains 6% lower (147 placements) than at the end of 2019/20.

This rate of growth reflects the continuing recovery of demand from the community and the sustained high levels of discharges from hospitals to social care.

Hospital discharge activity has remained very high across the county, changing little when both Covid cases in the community and Covid-related hospital admissions reduced to their lowest levels. During 2019/20 10 hospital discharges were received per day on average. Since the start of the pandemic, the average number per day has more than doubled, up from 8 per day in March 2020 to 18 per day in June 2021. On weekdays, the number was consistently above 20 per day during Q1.

Referrals from health partners to **Living Well** in Q1 (263) is another area to show a significant improvement on the same period in 2020/21, more than doubling from 118 to 263 referrals. Despite that growth, this area of activity remained 28% (13 referrals) below 2019/20 levels. Reablement activity also shows good progress year on year but it, too, remains 28% (145 interventions) behind 2019/20 activity levels.

This continues the improving trend previously reported in Q4, but it also includes some positive news related to increasing levels of engagement with early intervention and prevention service streams and the impact they can have in helping to prevent, reduce or delay people's need for long-term care and support.

Operating conditions continue to be difficult. **Local care markets** remain fragile, with home care provision difficult to come by in some localities and care homes still recovering from the impact of Covid outbreaks. The very early signs of reduced levels of hospital discharges that were reported in Q4 did not become a downward trend, as Covid cases were rapidly replaced with growing numbers of business as usual patients

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 continued to play a strong leadership role in the fight against Covid-19 Outbreak, especially the Delta Variant. The Council has also played a key role in supporting and delivering testing and vaccination take up.

LGR

Following the announcement of the one unitary North Yorkshire authority, starting the joint work with the districts and borough councils to prepare for the new authority.

Rural Commission

Following the publication of the report, the council to consider the considerable detail set out in the report and its findings.

Beyond Carbon

The Board of the Beyond Carbon programme, providing governance and oversight of the Council's carbon reduction work, was established and began meeting from April onwards.

Challenges for this council ambition are:

Securing devolution for York and North Yorkshire

With the LGR announcement, North Yorkshire and York need to move quickly to a devolution deal so as to capitalise on North Yorkshires future unitary status.

Management of Covid-19 in North Yorkshire

Continued implementation of the Local Outbreak Management and Prevention Plan in the ongoing Covid resurgence.

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

Progress and strengths for this council ambition are:

Improving Condition of North Yorkshire's Roads

The latest Department for Transport highways survey shows that the percentage of the North Yorkshire's road network where maintenance should be considered is decreasing in all three categories. Only 3% of principal A roads and other heavily used roads were classed as potentially in need of repair in this year's survey.

Launch of NYHighways

1 June saw the official launch of NYHighways, the new wholly owned company to provide highways maintenance services. The launch was the culmination of years of planning and effort and the organisation now begins a new chapter in highways maintenance.

Completion of the A19 Chapel Haddesley Project

The £7.9m project, funded by the York and North Yorkshire LEP was completed in late June and within budget when a 1.5km stretch of the A19 at Chapel Haddesley, a vital strategic route in the Selby district, was reopened after being closed for 16 months. The road closed in February 2020 when the River Aire spilled over its banks during Storm Dennis.

Launch of YorBus Demand Responsive Transport Pilot

The new demand responsive service pilot, YorBus, successfully launched on 1 July 2021 following the final pre-launch preparation through Q1. Although very early days, the service has received good early feedback from customers, with an average ride rating of 4.8 out of 5 stars.

Skills Development

There continues to be investment in skills development throughout the county including the provision of on-line careers advice, the development of an e-campus in Northallerton and investment in Scarborough to increase technical skills and capabilities in electric vehicle technologies such as EV servicing.

Community Renewal Fund

North Yorkshire County Council was identified as the Lead Authority in North Yorkshire for the Community Renewal Fund, responsible for administering seven separate CRF programmes each with an application ceiling of £3m. At the deadline the Council had received 66 applications with an overall value of £24m. After appraisal and shortlisting 28 projects were submitted to MHCLG with a total value of £8.4m.

Challenges for this council ambition are:

Emerging from Lockdown

Parts of North Yorkshire had among the highest rates of furloughed employees in the country, therefore ongoing support to local businesses will be vital to help them recover

Workforce shortages in certain sectors

Workforce shortages in certain sectors are creating difficulties, especially in hospitality, food and drink manufacturing plus logistics. There are a number of reasons for these shortages including potentially the UK's exit from the EU, Covid-19 and the increasing need for large parts of the workforce to self-isolate. Whatever the reasons, these factors are combining to create shortages that may well limit the county's ability to benefit from the increasing trend for "staycations".

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

Progress and strengths for this council ambition are:

Prevention activity levels show signs of recovery

Referrals to Living Well increased by 96% (494 referrals) and completed reablement involvements increased by 32% (90 packages) year on year. Living Well's activity in Q1 was above 2019/20 levels. Increased engagement with early intervention and prevention services is an indication that the wider delivery model is returning to business as usual and will start to have an impact, as intended, in helping to mitigate demand for long-term care and support.

Discharge pathway arrangements produce consistent results

The national discharge pathway includes an expectation that 95% of the people aged 65+ discharged from hospital will go home, either with no on-going support (Pathway 0) or with support to meet their needs at home (Pathway 1). Available data indicates that the North Yorkshire and York integrated care system achieved 92% against this target in April and May. The target has not been adjusted for Covid pressures.

Early signs of recovery in care home placements

Permanent residential and nursing placements (2,155) increased by 97 between quarters. At the same time, Care Quality Commission inspection results indicate that the quality of provision in the county remains relatively high, with 88.1% rated "good" or better, compared with 84.3% nationally. Despite the increase, the number of current placements remains 6% lower (147 placements) than at the end of 2019/20.

Challenges for this council ambition are:

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

The average number of hospital discharges received by adult social was 18 per day during Q1, the same as in Q4 despite significant reductions in Covid cases and hospitalisations. For activity Monday-Friday, this increased to 23 per day. As community demand increases, the immediate pressures presented by high levels of hospital discharges are outstripping the capacity of frontline teams and domiciliary care providers, with other authorities reporting the same problem.

Annual review completions remain below 2019/20 levels

The number of reviews of adult care plans completed at the end of Q1 was 1,693, down by 24% (545) on 2019/20 activity levels, a small improvement on the Q4 position. The main body of the report highlights action taken to provide additional capacity to address the problem in the face of the continued pressures presented by the sustained high levels of hospital discharges.

Weekly cost of care home placements

The average cost of a care home placement for someone aged 65+ increased to £796 per week at the end of Q1, which is 6.3% (£47) higher than at the end of Q1 in 2020/21. The cost in Harrogate is 18% or £147 per week higher. The main body of the report includes an update on the Extra Care programme, which is a key part of our market development work.

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

Progress and strengths for this council ambition are:

Focused Visit' by Ofsted

The formal letter of our June 2021 OFSTED Focused Visit has now been published. The letter recognises the 'continuing development' on the services existing outstanding judgement is directly reflective of the service's tireless ambition for children and young people.

Continuing low rate of repeat referral at the front door

The re-referral rate remains very low at 15.7%, considerably lower than the latest national rate (22.6%) and statistical neighbour rate (20.3%). The quarterly re-referral rate has been better than the national average in 11 of the last 13 quarters.

Early Help Assessment timeliness continues to improve

The timeliness of Early Help Assessments continues to improve at the end of Quarter 1 to 96.4% of Initial Assessments completed within 20 working days, compared to 93.7% in the same period 2020 with 95.9% of Assessment Reviews completed within 6 weeks, compared to 69.3% for the same period 2020.

Children & Families Assessment Timeliness Remains Very Strong

99.4% of children & families assessments were completed within 45 days with 81.3% completed within 30 working days during Quarter 1. This remains considerably better than the latest national benchmark for timeliness of assessments of 83.8% completed within 45 days.

Reduced rate of second or subsequent Child Protection Plan

The rate of second or subsequent Child Protection Plans was much lower in Quarter 1 at 14.3% (n=19 cases), compared with 26.4% across 2020/21.

Further reduction in the number of Children in Care

The number of children in care has continued to reduce, to 426 (including 9 unaccompanied asylum-seeking children), at the end of Quarter 1 2021/22, down from 458 at the same point in 2020/21. This is the lowest number of children in care since Quarter 2 2017/18.

Placement stability continues to improve

Short-term stability has continued to improve, with just 7% of children in care experiencing 3 or more placements in the last 12 months – considerably lower (better) than the national average of 11%. The proportion of children in care for two and a half years or more and living in the same placement for two years has increased to 76.3%. This is the highest level of performance, the council has recorded over the last 10 years.

Reduction in the number of young people sentenced to custody

The latest data relating to custodial sentences covering the 12 months ending 31.03.21 showed a rate of 0.16 per 1,000 of the 10-17 population. This relates to 9 custodial sentences and is the first time the annual number of custodial sentences in North Yorkshire has been in single figures.

Challenges for this council ambition are:

Decrease in school attendance

Following a period of attendance improving in schools, reaching a high for 2020/21 of 91% (n=72,347) at the beginning of Quarter 1 (for schools returning attendance data), there has been a drop in attendance to 87% (n=63,554) children attending all schools by the end of Quarter 1.

Increase in referrals to Children's Social Care

There was a 20% (n=212) increase in referrals to Children's Social Care in Quarter 1 compared with Quarter 4 2020/21, with 1,300 recorded. This is the highest quarterly number of referrals received in the last 10 years.

Increase in the number of Children in Need

The number of Child in Need cases increased to 1,234 at the end of the quarter from 1,205 at the end of Quarter 4 higher than at the end of any previous quarter in at least the last 3 years.

Increase in the number of open Child Protection Plans

The number of open Child Protection Plans increased to 373 at the end of Quarter 1, up from 339 at the end of Quarter 4. This is the highest quarterly number of open Child Protection Plans in almost 2 years.

Continued pressure on Foster Placements

Despite a reduction in the number of children in care, the occupancy rate of unrelated foster placements remains high at 99%. Whilst this is a challenge, it is worth noting that occupancy has been consistently higher than 90% for the past 3 years without the need to resort to external placements.

Dental Checks for children in care remain lower than pre-pandemic levels

The proportion of children with up-to-date dental checks remains lower than pre-pandemic levels of over 80%. At the end of Quarter 1, 66% of children in care had an up-to-date Dental Check. Whilst this remains low, this is up from 53% at the end of Quarter 4, highlighting the impact that concerted efforts are now having in improving access to dental checks.

The number of children being Electively Home Educated is continuing to increase

Despite the wider return to school following lockdown in January, 871 children were Electively Home Educated at the end of Quarter 1, up by 68 from 803 at the beginning of 2021.

Continued increase in the number of Education, Health and Care Plans

The figure of 3,692 Education, Health and Care plans funded by North Yorkshire as at the end of Quarter 1 is the highest number recorded.

Timeliness of Assessment of Education, Health and Care Plans

Pressures affecting capacity have impacted on the timeliness of assessment for Education, Health and Care Plans within 20 weeks. At the end of Quarter 1 performance was 34.6%. Staff continue to deliver a robust plan to address the backlog and drive up performance further.

Increasing number of Out of Authority Placements

The number of pupils in independent and non-maintained day out of authority placements has shown a year on year increase since 2014/15. The expenditure has also increased year on year. In 2020-21 the total actual expenditure was £7,754,741, an increase of 458% (+ £6,364,176) since 2014/15.

Council Ambition – **Innovative and forward thinking council**

Progress and strengths for this council ambition are:

Increased satisfaction across all headline indicators in the staff survey

The 2021 staff survey shows that despite dramatic changes to working practices due to the pandemic, there was still an improvement across all key indicators with questions regarding leadership showing an 8 % point improvement since 2019.

Increasing use of digital portals

For services within the council's customer portal, the proportion of requests that are online continues to grow and in Q1 were much higher at 79.5%, demonstrating that if available, customers will use the on-line option.

Increased use of Microsoft Teams

Microsoft Teams (MS Teams) is now our main collaboration space that enables colleagues to stay organised, work together and have conversations in a centralised place. As of June 2021, there have been 5,179 active users and the number of Teams collaboration spaces have increased from 320 in Q4 to 450 Teams sites created.

Social Media messages reaching 2.2 million readers

In Q1, our messages on social media were seen, on average, over 2.2 million times a month and the number of followers across our social channels continued to grow.

Increasing demand for apprentices in schools

Q1 saw 15 new apprenticeship starts in schools covering a range of apprenticeships from Level 3 to Level 7. Enquiries from schools continues to be high with 25 in Q1 split evenly between schools who have accessed apprenticeships before and schools new to apprenticeships. The majority of starts were for Teaching Assistant Apprenticeships.

Challenges for this council ambition are:

Increasing social care calls

The Social Care Team have been offered significantly more calls per week this year than the corresponding weeks in 2019 and 2020. The trend has seen a 22% increase from 2019 and 27% increase from 2020.

More complex social care calls

The time taken to deal with social care calls has also increased this year. The average handling time has increased by 9% compared to 2019 and by 6% compared to 2020. The reasons for this increase are varied and range from complexity based on changing population needs, changing guidelines, the requirement to capture additional information, behaviour changes due to working from home and remote peer reviews being required.

Recruitment to Kickstart placements

There have been challenges attracting eligible young people to meet the requirements of some of the Kickstart placements and NYCC's recruitment team are working closely with DWP to maximise the Kickstart opportunities for young people and address any barriers.

Difficulty in getting more service requests through digital channels

The proportion of all service requests that are received on-line continues at a similar level to that seen since the first lockdown – 40.8% of customers' transactions. This rate of online transactions continues to be due to the 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 and the lack of an online option for booking a wedding.



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. Reducing the causes and impacts of climate change, now and for future generation
4. Resilient, resourceful and confident communities co-producing with the County Council

Public Health

Covid-19 in North Yorkshire

Current state of the pandemic

As of late July Covid-19 cases have risen rapidly across North Yorkshire mirroring the rises that have been seen across almost all parts of the UK. In some parts of the county, the council is now seeing rates higher than the winter peak and higher than at any other point during the pandemic. Furthermore, the council is seeing increases in percentage terms of people being admitted to hospital due to Covid-19 as well as smaller increases in the number of people dying from Covid-19. However, due to the success of the vaccine rollout programme, the link between infections and hospitalisations and deaths has been weakened and hospitalisations and deaths are at a lower level than the winter period. As of the last week of June, 75% of adults have had at least one dose of a Covid vaccine, with 88% being fully-vaccinated.

The future of the pandemic – projections for the third wave

As of mid-July, daily cases have started to reduce; however, it is difficult to assess short-term changes, with multiple recent factors affecting the trajectory: the start of the school holidays, changes in testing patterns, the end of the European Championships as well as the move to Step 4 of the Covid-19 roadmap. Again, as of mid-July, it is currently unclear what impact the relaxing of restrictions will have as the council moves into Step 4 of the roadmap and it is distinctly possible that there will be further increases in infections. Recent predictions by senior scientists advising the government suggest that the peak in

infections may fall between mid-August and mid-September. It is likely that infections will substantially exceed the previous peaks but is less clear whether hospitalisations will exceed the winter peak. The peak in deaths due to Covid-19 is more likely to be below that seen in January.

Role of the Council in the pandemic response

The Council continue to play a key role in responding to the pandemic and mitigating the spread in COVID. Through working with local businesses, schools and other settings, the council have ensured that, when outbreaks do occur, these are contained by ensuring that appropriate measures are in place. Due to the infectiousness of the Delta variant it is not possible to fully prevent the spread of the virus, but by reducing onward transmission, it has helped to minimise the number of local infections, which will hence reduce the number of hospitalisations and deaths. As the council moves into this new phase of the pandemic, this vital role will remain key.

Whilst it is likely that the worst of the pandemic is behind us, it is also likely that Covid will place a significant burden on our population's health for years to come and there may be changes in guidelines and restrictions. Working with local partners, the Council can respond to any changes and help to mitigate the impact of the pandemic on the people of North Yorkshire.

Improving health and wellbeing and reducing health inequalities in North Yorkshire

NHS Health Checks

Quarter one figures are showing a similar picture to those figures in Q1 19/20 (a normal year), however providers of the service are experiencing demanding pressure associated with Covid-19.

The number of people who were offered an NHS Health check (NHS HC) for quarter one is 5,344 (2.7%) of the eligible population which is below the national target of 5% per quarter and lower than a normal year (19/20). Of those offered a NHS HC the uptake is good, however slightly below previous years for this quarter. The overall service is performing well, for the five year period the council is the top performer in Yorkshire and Humber. Other areas are using us as good practice, in addition, the council are still waiting on the national review and cardiovascular disease (CVD) service specification for general practice.

Stop Smoking Services – Living Well Smokefree and Primary Care

The Living Well Smokefree Service

The service continues to operate as a remote model, which is delivered through one to one telephone appointments in which clients are offered behavioural support and access to appropriate medications. A hybrid model has been scoped which includes two pathways of support, pathway one being virtual with key contact points for CO monitoring and pathway two providing face to face support which will be available for priority groups or individuals for whom the remote offer is not suitable. It is anticipated that the hybrid model will commence in October 2021.

Living Well Smoke Key Performance Data for QTR 4:

• Number of referrals	594
• Number accessing service	521
• Number Setting a Quit Date (SAQD)	307
• Number of 4 week quits	248

The service is currently achieving an **80%** quit rate which is above the service KPI of 50%-70% and also above national performance of specialist stop smoking

services which stands at 57%. However currently due to Covid-19 restrictions all quits are self-reported as opposed to CO monitor validated. Figures for all KPIs are currently higher than year one outcomes.

Primary Care In-House Stop Smoking Services

Smoking Cessation Service activity within GP and Pharmacies continues to be impacted by the Covid-19 pandemic, due to reduced capacity. Numbers accessing the GP services across 20/21 are down by 18% in comparison to 2019/20, however QTR 1 21/22 indicates that activity is returning to previous levels. Numbers accessing pharmacy services are down by 65% in comparison to 2019/20 and QTR 1 21/22 activity remained low.

GP Key Performance Data QTR 4:

• Number of referrals	114
• Number accessing service	114
• Number of SAQD	114
• Number of 4 week quits	45

The service is currently achieving a 39% quit rate, which is below the KPI of 50%-70% and is below the national performance of GP based stop smoking services of 48%.

Pharmacy Key Performance Data QTR 4:

• Number of referrals	37
• Number accessing service	37
• Number of SAQD	37
• Number of 4 week quits	16

The service is currently achieving a 43% quit rate, which is below the KPI of 50%-70%, but is similar to the national performance of Pharmacy based stop smoking services of 43%.

Stop Smoking Services Costs

Value for money for stop smoking services is based on the cost per quitter. This is reported in national data sets, but the majority of Yorkshire and Humber SSS models do not submit this data making performance comparison difficult. However, the cost per quitter for the SSS model has reduced across the previous two years, as shown in the table below.

Year	2019/20	2020/21 (excluding QTR 4)
Cost\quitter without pharmacotherapy	£710	£615
Cost\quitter with pharmacotherapy	£1043	£901

North Yorkshire Healthy Schools Award (HSA) and related work

The HSA enables all schools in North Yorkshire to achieve recognition for their work to support a whole-school approach to health and wellbeing. Schools have been provided with evidence-based criteria around four key themes along with staff wellbeing:

- Active Lives
- Food in Schools
- Emotional Health and Wellbeing
- Personal, Social, Health Education (including the statutory relationships, sex and health education curriculum)
- Staff wellbeing

Schools can choose to work on the themes in any order to support their priorities. Schools provide evidence to ensure all aspects of the criteria are in place. All schools submissions go through a quality assurance partnership meeting. To achieve the Bronze award a school needs to meet the criteria for one theme, two for Silver (plus Staff Wellbeing) and all four themes to gain the Gold Healthy Schools award.

Good practice from schools submissions are showcased on the [healthy schools website](#) and at healthy school events and training sessions. Two primary schools who have achieved the Gold Healthy Schools Award have participated in a short film which explains the benefits of being a healthy school and why it was important to them to achieve the Gold award.

This can be accessed here

<http://healthyschoolsnorthyorks.org/home/video>

Healthy Schools Award – July 2021 update

- 62% of all North Yorkshire schools have signed up to the North Yorkshire Healthy Schools award (it is not statutory for schools to participate in the award)

- 76 schools who have signed up have achieved an award: 30 Bronze, 24 Silver, and 21 Gold. A wide range of schools engage with the award including a secondary school, PRU and special school achieving a Gold award along with primary schools.
- 135 schools attended training in the academic year September 2020-July 2021 (the training focused on support with getting started on the award, support to submit for an award, and themed focused training sessions).
- In June 2021 the service ran an online celebration and pupil voice event. The event received a lot of positive feedback from schools, saying they found it inspirational, enjoyable and informative. The online event celebrated schools that have achieved an award alongside pupils being able to participate in workshops focused on the key themes of the award so that they could have an active voice in schools achieving a healthy schools award.
- Numbers attending the event:
 - o 1652 pupils
 - o 110 staff
 - o 63 schools
- Key new developments for North Yorkshire Healthy Schools Award:
 - o By October 2021 the council will have launched the Healthy Early Years award (for Early Years settings and childminders) which has been developed in partnership with colleagues from Early Years settings. The award will run in the same way as the Healthy Schools award with a focus on the same key themes and staff wellbeing. There will be a training programme to support Early Years settings get started on the award.
 - o There will continue to be a training programme to support schools achieve the Healthy Schools award and have good quality provision and practice in their schools. There will be further focus on: growing / outdoor area support; Food in schools; Emotional Health and Wellbeing and Anti-bullying policy support and wider equality aspects.

- o Launch of new topics to enhance the present four key themes of the award. These will include: Environment/ climate change – linked to Carbon Zero schools award and Equality and Diversity.
- In September 2020 Relationships, Sex and Health Education (RSHE) became statutory for schools. In North Yorkshire there is a range of support provided to enable schools to implement effective RSHE as part of the planned Personal, Social, Health Education (PSHE) curriculum. A range of resources are freely available for all schools in the [resource section of the Healthy Schools website](#). Schools can also access training and a PSHE professional network meeting which runs once a term. The aim of these network meetings is to provide local and national updates linked to the PSHE curriculum and for schools to share their practice. The quality of schools PSHE provision can be seen through the schools submissions from the Healthy Schools Award as they are quality assured and from this a number of schools have shared their practice at PSHE network meetings.
- PHSE support for schools:
 - o A termly Primary PSHE professional network meeting (108 schools have accessed these meetings)
 - o A termly secondary PSHE professional network meeting (41 schools have accessed these meetings)
 - o A Termly special school PSHE professional network meeting (on average 7 schools attend)

Drug and Alcohol Services

Young People:

- The new Young People's Drug and Alcohol Service for North Yorkshire went live on 1 April 2021. HumanKind will deliver the new contract, alongside but separate to North Yorkshire Horizons (the adult specialist drug and alcohol service).
- HumanKind and the former provider Compass REACH worked closely together to ensure appropriate and effective continuity of care for young people who consented to continue engaging with ongoing structured treatment (n=21).

- The Office of the Police, Fire and Crime Commissioner will continue to contribute throughout 2021/22 for arrest referral.
- The service is working with our youth voice representative to develop an appropriate brand, and raising the profile of the service and offer.

Adults:

- North Yorkshire Horizons has continued to provide a face to face service within all 5 hubs throughout the COVID pandemic, blended with a digital offer comprising telephone support, video groups and online services. Community detoxifications, clinical interventions, psychosocial interventions, supervised consumption of medication, needle exchange and harm reduction interventions and recovery groups have all been maintained.
- The number engaged in structured treatment interventions in Q4 20/21 (2,373) was the highest since 15/16 when it was comparable (2,377);
- There were 0 wait times in Q4 20/21 (against the national standard), compared to 6 in Q4 19/20 (4 of which waited over 6 weeks);
- The proportion of people who engaged with on-going recovery support following completion of structured treatment has significantly improved (Q4 20/21: 64% vs Q4 19/20: 40%)
- The absolute number engaging with structured treatment, completing treatment and not re-presenting within 6 months (national PHOF measure) increased in 20/21 compared to 19/20 for all substance categories, except opiate only. Relative performance improved for all substance categories except alcohol only (Q4 20/21: 362/1094 vs Q4 19/20: 347/999). However, the pattern of increased numbers engaging with and completing treatment that had been observed since 2015 was maintained (Q4 20/21: 362/1094 vs Q4 19/20: 347/999).
- Strengthening delivery of blood borne virus and harm reduction interventions, understanding and addressing unmet opiate need, tackling drug and alcohol related deaths and dual diagnosis are key system priorities that the Council, service and partners are working to address.

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

Local Government Reorganisation

Following submission of the Council's plan for Local Government Reorganisation (LGR) on the 9 December 2020 and following the Government's consultation on the various proposals, during the spring, Robert Jenrick MP made the following statement on LGR to the House of Commons on the 21 July 2021.

"For North Yorkshire I have decided to implement, subject to Parliamentary approval, the proposal for a single unitary council for the whole of the existing administrative county of North Yorkshire".

In addition he commented that:

"I considered that this proposal strongly met all three of the criteria as set by government."

The Council recognises the valuable contribution that all levels of Local Government in North Yorkshire makes, including the ongoing fight against Covid-19 and the importance of social and economic post pandemic recovery. In doing so the Council is looking forward to working with district and borough councils and their talented staff and elected members to form the new council for North Yorkshire. We look forward to fulfilling the expectation of government and the minister for Housing, Communities and Local Government:

"I expect all the existing councils and their partners to work collaboratively and constructively together to drive forward the process of establishing unitary councils and transforming local service delivery for the residents, businesses and local communities of these three areas."

Key dates for the new authority are: Shadow authority to run from April 2022, Elections for new council May 2022, Start date for new council – April 2023.

Rural Commission

This Quarter, Commissioners completed their series of extensive discussions to debate the evidence base, formulate conclusions and, in line with the brief, identify the actions that local partners should take to maximise the sustainability of rural communities in North Yorkshire.

The Rural Commission's final, full report "Rural North Yorkshire: The way forward" was launched at the Great Yorkshire Show on 14 July 2021.

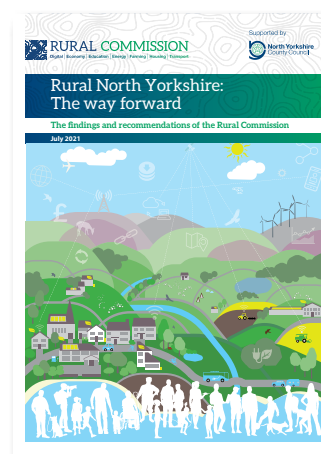
The issues the Commission has examined require positive behavioural change to allow rural and remote North Yorkshire to become a leader in the green economy, have beautiful living rural spaces, to be digitally connected, farm sustainably and have vibrant services. The Commissioners believe that a thriving rural community is one in which people of all ages and backgrounds can find a home and play a part in community life.

The Commission strongly advocates for the levelling up debate not only to focus on Northern industrial regions, but also on remote and rural regions. The debate must recognise the significant potential of rural and sparsely populated rural areas to contribute to the national economy, achieve net zero targets, and drive energy transitions.

The Commission is strongly of the view that devolution is a priority for rural North Yorkshire.

The Commission believes that central government must ensure additional powers and funding for the devolved authority so that it has real capacity within the region for decision-making and control of significant funding.

The Commission examined seven key themes: rural economy; energy transition; digital connectivity; farming and land management; rural schools, education and training; rural housing; rural transport. Cross cutting themes were also examined.



The Commission's key points are:

Rural economy: North Yorkshire has a diverse economy. There is high skilled employment but there is also a significant low wage economy.

Energy Transition: Up to 47% of North Yorkshire is designated as either a National Park or Area of Outstanding Natural Beauty. Much of the rural housing stock is made of solid brick or stone walls; there is no gas grid, and weak electrical infrastructure.

Digital connectivity: The Commission acknowledges the commitment and considerable investment the County Council has made to digital connectivity in North Yorkshire. Despite the significant investment, digital connectivity remains a significant challenge, especially in rural areas.

Farming and Land Management: North Yorkshire has a long and proud history of farming. There was a great deal of evidence that farming, and farmers are facing significant challenges and policies must be developed to assist them to meet these challenges.

Rural schools, education and training: North Yorkshire has the highest number of small schools in England. Rural schools perform well. Yet, rural schools risk closure. The sustainability of rural schools is largely attributable to falling pupil rolls, financial difficulties and schools standards. Children attending small rural schools achieve better educational outcomes than urban children, yet they are less likely to go on to further and higher education when they leave school.

Rural housing: In North Yorkshire, there is a significant shortage of affordable homes in large parts of the County and an acute housing shortage within the national parks. The general high cost of rural housing means that the region is unaffordable for low- and medium-income families.

Rural transport: People who live in super sparse and rural areas need to travel for school, employment, shopping, and health facilities. This raises issues that include accessibility, affordability, and environmental impact.

Cross cutting themes: The Commission identified a number of issues for the region that are impacted by all of the previous themes. These are the demographic

challenge and the missing generations; leadership; the importance of community and climate change.

www.northyorks.gov.uk/north-yorkshire-rural-commission

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

Defra Local authority Sustainable Food Support

The County Council was awarded £532,000 via the Defra Local Authority Emergency Assistance Grant for Food and Essential Supplies Grant last financial year. £277,000 of this funding was awarded to 48 groups and / or projects last financial year to support and expand the direct provision of food for those people and families experiencing financial hardship. These projects have now been monitored and evaluated, and this quarter, further funding has been secured. This will be used to review how some of those food support options could be maintained or developed in a sustainable way on a longer-term basis, linked to social care and prevention work.

Holiday Activities and Food (HAF) Programme

Stronger Communities continue to lead on the delivery of this programme, which was launched with the branding of FEAST (Food, Entertainment, Arts & Sport Together) in partnership with Children and Young People's Service (CYPS) and the voluntary and community sector. Coordination of the programme is being undertaken by North Yorkshire Together who are currently preparing for the summer holidays by inviting proposals from locally based clubs and community organisations to deliver enriching activities (Covid restrictions permitting). The activity sessions will be available to all children and young people in North Yorkshire, but will be free to families eligible for benefits related free schools meals.

To make sure eligible families know about the programme the council will be sending every child currently receiving free school meals a pack with information about FEAST and a booklet with ideas for activities and things to do over the summer holidays. There will also be online resources available that all

families can enjoy, which North Yorkshire Together will be promoting throughout the summer.

Financial Hardship

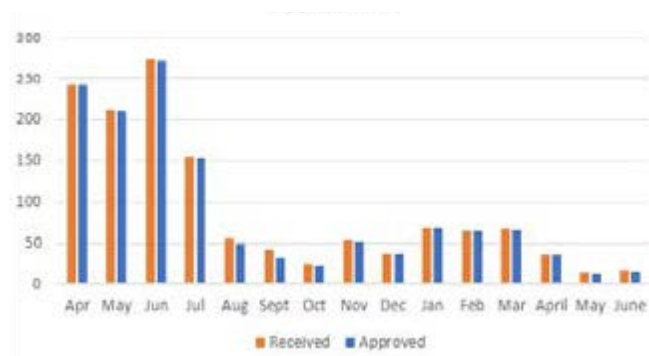
NY Local assistance fund

Covid Support

It has been confirmed that the Covid-19 Grant scheme (running under North Yorkshire's Local Assistance Fund) for those self-isolating is due to continue until September when the Scheme will be reviewed. As shielding advice from the government has now ended the criteria of the Scheme has been revised and the number of applications allowed within a rolling 12-week period has been reduced to two from the 1 April 2021.

This quarter 67 applications have been approved of which 48 were repeat applications with the average award being £1167. This award is emergency support for food or energy top ups.

Applications



The use of the Scheme has been reducing month on month and May saw a decrease in applications of 62% compared to April. The demand in June was similar to that in May.

Main scheme

In comparison to the last Quarter – the demand for the NYLAF has reduced. However, due to rocketing Covid-19 rates:

In Q1 2021/22, NYLAF received, approved and spent more awards than it did in Q1 2020/21.

In quarter NYLAF received 1,691 applications of which 1,473 were approved. Circa. £63,200 was spent on emergency applications and circa £139,400 spend on standard applications.

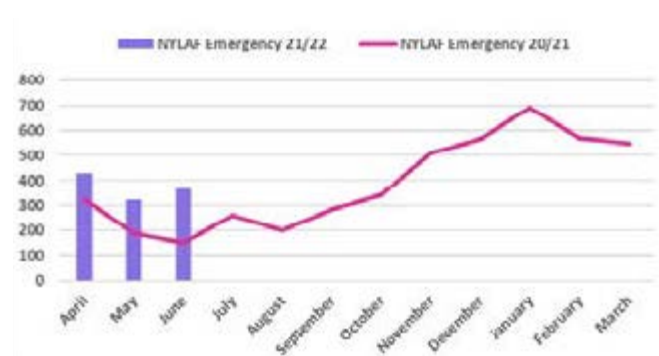
Mental health, homelessness and families under extreme pressure continue to be the vulnerability categories supported most through this Fund Food was the highest award type in demand and awarded.

The types of awards made were:

- 1,434 food vouchers
- 697 energy / utilities vouchers and top ups
- 232 for furniture
- 218 for white goods
- 183 for household items
- 54 clothing vouchers.

The number of emergency applications (those for food and utility vouchers) received increased by 13% between May and June and the number of standard applications (all other applications) received increased by 35% between May and June. If you compare year on year figures, the number of emergency applications received in June 2021 is 143% higher than those received in June 2020 and the number of standard applications is 44% higher than in June 2020.

NYLAF Emergency Awards YTD



NYLAF Standard YTD



Reducing the causes and impacts of climate change, now and for future generations

The Board of the Beyond Carbon programme, providing governance and oversight of the Council's carbon reduction work, was established and began meeting from April onwards. One of its prime focuses initially is to bring forward bids to the £1m pump-priming fund to support actions to decarbonise heating, energy use and business travel, and to sequester carbon. A number of bids are under development. While the board is made up of officers, any bids to the £1m pump priming fund need to be approved by the relevant Executive Member and the Corporate Director, Strategic Resources.

The programme is bringing together many different strands of relevant work across the Council and is raising awareness of the issues through a number of communication channels. A presentation on climate change was included in the Chief Executive's staff webinar in June and a Beyond Carbon Yammer Group has been set up. This group is for the Beyond Carbon programme to update, inform and link to information around climate change within NYCC and the wider county. It is also an opportunity for colleagues to get involved with feedback, content, ideas and comments.

The Council's first corporate carbon reduction plan was drafted ready for approval by Executive in July.

The Council is working with the Local Enterprise Partnership and the District Councils to produce a carbon literacy online training course for staff and Members to be rolled out in the autumn.

Alongside regional colleagues in Yorkshire and Humber, the council carried out a review of our procurement strategies to identify gaps in our approach, and are ensuring our new procurement and contract management strategy contains much more in terms of sustainable procurement. In addition the council are also looking to engage with our commissioners to make sure tender specifications identify opportunities for carbon reduction and wider social value. In addition the council will engage with our supply chains, especially key suppliers, to understand opportunities for carbon reduction.

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

Stronger Communities

Covid-19 Pandemic Response

Community Support Organisations (CSOs) in conjunction with their volunteers, partners and networks to continue to provide support to our most vulnerable residents where required.

Immediate support requests for shopping and prescriptions have decreased this quarter.

Shopping and prescription deliveries



In line with the Government's recovery roadmap, the CSOs have continued to review and develop their transitional activity, in order to build the confidence of those who have been self-isolating or shielding and to support them to re-engage in their communities.

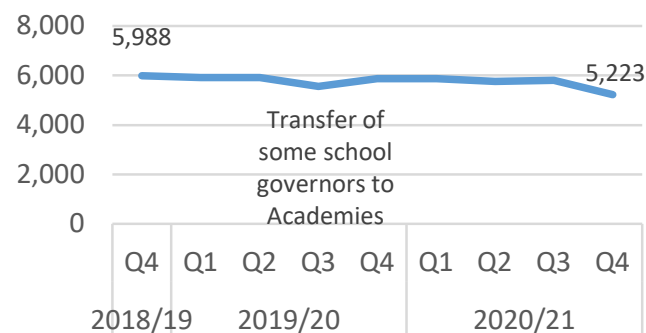
This quarter, the CSOs supported on average 3,567 individuals per month, made circa 9300 befriending calls, provided advice 6483 times, undertook 260 accompanied shopping trips (May/June only) and at least 975 people participated in other activities that aim to build people's independence. This was delivered by on average 1043 volunteers a month contributing a total of 29,838 hours over the quarter. They have also continued to support the roll out of the vaccination programme, with a contribution of 8,615 volunteer hours to clinics, and completed 424 journeys to appointments.

Volunteers

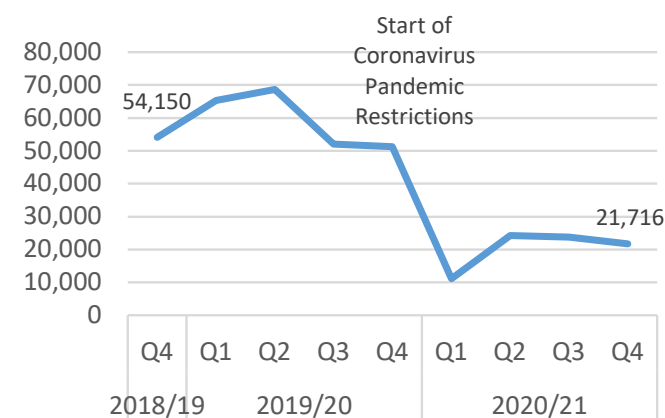
At the end of quarter 4 there were 5,223 volunteers supporting the work of the council. This is a reduction of 586 from the previous quarter and is due to a reduction of over 600 school governors.

The volunteers gave 21,716 hours of their time, a reduction of 2,121 hours from the previous quarter.

Number of Volunteers



Number of hours volunteered



Covid-19 Related Work

Community and Recovery Grants

The programme's small grants programme continues to support communities as they continue to respond to the pandemic, and adapt their activities in line with the varying levels of restrictions. This quarter £39,551 has been allocated to 41 community groups and / or projects that support the re-opening of Covid compliant support and social groups and developing digital activities, for example virtual walks.

Reboot North Yorkshire

Work on Reboot North Yorkshire continues to progress. The collaborative project led by the County Council formed to address digital inequalities and to increase digital inclusion by getting as many people online as possible. The initial focus was to help supply school children with vital equipment to enable them to access lessons, which has subsequently been broadened to everyone in the county who needs help to get connected. Work has commenced on starting to enlist the support of our local communities and voluntary sector groups as Community Partners to allow a network of community Reboot Projects to grow and develop across the county. Reboot North Yorkshire continues to work closely with Citizens Online and their Digital Champion Coordinator for North Yorkshire, who will now be in post until March 2022.

Stronger Communities – Broader work

The re-introduction of business as usual projects and work streams continues to increase, and the Stronger Communities team continue to strengthen local community assets and infrastructure. This includes encouraging collaborations between voluntary organisations and community groups as well as stabilising, and / or building capacity within them if required. The Programme has provided specialist support (ranging from the time and expertise of the team, through to funded pieces of work) to assist 30 VCSEs with work areas such as restructuring their organisations, re-modelling their services and providing additional capacity for fundraising over the past year, and this work area is steadily increasing.

Libraries

This quarter has seen all libraries open but operating at 75% of pre-pandemic opening hours.

This quarter has seen:

- Under 5s week with online bedtime stories and launch of Buzzy Bee's reading challenge, this resulted in over 200 new members in the first week
- Family History Month reached 138,000 people with just under 30,000 actively engaged (ie comments, shares)
- The launch of Hidden Disabilities scheme at all libraries

- Mental Health Awareness week with online events and activities reaching 14,500 people

The last quarter of 2020-21 had seen a limited service as required under the second full lockdown, with access only for use of computers, the home library service and provision of Select and Collect. From April 12th customers were once again allowed in to choose their own books, as one said, ***“Cannot wait to get back into the library and start browsing but the lockdown service is great!”***

Whilst many customers were grateful to return, there are still many remaining cautious even with all the Covid-safe mitigations being taken. Select and Collect book bundles are still available for those who want this ‘front-door’ service and have proved popular with many.

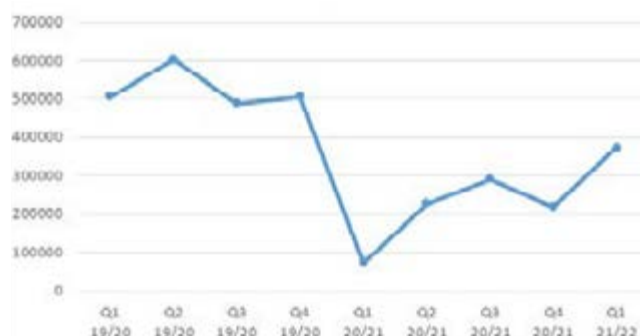
The holding of in person events and activities was still limited by Covid-restrictions so the service continued to offer a programme of online events and will continue to do so as this does enable a wider audience. However under 5s week in June did see the return of story times for those libraries with a safe outside space from which to deliver as well as the launch of the Buzzy Bee’s reading challenge.

This quarter has seen a gradual increase in use made particularly of physical book issues as customers return; the virtual library remains popular with use holding steady indicating the new audience has stayed with the service.

The number of PCs available for use is still limited to ensure safe use and again is gradually increasing as more customers return. The demand is there, however issues around space and ventilation mean that limits may remain for some time.

For much of 2020/21, the service was 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. Q1 2021-22 shows the impact of relaxation of some of the restrictions with library issues increased by 155,179 on the previous quarter and now at 73% of the level in Q1 19/20.

Library issues



Date	Service available
Mar-Jun 20	All libraries closed
Jul-Oct 20	Browsing, IT, study space
Nov 20	Select & Collect, IT
Dec 20	Browsing, IT access, study space
Jan-Mar 21	Select & Collect, IT
Apr	browsing, IT, study space

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. Use appears to be remaining steady indicating that the new ‘lockdown’ members are still accessing this service.

Ultrafast Rural Broadband

Through the subsidiary company NYnet the Council continues to roll out superfast broadband to rural residents in the County. As part of Phase 3 of the Superfast North Yorkshire programme which is part-funded by the Government and Openreach, 35 properties in the Coverdale area are benefitting from the continued roll-out. The properties, which includes homes as well as businesses, have received fibre-to-the-premises, which is capable of ultrafast speeds in excess of 300Mbps.

Mobile Access North Yorkshire – Part funded by the Department for Digital, Culture, Media and Sport (DCMS) – via its 5G Testbed and Trial programme – these ambitions and the solutions trialled will inform

future connectivity policy. This means that North Yorkshire's communities have the ability to disrupt the market putting rural needs at the heart of future technological advances. The £6m project includes a pilot scheme providing 5G access in Coverdale in the Yorkshire Dales.

This works alongside several other Council led digital programs including the Superfast Broadband, Local Full Fibre Networks, county-wide LoRaWAN network and the Local Enterprise Partnerships.

Building Future Fund, MANY's work will contribute to the economic future of the county; supporting the Council's aim of a Connected North Yorkshire and a rural exemplar in digital connectivity.

A £3m investment has been awarded by the York & North Yorkshire Local Enterprise Partnership to deliver free public access Wi-Fi has been switched-on in Northallerton, Leyburn and Scarborough in a bid to support recovery and growth for communities and businesses. The scheme will be rolled-out in 16 market towns across the county, helping people to access local and national public services and economic opportunities.

Equality objectives

The Council's equality objectives for the period 2021 – 2025 were approved by the Executive Member for Stronger Communities in June.

Equality objectives help focus attention on the priority equality issues within an organisation in order to deliver improvements in policy making, service delivery and employment, including resource allocation. There are seven objectives covering:

- inequality as a result of the impact of Covid-19
- inequality in outcomes for Black, Asian and Minority Ethnic customers
- inclusion and diversity of staff
- health and educational outcomes of Gypsy, Roma Traveller communities
- inclusivity of social care and public health in relation to Lesbian, Gay, Bisexual, Trans+ adults
- wellbeing, inclusion and feeling safe for vulnerable groups of children and young people
- digital inclusion

Equal opportunities information North Yorkshire County Council

In future performance reports, reporting against the equality objectives will be included. Progress will also be published on the website on an annual basis, as is currently the case.

Future Focus

Implementation of the LGR outcome for April 2023.

Consideration of the Rural Commission's report and conclusions.

Approval and implementation of the Carbon reduction plan.

Engagement on the Stronger Communities Programme ten year strategy, People Place and Power.



Focus on 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.

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

Creating the right conditions for business growth and investment

Covid Response. During the past year Trading Standards and Public Health Services, working alongside district Environmental Health Officers have undertaken considerable efforts to support businesses to enable them to trade and operate as safely as possible, and to respond to outbreaks of Covid in specific workplaces. This has included the development of toolkits and guidance for businesses, venues and events and direct advice.

Enormous efforts have been made by the Council to minimise the impacts of the coronavirus in the communities of North Yorkshire and this work is critical to ensuring that the County's economy can continue to function as far as has been allowed and is in the best position for recovery in future months and years.

Healthy Towns. Through work being developed in partnership with the Local Enterprise Partnership and the County's Directors of Development, NYCC continues to develop the principles of healthy town centres, accessible for everyone and which promote good air quality and safety. In addition to this, design guidance for new development is being outlined to ensure that personal health is given due consideration in new property developments focussing on air quality,

opportunities for active travel and a safe and healthy environment.

Buy Local. During the past year over 900 businesses signed up to the Buy Local Scheme, aimed at promoting local businesses and services during the pandemic, particularly in lockdown, offering an online platform for businesses which might otherwise struggle to compete with national and multinational online businesses. The project also won the iNetworks innovation award for best video.

Towns. NYCC highways service has undertaken considerable work to support the reopening of town centres while maintaining social distancing; supporting initiatives in the majority of North Yorkshire's market towns to support the safe use of public spaces and ensure access to retail.

Business Engagement. In partnership with the Local Enterprise Partnership and District Councils, NYCC has undertaken unprecedented levels of business engagement to better understand the needs of the County's businesses in order to enable informed communications with central government and to provide timely and helpful information regarding support measures and key economic issues in North Yorkshire. Figures showed that parts of North Yorkshire had among the highest rates of furloughed employees in the country.

Although the area could benefit from the increasing trend for “staycations,” workforce shortages in certain sectors are creating difficulties, especially in hospitality, food and drink manufacturing plus logistics. There are a number of reasons for these shortages including potentially the UK’s exit from the EU (with some of the workforce leaving the country), Covid-19 and the increasing need for large parts of the workforce to self-isolate. Whatever the reasons, these factors are combining to create shortages that may well limit the county’s ability to benefit from the increase in “staycations”.

Covid Recovery Plan. In response to the economic impact of the coronavirus crisis the Council has worked with the Local Enterprise Partnership and the District Councils in North Yorkshire to create a Covid Recovery Plan which outlines opportunities to build back the economy in North Yorkshire, “Greener, Stronger, and Fairer”.

Enhancing the environment, developing tourism and the green economy

White Rose Forest – The Government has awarded £3.7m for the White Rose Forest in North and West Yorkshire. The proposal is to plant 218 hectares of trees in 2021 as one of 10 community forests across England. In addition to the White Rose Forest, the Great Northern Bog is a programme of peatland restoration which includes large areas of the North Yorks Moors and Yorkshire Dales.

Welcome to Yorkshire. Throughout the coronavirus crisis the hospitality industry has been the industry most affected. The Council continues to support the work of Welcome to Yorkshire who have been preparing campaigns including the ‘Walkshire’ campaign in order to ensure that in hospitality the economic recovery is as steep and swift as possible.

Zero Carbon Economy. The York and North Yorkshire Local Enterprise Partnership (LEP) continues to develop decarbonisation and circular economy programmes aimed at supporting sustainable zero carbon economic growth into the future and build back the economy “Greener, Stronger, Fairer”. As part of this, the LEP is working with all local authority partners on a carbon abatement pathway, identifying priorities in each part of North Yorkshire.

NYCC carbon abatement programme – North Yorkshire County Council’s own carbon abatement is underway focussing on all aspects of the Council’s operational activities. Work to address the Council’s property and transport use is ongoing and measures to ensure that carbon reduction is not simply being displaced, are being addressed. The Council aspires to reach as near as possible to Carbon Neutral by 2030.

Sustainable Growth and Electric Vehicle charging infrastructure – work continues to develop plans for electric vehicle charging infrastructure and the decarbonisation of passenger transport across North Yorkshire. This includes a submission to the Community Renewal Fund to undertake additional feasibility work and the initiation of a programme of Sustainable Growth for the County.

The LEP is using almost £250k of “Get Building” funds in York and Scarborough to boost training in the sector by increasing technical skills and capabilities in electric vehicle technologies such as EV servicing. Scarborough TEC will receive over £92,000 investment for their electric and green skills project. This will support the purchase of electric vehicle / training equipment to enable low carbon motor vehicle and maintenance courses. Charging bays will be installed in the college’s existing Automotive, Construction and Engineering Centre, which was also part-funded with money secured by the York & North Yorkshire Local Enterprise Partnership and opened in June 2019, to promote green transport education and training and employability. In addition, the project will provide new engineering technologies, to introduce hybrid/electric transport courses.

Environment. NYCC continues to support the Local Nature Partnership (LNP) in the development of a habitat mapping and natural asset mapping in North Yorkshire.

Work is continuing to enable ease of use of public rights of way and improve walking and cycling. As the lockdown is lifted, further work to enhance active travel, building on existing programmes, continues particularly in relation to Local Cycling and Walking Improvement Plans developed across the County.

People across the county have equal access to economic opportunities

Create high quality places, increased housing provision and delivering infrastructure

Transforming Cities Fund

Through the Transforming Cities Fund, £31m is being invested in railway stations and their local environments in Selby, Skipton and Harrogate. This work includes improving the travellers' experience and the public realm in key town centre locations.

The Outline Business Case for Selby has been submitted meaning that all three Outline Business Cases are now completed and with WYCA for Review. The public consultation window has closed and approval to proceed to preliminary design and further consultation was taken at the May Executive.

The Skipton and Harrogate Cases have been appraised by WYCA and were approved at the June Investment Committee subject to a reduction in the risk and contingency allowances to 25%.

Towns Fund – the Council has given ongoing support to Scarborough Borough Council's successful Towns fund applications for Whitby and Scarborough. Earlier in the year Scarborough was awarded £24m and Whitby £18m from the Towns Fund and work is continuing to support the successful delivery of these regeneration programmes being led by Scarborough Borough Council.

Planning – The Council continues to work closely with Local Planning Authorities to engage with Local Plan development, to ensure that the infrastructure needs of the County are recognised in the planning system and support the development of new housing and the sustainability of local communities.

The development of Extra Care in North Yorkshire's communities has been successful in integrating care into communities and creating local opportunities for small business growth. Work is currently underway to develop a new facility in Whitby as part of the wider hospital redevelopment.

Active Travel. Local Cycling and Walking Investment Plans have been drawn up in a number of towns across the County including Harrogate, Scarborough, Skipton, Selby and Northallerton. Work continues to support active travel and a means of supporting the quality of local environments, improving health outcomes and delivering local economic benefit.

Active Travel Fund – The County Council received over £1m from the Department for Transport's Active Travel Fund. Wide ranging public consultation has been taking place and thousands of residents have shared their views online.

The BES Executive Members report in May was approved to proceed with the following schemes through the Active Travel Fund as a result of this consultation:

- Guisborough Road. Whitby
- A59 (Maple Close, Harrogate to Knaresborough)
- Victoria Avenue, Harrogate

Additionally

- Reallocate the remaining £59,400 of capital funding to investigate and deliver an extended Whitby scheme along Mayfield Road.
- Draft a brief for an Oatlands Constituency feasibility study funded from remaining ATF budgets subject to agreement with the DfT

Deliver a modern integrated transport network

YorBus Pilot

The new demand responsive service pilot, YorBus, successfully launched on 1 July 2021 following the final pre-launch preparation through Q1. Alongside marketing campaigns on social media, printed leaflets were delivered to over 5,000 rural homes in the pilot area, and roadshows to engage with residents were held in Bedale, Masham, Ripon, Kirkby Malzeard, Grewelthorpe and Lightwater Valley. The roadshows were well attended with high interest in the service and a generally positive reception. Residents felt that the YorBus service would open up public transport opportunities to other local towns/villages; this sentiment being particularly strong in the smaller settlements of Grewelthorpe and Kirkby Malzeard.

Local businesses and partners were also engaged in the run up to launch, with community transport organisations such as Ripon Car Scheme distributing posters and leaflets to their customers, and local businesses in the market towns were engaged with via NYCC's Business Engagement Officer. Business Sentiment was very positive:

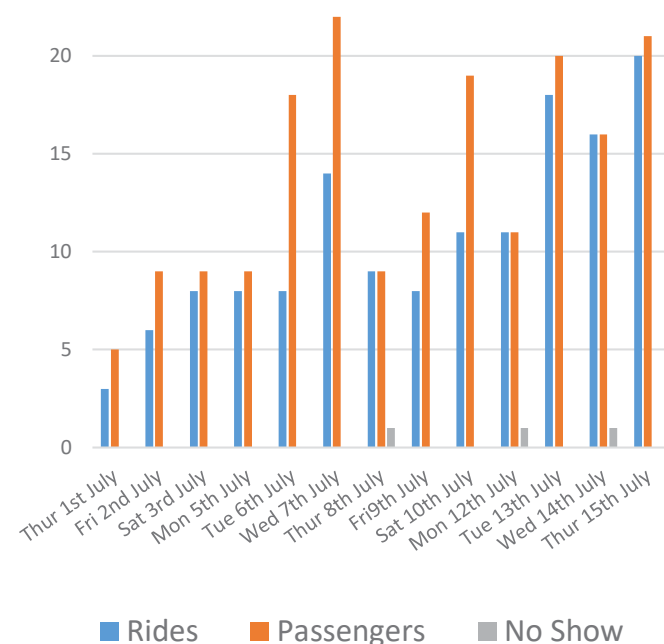
"The more bus services the better"

"Quite a bit of surprise about how reasonably priced it was"

"It's a very friendly, chatty app with some interesting graphics."

Fantastic service by the way

YorBus – Rides (Journeys) and Passengers



The launch of YorBus has been well received by customers, with an average ride rating of 4.8 out of 5 stars. Early usage has shown customers are mostly using YorBus to travel from smaller villages into market towns, connecting rural communities. Demand has grown steadily during the first two weeks of service. It is of note that 89% of riders have been fare-paying adults with only 11% of riders using a concessionary pass.

2020/21 Highways operational data

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

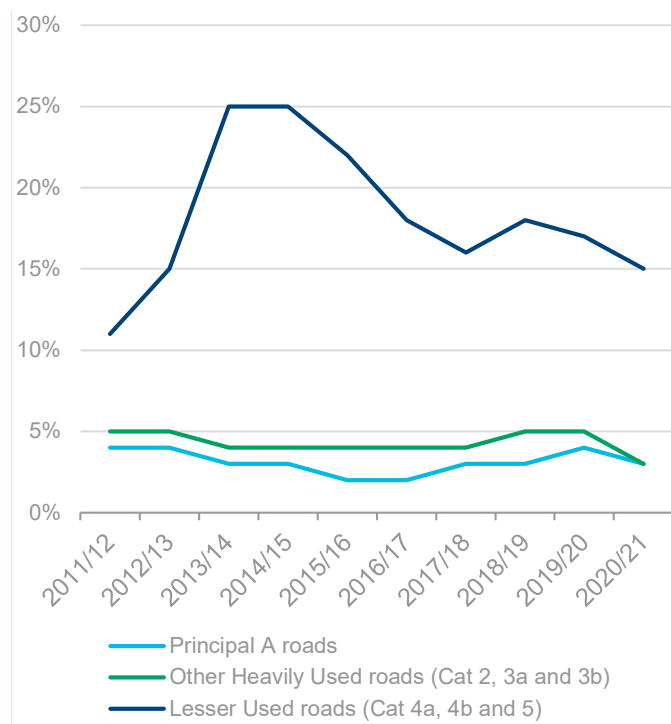
KPI	20/21 Q4	21/22 Q1
Customer service requests responded to within timescales. % Reports closed down or customer aware that a repair required within 10 days	90.3%	92.5% 9134 of 9877 cleared
Highway Inspections carried out within timescales	96.7%	95.9% of 14484 inspections
Highway dangerous defects at CAT1 made safe within timescales	98.4%	98.6% of 1823 calls
Average length of on-site occupancy (days) *2	8.8	8.7 on 39692 permits granted
Street lighting defects repaired within 7 day target	97.9*1	
Insurance repudiation rate	81.6%	n/a *2

*1 – this figure is currently not available due to the transition to NYHighways. It expected that normal reporting of the data should resume with Q2.

*2 – Q1 data is not yet available for the insurance repudiation rate. It will be updated in Q2.

Despite increasing customer comments regarding the condition of local authority maintained roads in parts of the county, the latest Department for Transport highways survey shows that the percentage of the North Yorkshire's road network where maintenance should be considered is decreasing in all three categories. Only 3% of principal A roads and other heavily used roads were classed as potentially in need of repair in this year's survey.

Carriageway condition – percentage of roads where maintenance should be considered



Summary focus on NYHighways

1 June saw the official launch of NYHighways, the new wholly owned highways maintenance provider. The launch was the culmination of years of planning and effort and the organisation now begins a new chapter in highways maintenance.

The first three days of June saw launch events take place in eight highways offices across the county. The events concentrated on ensuring that staff are welcomed to NY Highways and are introduced to new ways of working and concentrated on health, safety and wellbeing.

There was also significant training with £6.5m of new vehicles and equipment that will bear the NYHighways logo across the county delivering the highways service. New PPE has been procured and, to strengthen the partnership, both NYHighways and NYCC highways staff will wear equipment to the same specification.

The new company hit the ground running and has already been working on schemes across the county to ensure a smooth transition. The chair of NYHighways, Martin Duffy stated,

“I have been through the early delivery plans and can see we have a fantastic opportunity to make a positive impact in the first few weeks, allowing us to build on an already established reputation.”

Update on Major projects

Kex Gill resilience programme: Following confirmation of Government funding and planning approval earlier this year invitations to tender have been issued for the works to secure the resilience of the A59 between Harrogate and Skipton. Work could begin as early as the autumn. The importance of this scheme is recognised for its contribution to economic resilience and the role this part of the network plays as an important east west link across the northern part of England.

During the planning process, a third party request had been made to the Secretary of State for Housing, Communities and Local Government to call in the application. However, this request was declined. Planning permission was granted on 27 April 2021, following the signing of an agreement for the offsite landscape and ecology management measures. The planning conditions for the scheme require that the County Council undertake updated ecological and archaeological surveys, which have commenced.

The tender documents were published on the YORcivil Major Works Framework on 23 June 2021. The return date for tenders is 15 September 2021.

Officers in Legal Services are finalising the Compulsory Purchase Order (CPO) and the Side Roads Order (SRO) for the scheme to publicise in July 2021. The formal consultation period associated with the orders will then take us through until the end of August 2021.

A64: Further dualling of the A64 is being planned by Highways England as a RIS3 pipeline scheme. These improvements can unlock new investment opportunities and also support the develop and resilience of all business east of York from advanced manufacturing, agriculture and research to hospitality industry.

Leeming Bar Access Road: Work with Hambleton District Council is continuing to deliver improved access from the Bedale bypass to an expanded Leeming Bar business park enabling future investment and business expansion at that location.

Junction 47: In partnership with Highways England the Council's Highways Service is delivering improvements to Junction 47 on the A1. Junction 47 sits at the centre of a number of high quality investment opportunities and as such this is more than simply a transport improvement measure but a significant opportunity to unlock multi million pound investment at this location.

Poor ground conditions had delayed work, however, the works are now progressing. A low impact licence from Natural England has been received to allow the cable installation works to continue in the area where Great Crested Newts were discovered. The contractor continues to comply with the latest version of the Construction Sector – Site Operating Procedures in relation to Covid-19.

Chapel Haddlesley: In late June, a 1.5km stretch of the A19 at Chapel Haddlesley, a vital business route in the Selby district, was reopened after being closed for 16 months. The road closed in February 2020 when the River Aire spilled over its banks during Storm Dennis. The A19 at that point is built up because it crosses a flood plain. Strong winds pushed water in the flood plain across the road and against the embankment. That eroded the embankment, causing the carriageway to subside and crack.

Reconstruction of the road involved 30,000 tonnes of rock armour, placed on the embankment shoulders to protect against flooding. In the layers beneath the new road surface are 12,361 tonnes of porous material that allows any floodwater to drain away, and above that another 10,514 tonnes of material that act as a drainage layer.

The £7.9m project, funded by the York and North Yorkshire LEP, was completed within budget despite having to contend with slow dissipation of the initial water, the availability of specialist equipment and the Covid-19 pandemic. Its completion has opened up one of the most important routes within the county.

Harrogate Line Improvements: Improved rail services on the Harrogate line are due to commence later this year following the delivery of improved infrastructure by Network Rail, funded by the LEP and NYCC.

National Bus Strategy

In March 2021 the Government launched the National Bus Strategy for England – [Bus Back Better](#). This is an important new Strategy, being strongly supported from No 10 and having a foreword from the Prime Minister.

The strategy sets out government's vision for buses, the opportunity for communities and the required characteristics for bus services. It explains the desired outcome for passengers and frames this within an environmental message for a green bus revolution. It further recognises the impact of the pandemic and proposes a recovery plan for 2021-22.

The document is very specific about the requirement for operators and Local Authorities and sets out a very challenging timescale for local authorities to access a share of £3bn earmarked over the remainder of this parliament. These are:

1. Determine the approach and publish a Notice of Intent by 30 June 2021
2. Draft and publish a Bus Service Improvement Plan by 31 October 2021
3. To have an agreed Enhancement Partnership or be working towards a Franchising scheme by April 2022

The National Bus Strategy suggests two options, Enhanced Partnership or Franchising, both of which ensure funding will continue beyond 30 June 2021 and any new sources of bus funding from the Government's £3bn budget. A third option is to 'do nothing', which will result in funding ceasing at 30 June 2021 and no access to any new sources of bus funding.

A report to the Council's Executive in June proposed that the Chief Executive Officer, for approval under his emergency delegated powers, recommended the option of Enhanced Partnership as the preferred option. It was noted that a further decision on the council's final option position could be taken in October 2021 when details of the Enhanced Partnership work with operators, information on what the North Yorkshire BSIP would contain, and any new details on funding and future funding would be available.

To engage with the Government on this LAs must publish a Bus Service Improvement Plan (BSIP) by end of October 2021. A vision and objectives are required for inclusion in the BSIP, draft versions of which are detailed below. These will be developed further as the consultation and engagement progresses.

Vision: An efficient and optimised bus network in North Yorkshire that meets the needs of our local communities, enabling people to remain active and independent. With excellent customer service and simple payment and ticketing options. Customers will have bus services which encourage and enable sustainable, cleaner and healthier travel choices, lowering emissions from fewer car trips. Through our bus services, the council will raise the profile of North Yorkshire as a place to live, visit, work in and invest.

Objectives:

1. **Excellent Customer Service:** Provide consistent and excellent customer service across North Yorkshire.
2. **Simple Payment and Ticketing Options:** Developing simple, convenient and easy to use payment options providing a network sustainable and reasonably priced for customers.
3. **A High Quality Co-ordinated and Integrated Bus Network:** Develop a network of punctual and reliable commercial services to give customers the confidence that the bus will turn up and get them to their intended destination in the time expected and, to address the needs of passengers in areas which struggle to support commercial bus services, ensure this is integrated with a modern supported network of services.
4. **Simple, clear, and freely available information:** Present the bus system as a single network and provide easily accessible and reliable travel information.

Travel Patronage data:

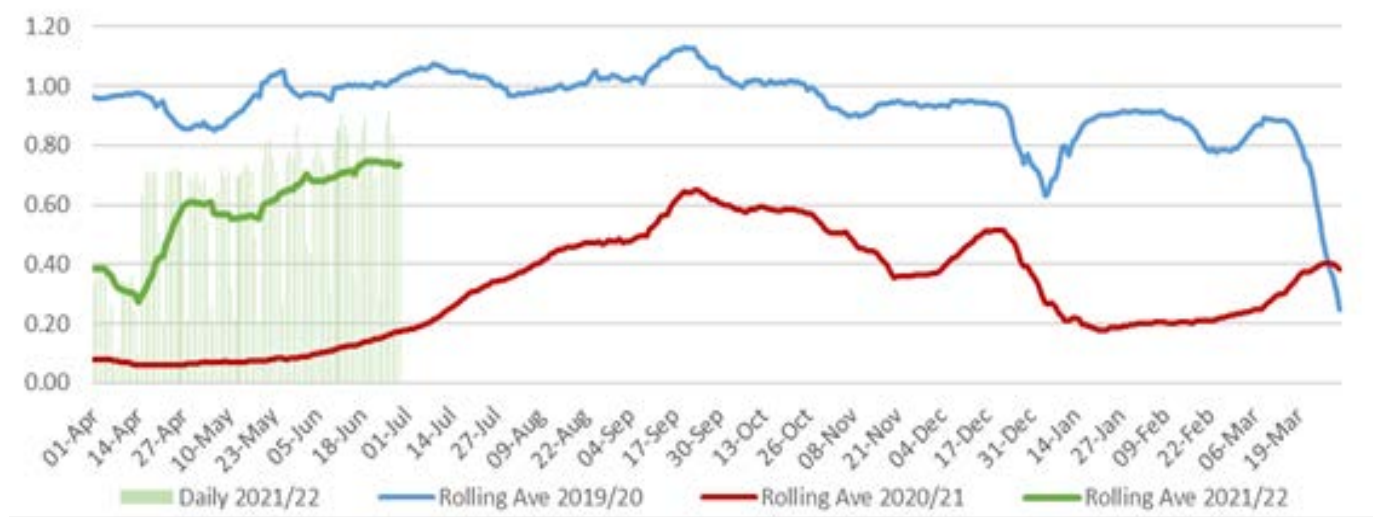
The following three charts show progressive data across travel modes bus, rail and road from April 2020 just after the beginning of the pandemic.

As can be seen travel is returning across all modes, with road traffic at the end of May exceeding the average annual daily totals for 2019; bus patronage at the end of June is approaching 75% of the pre-covid average and rail travel (using footfall at Leeds station as a proxy) is approximately 55%. Currently 91% of the pre-pandemic train services are running.

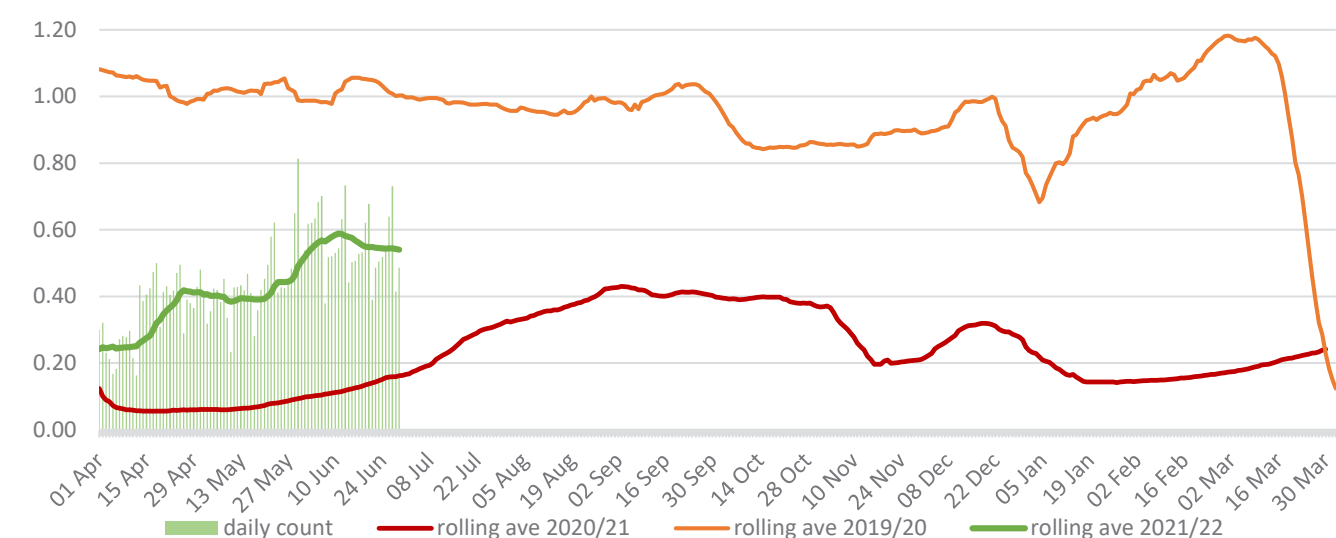
The authority is also monitoring the number of freight and passenger trains using Northallerton Low Gates Level Crossing. The number of services using the crossing has been increasing since April and there has been a small but gradual increase in the number of freight trains, particularly in the steel sector and some new container trains using Teesport.

Bus Patronage 1 April 2021-30 June 2021

14 day Rolling Average: Index 2019/20



Rail Passenger Count Index at Leeds Station 1 April 2021 to 30 June 2021



Daily Road Traffic Volume 2020/21 and 2021/22 to 31 May 2021 (Index 100 = Average Daily Traffic 2019)



With more growth planned for Tees Port, Network Rail doing some work to allow larger containers to use the route, more passenger trains (LNER hope to introduce a train every 2 hours between Middlesbrough and London) and a long-term aspiration to remove all freight off the core East Coast Main Line, the line through Northallerton Low Gates will get busier. The council continues to press Network Rail for improvements to the level crossings in Northallerton and have taken the opportunity afforded by the recently formed Northern Transport Acceleration Council (NTAC) to push this agenda.

Both the bus and rail reduced patronage represent an enduring Covid impact with both requiring ongoing additional emergency funding from Government to sustain operations.

Increased overall average median wage

LEP skills review April 2021

Since 2016, a raft of projects with a total original investment value of just under £38m have contributed to greater inclusivity, economic well-being and improved business productivity across the LEP area. Funded variously through ESF, ERDF and the National Lottery, these have focused on helping vulnerable learners and those furthest from the labour market by supporting local community led initiatives and providing keyworker support to help overcome personal and

social barriers to learning and accessing employment. Those in work have also received support to develop the skills to help them progress as individuals and enhance the productivity performance of the businesses employing them.

Key Local Enterprise Partnership Skills Work streams include:

- Skills Support for the Workforce a £7.9m skills development programme in priority sectors has supported 5,750 employees and 1,600 SMEs
- Skills Support for the unemployed – £1.2m programme supporting over 800 individuals
- Community Grants – £3.4m project helping unemployed resident's progress towards employment. 2,700 individuals supported
- Building Better Opportunities, Action towards Inclusion linking individuals with community based organisations. Supporting 526 people into employment.
- 400 young people supported through NEET projects
- Careers Education, Information Advice and Guidance, enhanced careers support in schools – over 1,000 young people participating.

The County Council supports LEP skills programmes and continues to deliver and develop the Adult Learning and Skills Service.

The LEP has also supported the move of careers advice on-line due to restrictions imposed by the

Coronavirus. A focus on ensuring high quality digital delivery of careers advice resulted in six events including four industry insight events. The 4 'Industry Insight Events' provided a deep dive into the LEP priority sectors, Health and Social Care, Construction, Digital and Creative, and 'Farm to Fork' exploring agriculture, agritech and food manufacturing looked at career opportunities locally and the skills required.

The events, which were supported by approximately 25 employers from large businesses such as Nestle, LNER and Drax and SMEs reflective of the business models across the region, drew in 15,000 live viewers and a further 10,000 accessing the session's on-demand.

The LEP is also helping to develop skills locally through the 'Kickstart' programme; the impact of this within NYCC in particular, and more widely through the county as a gateway provider, is covered in the workforce section of 'An innovative and forward thinking council'.

A further £675k is being used to develop an e-campus in Northallerton at Treadmills, the site of the former prison; this will bring a much needed university campus to the county.

Leadership

Community Renewal Fund – early in 2021 the Government announced the creation of the Community Renewal Fund and the Levelling Up Fund, new revenue and capital funding programmes aimed to bridge the gap between European Funding and the Shared Prosperity Fund. North Yorkshire County Council was identified as the Lead Authority in North Yorkshire for the Community Renewal Fund. CRF funding has been awarded on a district by district basis with Scarborough and Richmondshire being identified as priority places. NYCC was therefore responsible for administering seven separate CRF programmes each with an application ceiling of £3m. Bids across multiple districts were invited and this greatly increased the complexity of the programme overall.

The role of lead authority entailed inviting applications from partners, stakeholders and businesses to deliver programmes to support employment, businesses, communities and skills in the period up to the end of

March 2022. To do this the Council held a number of webinars and engagement events focussing on local priorities of: Green Futures; Culture Heritage and Tourism; Skills and Education; Town Centres; Community Investment; Smart Places; Business and Employment. In addition to this a number of technical online events were held to provide support to potential applicants.

Following the submission of applications the Council was then responsible for appraising and shortlisting projects for submission to the Ministry of Housing, Communities and Local Government prior to final appraisal. This was done following criteria published by MHCLG which focussed on deliverability and strategic fit. Bids up to a total value of £3m could be submitted in each district area with Scarborough and Richmondshire identified as 'priority places'.

At the deadline the Council had received 66 applications with an overall value of £24m. After appraisal and shortlisting 28 projects were submitted to MHCLG with a total value of £8.4m. The outcome of the MHCLG appraisal process is expected at the end of July or early August.

Future Focus

Continued support for local businesses as they emerge from the pandemic will remain a priority for some time to come. On top of this the launch and early days / months of NYHighways will need closely monitoring as will the demand responsive transport pilot.

Management Board received a paper in March regarding the work carried out so far on a strategy for the delivery of electric vehicle charging infrastructure and identifying what is needed to encourage uptake of electric vehicles. It was agreed that a cross-directorate project group should be set up to develop the strategy. Finally, as restrictions begin to ease, businesses who had previously signed up for the Workplace Well-being Award will be contacted to see if they wish to continue with the scheme.



Council Ambition: 'Healthy and Independent Living'

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

High level outcomes:

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

Customer

Activity levels at the "front door" for social care continue to show the increasing rate of recovery reported through the second half of last financial year:

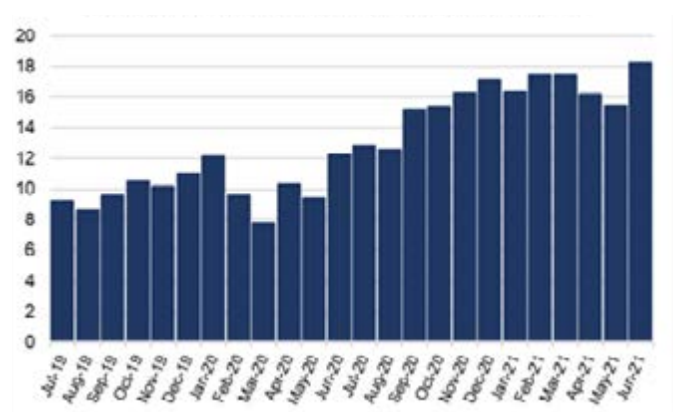
- 19,786 contacts and hospital referrals were received during Q1, which represents a 23% increase (3,763 contacts) on the same period in 2020/21. This growth reflects the continued recovery of demand from the community and sustained high levels of activity from hospitals. Activity in Q1 was 6% higher (1,122 contacts) than in 2019/20.
- Referrals to adult social care teams (4,608) were up 44% (1,414 referrals) at the end of Q1. This represents a 5% increase (218 referrals) on 2019/20 activity levels, providing a further indication of sustained recovery in activity at the front door.

Hospital discharge activity has remained very high across the county, well beyond the point at which Covid-related hospitalisations had fallen to very low levels.

On average, 10 hospital discharges were received per day during 2019/20. In 2018/19, the figure was 9 per day. Since the start of the pandemic, the average number per day has more than doubled, up from 8 per day in March 2020 to 18 per day in June 2021.

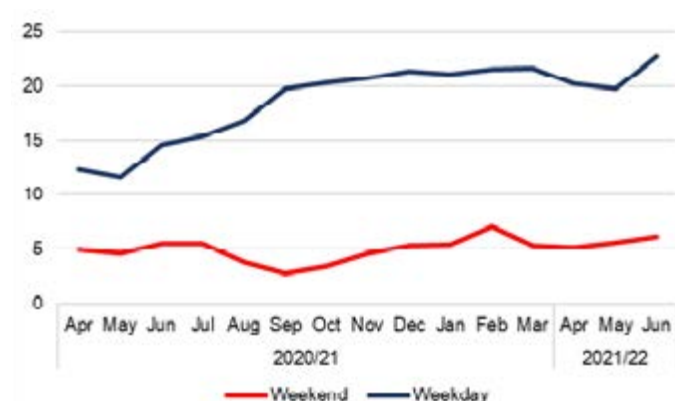
The pressure on frontline social care delivery teams has been felt more acutely, due to the significant difference between weekend and weekday activity levels since the discharge hubs were established. In April and May 2020, weekend activity levels were 40% of weekday activity. Over the last 4 months, since the last Covid surge (Nov 2020) average weekend activity per day has dropped to 26% of weekday activity levels.

Average Number of Discharges Received per Day



Weekday activity peaked during the most recent surge in Covid cases, averaging 21.5 discharges per day for the period from December 2020 to March 2021, remaining above 21.0 for each of those months. As the chart below shows, the daily average for weekday activity reached a new peak in June 2021 at 22.7 discharges per day.

Average Discharges per Day to Social Care



Assessments

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

During Q1, 5,530 initial assessments were completed, which compares with 4,498 for the same period in 2020/21. This represents a 23% increase (1,032 assessments) year on year, and reflects the continuation of the trend that started in Q2 last year with teams completing over 1,700 assessments on average each month. In 2019/20, 3,130 assessments were completed in Q1.

From July 2021, the timeframe for Covid emergency funding reduced from a 6-week to a 4-week maximum, significantly shortening the period in which social care teams must complete a second assessment on each case to identify and plan for people's on-going care needs.

Reviews

The number of reviews of adult care plans completed at the end of Q1 was 1,693, down by 24% (545) on 2019/20 activity levels, a small improvement on the Q4 position.

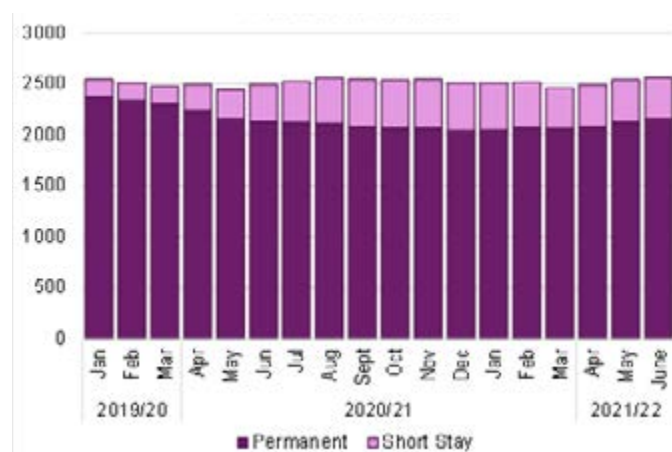
As part of the Covid recovery plan, additional capacity has been secured for community social care teams to help address the problem of increasing numbers of overdue annual reviews. Teams of agency social workers are delivering a structured and targeted programme of work focusing on business as usual case management tasks that teams are struggling to keep on top of in the face of the immediate and urgent pressures presented by the sustained high levels of hospital discharges.

Placements

Permanent residential and nursing placements (2,155) increased by 97 between quarters, but the number remains 6% lower (147 placements) than at the end of 2019/20.

As hospital discharges to social care remain high, the use of short-term placements also remains significantly higher than at the end of 2019/20, up by 137% or 233 placements. The number of people receiving short-term, bed-based care showed little change between quarters – up from 400 at the end of Q4 to 403 at the end of Q1.

Placement Numbers



Overall placement numbers at the end of Q1 (2,558) showed a 4% increase (86 placements) on the end of 2019/20.

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

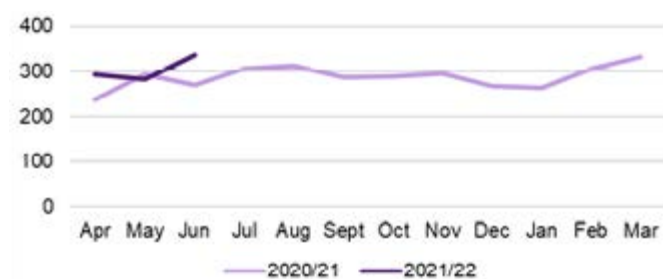
Safeguarding

911 safeguarding concerns were received between April and June, giving an average of 304 concerns per month. This represents a 14% increase (112 concerns) in activity year on year.

This continues the rising trend that started in Q4, when the average per month was 301 concerns per month, and is consistent with the general pattern seen throughout 2020/21. This included small surges in safeguarding activity following lockdown periods. In

July and August (ave 309/month) and most recently in February and March (ave 319/month).

Safeguarding Concerns per Month



The safeguarding approach seeks to enable people to have their safeguarding issues resolved quickly. Throughout the pandemic it has consistently achieved around 80% of cases reaching an early conclusion in terms of no further action (NFA) being required.

Coming out of the latest lockdown, performance remained good during Q1 but reduced slightly to 75% on this measure, which is represented in the bottom two rows of the table below:

Information Gathering Decision	%
Formal Meetings – Section 42	16.8%
Formal Meetings - Other	0.7%
Informal Discussion – Section 42	3.6%
Informal Discussion - Other	2.7%
Following Info Gathering - NFA	70.0%
Signposting	5.0%

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

- At the end of Q1, the average time taken between receiving a safeguarding concern and making a decision on its outcome following Information Gathering was 13 days (Q4: 15 days), against a target timescale of 15 days. This is based on 743 Information Gathering exercises completed since 1st April.
- The average length of time for the completion of a Section 42 Enquiry was 8 weeks (Q4: 6 weeks), against a target timescale of 12 weeks. This is based on 608 enquiries completed since 1 April.
- People have control and choice in relation to their

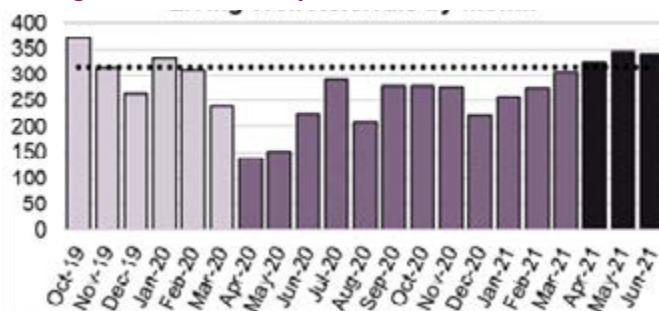
health, independence and social care support.

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

Living Well

1,010 referrals were received between April and June, a 96% increase (494 referrals) on 2020/21. The number of referrals received during each month in Q1 remained above the monthly average for 2019/20 (315 referrals – dotted line). The chart below shows the slow but steady increase in activity levels has continued from Q4. Referral levels in Q1 were actually 6% higher (58 referrals) than for the same period in 2019/20, which may be taken as an early indication that overall referral levels have recovered.

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.

Referrals from health partners in Q1 (263) also showed a significant improvement on the same period in 2020/21 (118), but this area of activity remained well below 2019/20 levels (366).

Reablement

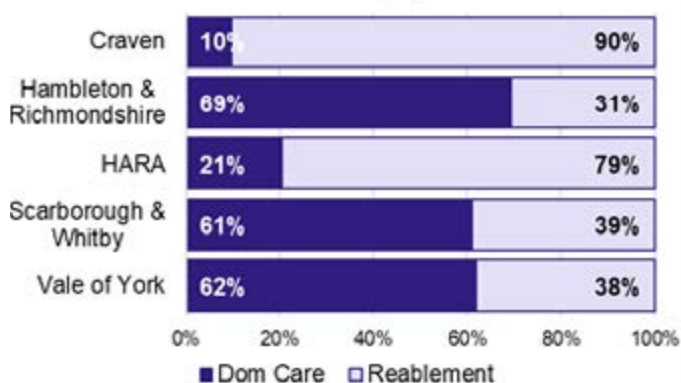
381 completed reablement involvements were recorded in Q1, a 32% increase (90 packages) on 2020/21. Activity remains well below 2019/20 levels when Q1 saw 526 involvements completed.

Providing domiciliary care cover continues to be a significant draw on the service's resources. At the end of Q4, the service was starting 106 new domiciliary

care services per month on average, compared with 54 per month in 2019/20. During Q1, this increased further to an average of 135 domiciliary care service starts per month.

Local care markets continue to be affected in different ways, and the chart below shows the variation across the county. In the Vale of York, this pressure has been exacerbated by the recent failure of a major domiciliary care provider.

Reablement Teams Activity Split – Q1 2021/22

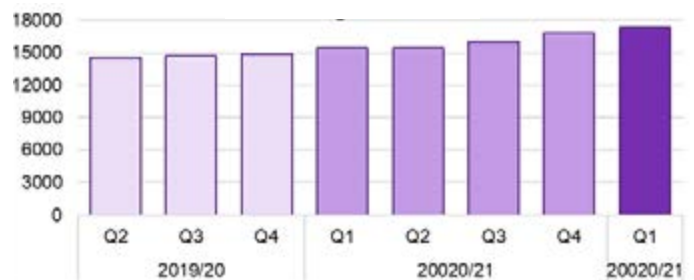


Personal Budgets (PB)

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

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 £17.3K at the end of June, an increase of £0.5K against the average PB for Q4. This represents a 12.9% increase year on year (£1988), compared with a 9.9% increase (£1515) reported in Q4.

Average PB for Community Services Cases Excluding LD Clients



The total number of people supported via a PB, including those with learning disabilities, has shown a significant rise year on year in Q1, up by 10.0% or 358 people at 3,955. The apparent scale of the increase continues to reflect the sustained reduction in numbers between March and August 2020, when numbers dropped by 194 or 5% to 3,630. The current number of people supported in this way is now above pre-pandemic levels, which averaged 3,740 during 2019/20.

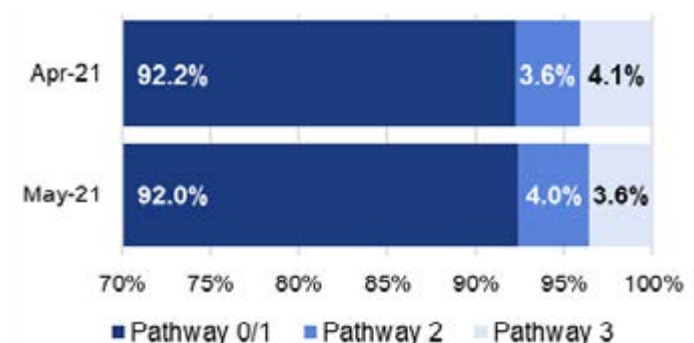
People can access good public health services and social care across our different communities

Integration

The new national discharge pathway includes an underlying premise that 95% of people aged 65+ who leave hospital should be discharged to their home, either with no on-going support needs (Pathway 0) or with a package of support in place to meet their needs at home (Pathway 1).

The most recently available data indicates that the wider North Yorkshire and York integrated care system is performing consistently against that target.

Hospital Discharge Pathway Volumes



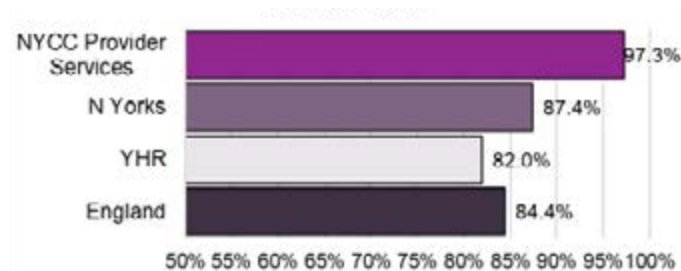
The current pressures related to the availability of domiciliary care provision described above, will be driving the higher proportions of people leaving hospital on Pathway 2 (short-term bed-based care) and Pathway 4 (long-term bed-based care) in the chart above.

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, despite reducing by 1.4% between quarters to 87.4%.

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

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



The weekly cost of permanent residential and nursing placements continues to be a major pressure point for social care provision, with significant variations across local care markets. The greatest cost pressure continues to be evident in Harrogate.

Ave. Weekly Cost of Placements for Over-65s



The average cost of a care home placement for someone aged 65+ increased to £796 per week at the end of Q1, which is 6.3% (£47 per week) higher than at the end of Q1 in 2020/21. In Harrogate, the rate of increase year on year is lower at 5.6% but the actual increase is slightly higher at £50 per week.

Progress is being made in taking forward the strategic projects and programmes aimed at alleviating the pressures in local care markets. In particular, a number of Extra Care schemes are due to open or are due for completion in the next quarter:

Filey Fields, Filey – 70 units

Handed over by the developer to the provider Housing 21.

Eller Beck Court, Skipton – 58 units

Due for completion in August 2021.

Bowland View, Benthams – 72 units

Due for completion in September 2021.

Further details are provided below in the Future Focus section below.

Future Focus

New Extra Care Schemes

North Yorkshire's Extra Care programme is one of the largest and most successful development programmes in the country. At the end of 2020/21, there were 25 Extra Care schemes operating across North Yorkshire, providing high-quality accommodation with support for over 2,000 people.

As well as providing permanent homes for people, some schemes in the North Yorkshire Clinical Commissioning Group area include short-stay intermediate care beds, which allow people to remain in, or return to their own community when they do not require an acute hospital setting.

A number of additional schemes have been in development in partnership with Housing 21, and these are due to open or are due for completion in the next quarter:

Filey Fields, Filey

The scheme offers 70 units in total – 35 available to rent, and 35 for shared ownership.

The scheme has now been handed over by the developer to the provider, and open days are scheduled for care professionals and the public in early August 2021.

Residents will start to move into their units from the first week in September.

Eller Beck Court, Skipton

The scheme offers 58 units in total – 29 available to rent, and 29 for shared ownership.

The scheme is due for completion towards the end of August 2021, and show apartments are available now for viewings.

The provider is in the process of allocating apartments through allocation panel meetings, and residents are due to start moving in from early September.

Bowland View, Bentham

The scheme offers 72 units in total, comprised of 64 apartments and 8 bungalows. 23 units will be available to rent, and 49 for shared ownership. The scheme is due for completion in September 2021, and open days are being planned.

The provider is in the process of allocating apartments through allocation panel meetings, and it is anticipated that residents will start moving in from early October.



Council Ambition: 'Best Start to Life'

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

High level outcomes:

1. **Achieving: High aspirations, opportunities and achievements**
2. **Safe Life: Protected and free from harm**
3. **A happy family life: Strong families and vibrant communities.**
4. **A healthy life: Safe and healthy lifestyles**

Customer

Ofsted Focused Visit June 2021

The formal letter of our June 2021 OFSTED Focused Visit has now been published. The letter highlights that **'Highly confident senior leaders and managers have ensured that children's services have continued to develop positively since the last inspection.'** The letter continues to highlight that, despite the impact of Covid-19 and the resultant increase in the number of referrals to children's services, **'partnership work has flourished, the practice model is now fully embedded and vulnerable children receive effective services from skilled and passionate professional who protect, help and support them.'** It must be remembered that at the last inspection OFSTED found North Yorkshire's Children's Services to be 'Outstanding' in all areas. OFSTED's recognition of **'continuing development'** is directly reflective of the service's tireless ambition for children and young people.

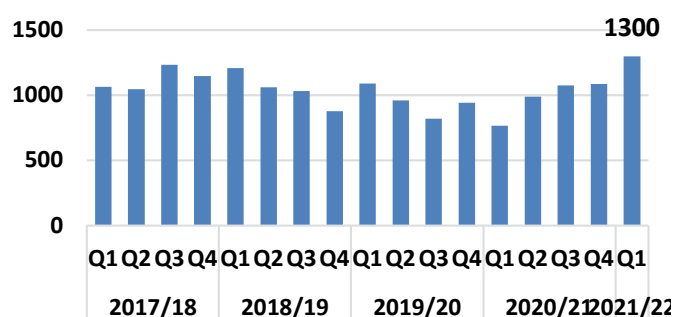
The Multi-Agency Screening Team received 5,363 contacts during Quarter 1, leading to 1,300 new referrals to Children's Social Care (CSC) and 782 new Early Help Episodes.

Following the re-opening of schools there was a noticeable increase in the number of contacts received from schools and education services (n=945) compared with 750 in Quarter 4 (n=195).

The percentage of contacts received leading to a referral to CSC was higher than generally seen, at 24.2%. This compares with 19.3% in 2020/21 and 17.4% in Quarter 1 2020/21.

Quarter 1 saw a 20% increase in referrals to CSC (n=212) compared with Quarter 4 2020/21, with 1,300 recorded. This is the highest quarterly number of referrals received in the last 10 years. The pattern suggests that families are presenting with increased need, potentially bypassing Early Help services.

Referrals to Children's Social Care



The timeliness of Children & Families assessments remained very strong in Quarter 1. Of the 1,390 assessments completed, 99.4% were completed within 45 days and 81.3% completed within 30 working days. This remains considerably better than the latest national benchmark for timeliness of assessments of 83.8% completed within 45 days. Of the 47 Children & Families assessments completed within the Disabled Children's Service in Quarter 1, 95.7% were completed within 45 days and 21.3% completed within 30 working

days. Performance against the 45 working day deadline is broadly in line with the 95% in Quarter 4 and up from 88.2% in Quarter 3. Performance against the 30-day target is up from 10% in Quarter 4 and 17.6% in Quarter 3.

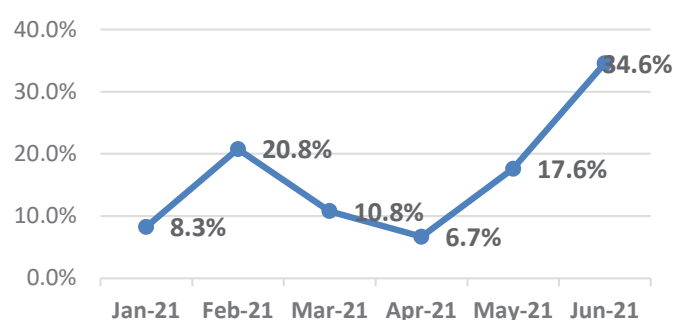
This timeliness of assessment ensures that needs are assessed effectively and quickly, enabling families to receive the right service at the right time. This is reflected in the very low re-referral rate of 15.7%, considerably lower than the latest national rate (22.6%) and statistical neighbour rate (20.3%). The quarterly re-referral rate has been better than the national average in 11 of the last 13 quarters.

The timeliness of Early Help Assessments at the end of Quarter 1 continues to improve to 96.4% 1 of Initial Assessments completed within 20 working days, compared to 93.7% in the same period 2020 with 95.9% of Assessment Reviews completed within 6 weeks, compared to 69.3% for the same period 2020

The timeliness of new Education, Health and Care (EHC) plans issued in 20 weeks is showing an improving trend. The improvement has occurred in each of the last two months following the low performance of 6.7% in April.

The pandemic, coupled with turnover and difficulty in recruiting our Educational Psychologists has impacted on capacity and the timeliness of EHCP assessments. This has resulted in a backlog of cases during 2020 and into 2021. This delay may result in the child's needs not being met, making referrals to Children and Families service likely to increase to ensure support is identified and met. The service has a robust plan in place to clear this backlog by the end of the summer term and an improvement in performance has been seen during Quarter 1.

EHC Plans Issued in 20 Weeks



Achieving: High aspirations, opportunities and achievements

At the end of Quarter 1 2020/21 (week beginning 28th June 2021) there were 3 schools closed due to confirmed Covid-19 cases. The 3 schools were all Primary schools, each with fewer than 100 pupils on roll, totalling 129 pupils. This compares with the position at the end of Quarter 4 when 2 primary schools closed with 376 pupils on roll in total.

Following a period of attendance improving in schools, reaching a high for 2020/21 of 91% (n=72,347) at the beginning of Q1 (for schools returning attendance data), there has been a sharp drop in attendance to 87% (n=63,554) children attending all schools by the end of Quarter 1. There have been reductions in attendance across all phases of education (Primary, Secondary and Special schools) during this quarter. Attendance has been affected by the 'bubble' system where entire class groups may be sent home to self-isolate if one pupil tests positive for Covid-19.

There has been reductions in attendance of vulnerable groups during Quarter 1. At the end of Quarter 1 81% (n=2,025) of children with an Education, Health and Care plan were attending compared with 89% at the start of the quarter. Similarly, the attendance of children with a Social Worker decreased to 79% (n=1,128) from 85% with the attendance of children receiving Free School Meals decreasing to 81% (n=7,696) from 91%

The next quarterly report will be at the beginning of a new academic year and the attendance of these vulnerable groups will continue to be closely monitored.

Only one Ofsted School Inspection report was released in Quarter 1. This related to Hackness CE Primary School, which was rated as 'Good' with the safeguarding arrangements described as 'effective'. It was noted that 'the local authority audits safeguarding arrangements and governors also check that pupils are safe'. The next Ofsted management information release will take place in mid-August and will be included in a future Q report.

The overall picture of Ofsted inspections in North Yorkshire as at 1 July 2021 is shown below.

	Good/Outstanding Schools		Pupils attending Good/Outstanding Schools	
	NY	England	NY	England
All Schools	81.7%	86.0%	79.3%	84.6%
Primary Schools	82.7%	87.8%	80.5%	88.2%
Secondary Schools	74.4%	76.5%	77.9%	79.5%

The number of children being Electively Home Educated (EHE) remains high and continues to increase despite the wider return to school following easing of lockdown in January.

As at 30 June 2021, 871 children were EHE, up by 68 from 803 on the beginning of the 2021. This is an increase of 33.7% from 651 at the end of March 2020 and 38.4% from 650 at the end of March 2019.

408 children became EHE from mainstream schools since the start of the 2020/21 academic year, for any length of time.

There has been a 72% increase (237 to 408) for children becoming EHE from mainstream schools in 2020/21 to date, when compared to the same period last year. There have been increases in EHE and children becoming EHE for any length of time across all of the below localities (see table) in the 2020/21 academic year.

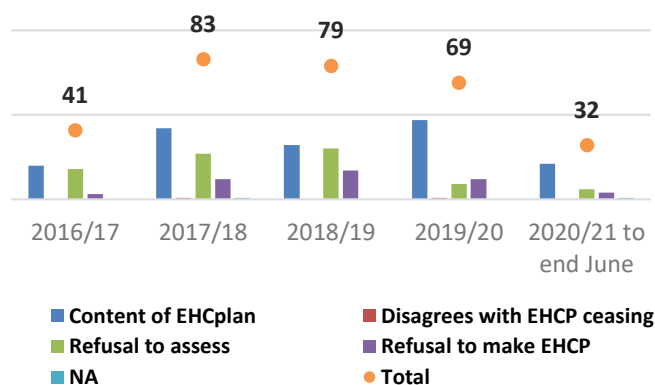
School Locality	2018/19	2019/20	2020/21
Craven	21	20	23
Hambleton/Richmondshire	59	41	80
Harrogate	52	49	79
S'boro/Whitby/Ryedale	81	79	133
Selby	39	26	43
North Yorkshire	263	237	408

A lower proportion of requests for assessment relating to EHC plans are being refused than in previous years; an indication that requests are being lodged appropriately. Approximately two-thirds of requests are resulting in an EHC plan.

There were 674 requests for statutory assessment in the 2020 calendar year, a slightly lower number than in 2019 (709). 14.1% of requests (n=95) were refused an assessment in 2020. This is lower than the proportion refused in 2019 (22.3%) and 2018 (31.3%). The rate of requests for assessment being refused is now well below the national rate of 22% in 2020.

As of the end of June approximately 68% of all requests in 2020 have resulted in an EHC plan.

Reason for Appeal to Tribunal



As at the end of Quarter 1, there were 3,692 children with an Education, Health and Care plan. This is the highest number seen and an increase of 105% on the number at the end of Quarter 1 2015. The biggest increases in primary needs during this period was in ASD (+225%) currently at 1297 and SEMH (+132%) currently at 732.

Chart: Total funded EHC plans at end Q1 2020/21

Primary Need	Jun-21	% Increase since June 2015
ASD	1297	225.1%
SEMH (BESD)	732	131.6%
HI	55	-3.5%
MLD	573	83.7%
MSI	2	0.0%
PD	267	33.5%
PMLD	88	79.6%
SLCN	332	48.2%
SLD	240	49.1%
SPLD	44	63.0%
Total	3692	105.7%

The locality (home address) with the biggest increase over the course of 2015 to 2021 has been in Scarborough/Whitby/Ryedale (+117%), at 907 as of January 2021. However, the locality with the largest EHC plan population is Harrogate, Knaresborough, Ripon, currently at 952 and +97.1% since January 2015.

468 new EHC plans were issued during the 2020 calendar year, the highest number of any year.

In the period January-June 2021 there were 248 new EHC plans issued; the highest 6-month total recorded. If this trend continues into the next 6 months, an additional 500 new EHC plans will be issued by the end of 2021.

In response to the needs of children with Autism and supporting their parents, the Inclusion Service has developed a new parent training product 'Unlocking Autism'. This is an online offer, which can be extended to families waiting for a diagnosis; it aligns with training offered to staff in Children and Families to enable the same approach to support provided across teams.

There are also a number of recent developments in partnership with NHS colleagues. A bidding process has begun for funding from NHS England to pilot a process where schools have the opportunity to refer a child directly for an autism diagnosis rather than having to go through a GP first. This potentially will reduce waiting times. A bid is also being prepared for funding a project centred on co-production in the Hambleton and Richmondshire areas, working with families and young people in schools to consider what support is required and to develop young people's self-identity and self-advocacy skills.

There is also continuing work as part of the Disabled Children's Service review to further define the offer available for families.

The number of children on SEND transport, and the overall cost, has increased. At the end of Quarter 1, there were 1,201 children recorded as using SEND transport; this is 5.7% higher than the June 2019 total (n=1,136). 247 (20%) of these pupils were recorded as being solo travellers.

The 1,201 children travelled a total of 19,402 miles or on average 16 miles per day one way to school. The total daily cost of transportation was £66,997 in June 2021, 15% higher than the same point in 2019 (£58,153). The average daily rate per child was £55.80 and the average rate per mile was £3.50).

Children requiring SEND Transport are most likely to come from the district of Harrogate, accounting for 28% (338) of the 1,201 total. Harrogate also has the highest average cost per mile of transport at £4.02 compared with the North Yorkshire average of £3.50.

However, children living in Selby are most likely to travel the furthest to school, an average of 24.2 miles one way, well above the North Yorkshire average of 16 miles.

There have been a reducing number of cases where schools are excluding a child for a fixed period of time. The trend in the number of fixed-term exclusion incidents from mainstream schools over the past three years has approximately halved, from 6,013 incidents in 2017/18 to 3,012 incidents by the end of June 2021.

However, the number of different children being excluded has been similar in the past two years, in 2019/20 there were 1,476 children excluded at least once, whereas in 2020/21 there have been 1,375. This suggests whilst the number of children who are at risk of behaviour which could be subject of an exclusion is similar, schools are choosing to exclude in fewer cases.

	2020/21 to 30/06/21	2019/20	2018/19	2017/18
Fixed Pupil	1375	1476	1950	2033
Fixed	3012	4156	5795	6013
Perm Ex	24	52	96	105

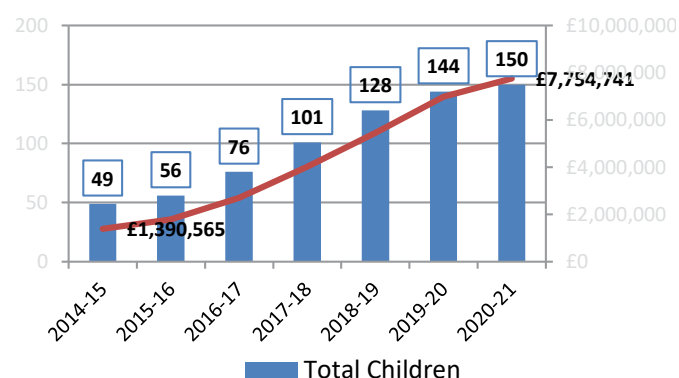
There have also been fewer permanent exclusions from mainstream schools in the 2020/21 academic year (24 pupils) compared to 2019/20 (52).

However, the impact of school closures during the Covid pandemic makes tracking of performance of exclusions unreliable, as there is no truly comparable data. Reducing the number of exclusions in schools remains a priority and will continue to be monitored closely into the 2021/22 academic year.

Since the return to schools on 1 September for the 2020/21 academic year there have been 55 exclusions for a reason relating to a breach of Covid guidelines or unsafe behaviour relating to the observation of guidelines.

The total number of pupils in independent and non-maintained day out of authority placements (which includes independent and non-maintained providers in North Yorkshire) has shown a year on year increase since 2014/15. The expenditure has also increased year on year. In 2020-21 the total actual expenditure was £7,754,741, an increase in expenditure of 93% (+ £3,728,304) since 2017/18 and an increase of 458% (+ £6,364,176) since 2014/15.

Independent and non-maintained day out of authority placements



Furthermore, the total annual expenditure for children in independent and non-maintained residential placements has increased from £4,194,504 to £5,040,243 (+£845,739). There are currently 35 children in this type of placement.

There are also a further 124 children being educated in special schools maintained by other LAs or special academies in other LAs, with a total annual expenditure of £1,438,867 up from £854,281 (for 93 children) in 2014/15.

Over the course of Quarter 1, a number of training sessions and meetings were delivered to support school governance. Take up was strong with 347 people attending a range of courses:

Governor School Improvement Meeting

Governor Training – Pupil Premium Strategy

Introduction to Governance - part 1 and part 2

Safeguarding – an overview for all governors

School Complaints – an overview for all governors and all staff

Locality Boards have been successfully established to promote a collaborative approach with education providers to maximise outcomes for children and young people and to embed a strong culture of inclusion across all five SEND localities.

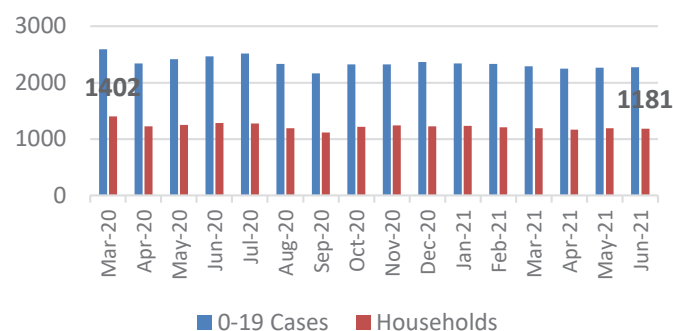
The first meetings began in September of 2020 with the purpose of focussing on performance across localities. The boards have met on a half-termly basis and performance reports have been produced to track progress against collective goals, specifically for children in vulnerable groups, including those with special educational needs.

These boards are also a valuable forum for leaders of education settings to raise common concerns with strategic partners and ensure that the voice of parents and children informs decisions made regarding SEND and Inclusion across the 0 to 25 age range.

A Safe Life: protected and free from harm

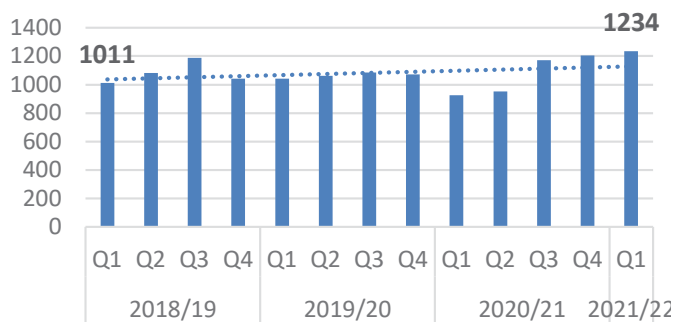
The number of households supported by the Early Help Service reduced by 1% (n=12) to 1,181 at the end of Quarter 1, compared to Quarter 4. The chart shows the immediate impact that the initial lockdown in March 2020 had on Early Help caseloads and ongoing households are currently 15% less (n=221) than seen prior to the initial lockdown.

Ongoing cases



The Early Help Team continue to support Children's Social Care colleagues by delivering interventions to support families. Intervention cases worked by Early Help increased by 14% (n=39) between October 2020 and the end of June 2021. In addition, with effect from May, Early Help Children & Families Workers are being allocated Education, Health and Care Plans where the child is not known to Children & Families Services in order to complete the care element of the assessment.

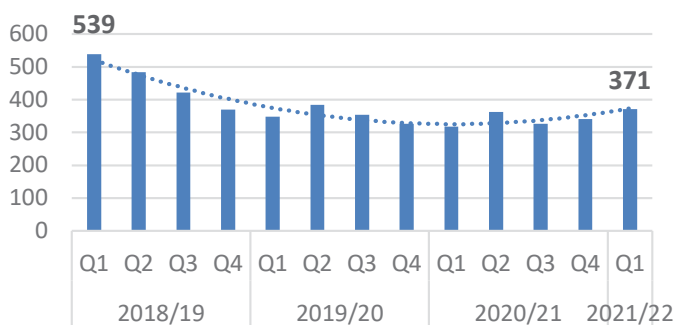
Children in Need Cases



The number of Child in Need cases increased by 2.4% (n=29) to 1,234 at the end of the quarter, higher than at the end of any previous quarter in at least the last 3 years. This is 33.5% higher (n=310) than at the end of Quarter 1 2020/21.

The number of children requiring statutory intervention through a Child Protection Plan (CPP) has continued to increase, up to 371 at the end of the Quarter 1 from 341 at the end of Quarter 4. This is the highest quarterly number of open CPPs in almost 2 years.

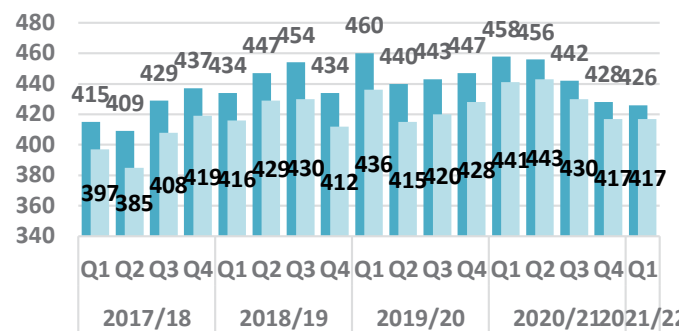
Open Child Protection Plans



The rate of second or subsequent CPP was much lower this quarter at 14.3% (compared to 26.4% across 2020/21).

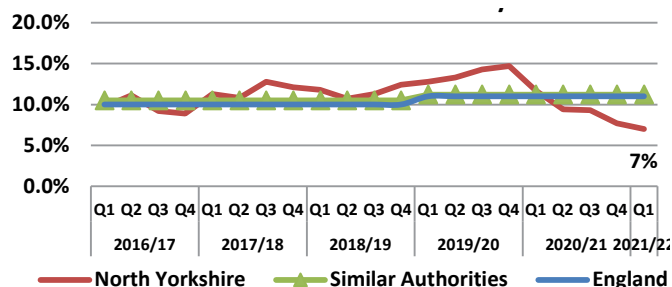
Reflective of the Children & Families Service's Practice Model centred on supporting children to be supported within the family network where it is safe to do so, the number of children in care reduce to 426 (including 9 unaccompanied asylum-seeking children) at the end of Quarter 1 2021/22. This is the lowest figure since Quarter 2 2017/18. Whilst the number of children in care continues to reduce, the fostering service is operating at near-full capacity. Whilst the fostering service has successfully operated at over 90% occupancy for unrelated placements over the past 3 years without having to resort to external placements, the pressure to ensure sufficiency remains very strong.

Number of Looked After children



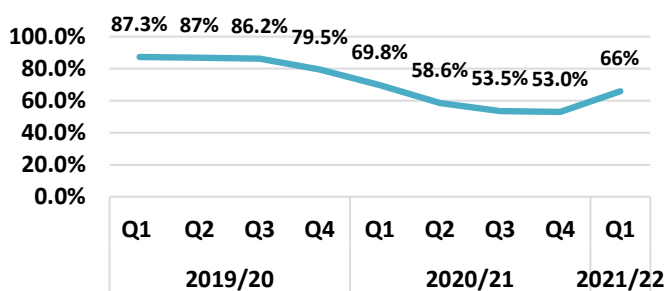
Despite the pressure on placements, we continue to see the stability of placements improve, reflective of North Yorkshire's commitment to providing the children the council care for with safe and caring homes. At the end of Quarter 1 2021/22, just 7% of children in care had experienced 3 or more placements in the last 12 months (considerably better than the national average of 11%). The proportion of children in care for 2.5 years or more have living in the same placement for 2 years or more increase to 76.3% (considerably better than the national average of 68%). This strong level of performance is reflective of both the quality of placements North Yorkshire provides, and the comprehensive level of support provided to carers and children.

Short Term Placement Stability



Over the course of the pandemic, the council has seen restrictions impact elements of how we support the health needs of children and young people in our care, most notably dental checks as these rely on face-to-face interactions with providers who have seen tight restrictions affect their ability to provide appointments. Having seen up-to-date dental checks drop to 53% at the end of Quarter 4 2020/21 from over 85% prior to the pandemic, Quarter 1 2021/22 has seen performance improve to 66% following efforts by the service. However, there is still some way to go to return to pre-pandemic levels. It is also worth noting that the proportion of children in care with up-to-date immunisations are also returning to pre-pandemic levels (79.7% in Quarter 4 2019/20) at 76.5% at the end of Quarter 1. As the pandemic largely prevented 'routine' immunisations, performance has reduced to 73% at the end of 2020/21.

Percentage of LAC with up to date Dental Checks



Based on their most recent Personal Education Plan (PEP) review, 2 in every 3 (66%) children in care are on track to achieve or exceed their current attainment targets. This is down slightly from 70.1% in the summer term of the 2019/20 academic year. The virtual school continues to work closely with schools, carers and social workers to meet the educational need of the children, young people looked after.

Having seen Education, Training and Employment (ETE) amongst Care Leavers decline in the initial stages of the pandemic, over the last quarter, the council have continued to see a steady increase in the proportion of Care Leavers in ETE up to 63% from a low of 56.1% in Quarter 1 2021/22. This is 10% higher than the latest national and regional averages of 53%. North Yorkshire's rate is also notably higher than the statistical neighbour average of 55.2%.

Whilst performance in this regard is generally strong, the Leaving Care Service continues to focus on improving ETE amongst Care Leavers and is looking at how as a council can maximise opportunities to support our Care Leavers. It should be noted that Care Leavers are within the cohort (16 to 24 year olds) that have been most heavily hit by the pandemic in terms of increased unemployment. As a result, there is likely to be increased competition for vacancies, despite the introduction of programmes such as the Kickstart Scheme.

Overall, there has been a slight increase in children with an open case with the Disabled Children's Service when compared to June 2020, up 3% from 364 to 374. This follows a drop in caseloads of 9% (-34) between 2019 and 2020 from 398 to 364.

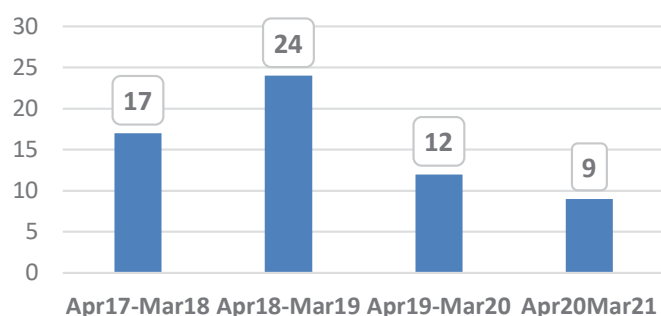
DCS Team	Jun-21	Jun-20	Jun-19
Craven	21	30	25
Hambleton/Richmondshire	68	52	42
Harrogate	138	122	144
Scarborough/Ryedale	113	108	127
Selby	53	52	60
Total	374	364	398

A review is currently underway looking at how the Directorate supports children and young people with disabilities and their families. The findings will be reported with recommendations in autumn 2021.

Within Youth Justice, it remains the case that the Ministry of Justice is not currently providing updated official data relating to re-offending and First Time Entrants.

However, positive data has been received relating to custodial sentences. The most recent data covered the 12 months ending 31 March 2021 showed a rate of 0.16 per 1,000 of the 10-17 population. This relates to 7 young people who received 9 custodial sentences and is the first time that the annual number of custodial sentences in North Yorkshire has been in single figures.

Number of Custodial Sentences



Skills4Work, an access to employment project for young people (16-19) in the Scarborough area was launched by YJS in June 2020. The project supports young people, who have missed normal opportunities

because of previous difficulties in their lives, by giving them an experience of paid employment. It has continued to thrive, and now has a strong base of paying customers. Average earned income is currently around £4,000 pm, considerably exceeding the previous Skill Mill arrangement. To fully meet all costs the project needs to earn approximately £7,000 pm, and it is hoped to further close that gap as working restrictions are reduced. Outcomes for the young trainees remain very pleasing, with complete desistance from further offending and risky behaviours, and transition to mainstream employment in most cases.

As part of North Yorkshire's Partners in Practice programme, YJS is providing consultancy and support for its counterparts in Norfolk, who wish to develop a more integrated and collaborative youth justice offer. In addition to sharing the YJS learning from this journey, this work also provides insights into the good practice approaches of another high-performing youth justice service.

A healthy life: Safe and healthy lifestyles

The School Readiness Pilot (Grow and Learn) finished at the end of June 2021. The pilot launched in January 2020 and covered Ryedale and East Whitby areas. The aim was to develop a range of locally led interventions (both universal and targeted) across the 0-5 year's pathway, focussed on developing sounds and early speech with a consistency of approach in the home, settings and the community.

The pilot is currently being evaluated and recommendations made with regards to roll-out across NYCC.

During the pilot;

- **25 new voluntary led groups and activities have been established and 12 existing groups supported to enhance their offer/provision - 594 families have benefitted**
- **£18,500 has been awarded to community groups through the small grants scheme**
- **1683 families have received Golden Tickets letters (giving the access to 15 hours of funded childcare for their 2 year old) since November 2020, 88% of children eligible for 2 year old funding have accessed Early Years Education.**
- **Up to the end of March, libraries had 191 new members through the partnership with the registrars and Grow and Learn.**
- **104 new parents signed up to the Grow and Learn text messaging service and have received weekly text messages giving the tips and ideas of how to chat, sing, read and play with their babies, 79% of these parents told us they had found the messages helpful.**
- **91 Children have had an additional visit from the Healthy Child Team at 18 months and had their Speech and Language development assessed using an evidence based assessment tool.**
- **435 children have had their Speech and Language assessed by their Early Years Provider and interventions provided when needed.**

- **62 parents have worked with the Children and Families Early Help Service to support their child's language development**
- **65% of the children worked with during the pilot made progress with their speech and language following interventions**

Family Hubs were identified as one of the six 'areas for action' identified within the 'Early Years Healthy Development Review Report' published in March 2021 by the Department of Health and Social Care. The Review focused on the 1,001 critical days through pregnancy to the age of two when the critical building blocks for lifelong emotional and physical health are laid down.

The challenge for Early Help is to champion Family Hubs as a place where parents and carers can access Start for Life services and feel supported in giving their baby the best start for life, whether they are together or separated. It is also critical to understand and address the reasons why families are sometimes discouraged from accessing support.

This is linked to the relaunch of the 'Troubled Families' programme – renamed 'Supporting Families'. Nationally, of the families on the programme 34.2% have at least one child aged under two.

Early Help has been delivering this model since 2015 with the majority of our Children's Centres providing face to face 0-19 services and over this last year exploring digital platforms to develop a blended approach.

Progress to date –

- Solihull universal parenting programme universal licence for all families residing in North Yorkshire including Foster carers, grandparents and care leavers
- Work alongside community voluntary sector to develop and deliver activities to meet the needs of that locality – Eg Streets Ahead, Grow & Learn (school readiness)
- Exploring further opportunities to work alongside Stronger Communities to embed Early Help within community networks to support children and their families in the place where they live.

Other areas to consider as part of the Early Help Offer

Developing an offer for carer leaver – What could be done differently – Offer of information advice and guidance and people for life network meetings with no age limit.

Our performance remains strong compared with the sector for the number of children who have been offered the first preference for school on National Offer Day, as follows:

	NYCC % offered first preference	National % offered first preference
Primary	94.91	91.8
Secondary	89.8	81.1

Future Focus

Children & Families Service

A briefing paper is due to be presented to Management Board in July to provide an overview of the career ambitions of Care Leavers, identifying areas in which the Council and Partners could develop opportunities for care Leavers.

York & North Yorkshire Outline Pilot Model for NHS Framework for Integrated Care - Support for Children and Young People with Complex Needs
The NHS Children and Young People Mental Health Transformation Programme includes targeted support for high-need, complex and risky children involved with the criminal justice system. This stream has supported the national deployment of Liaison & Diversion services in Police custody and courts, and funded our local Speech & Language capability, shared with City of York YJS.

The next major phase is development of a multi-disciplinary "Framework for Integrated Care", based upon a consistent, collaborative model of trauma-informed practice across the partnership. NHS England are providing substantial funding for one pilot in each NHS region, organised at the sustainability & transformation partnership (STP) or integrated care system (ICS) level.

There are 4 STP/ICS areas in the NHS North East & Yorkshire Region. Boundaries are not contiguous with local authorities, but most of North Yorkshire (excepting Craven District) is located in the Humber, Coast and Vale ICS. A joint HC&V bid is being developed for the pilot Framework for Integrated Care funding, and will be submitted on 15 Jul with an expected decision date of 16 Aug.

It has been agreed that the HC&V bid will comprise two major hubs of practice development, one being an urban delivery in high-need Hull, and the other a more rural and mixed project shared by York & North Yorkshire. If the bid is successful this will be a very complex & challenging project, but with significant benefits across a broad range of services. The joint York & North Yorkshire vision encompasses transformative improvement in three key themes –

- *Earlier, better diversionary support for risky & complex children nearing entry to the criminal justice system, using systemic, relational trauma-informed practice to identify and meet need.*
- *Provision of sustained, close and protective mentoring support for risky & complex young people who are already under statutory criminal supervision, again using a systemic, relational trauma-informed model.*
- *Extension of the proven Psychologically Informed Partnership Approach (PIPA) to our youth justice teams, increasing the scope & effectiveness of their assessment, planning & intervention work with risky, complex children.*

The pivotal benefit of this unified approach is the consistent application of a shared practice toolbox that is already well established in a number of local services. This means that the York & North Yorkshire approach can be very easily joined together to create a consistent and integrated offer to children and families, and it can very easily be scaled or extended to wider coverage. Moving to full delivery capability, within a known and proven model of advanced practice.



Council Ambition: 'Innovative and Forward thinking Council'

High level outcomes:

1. Easy and effective access to County Council Services
2. Challenging ourselves to change, innovate and deliver value for money support services to improve the customer experience
3. A motivated and agile workforce working efficiently and effectively to drive innovation
4. Operating on a commercial basis, where this is prudent and appropriate, to deliver a return which supports service delivery to those most in need

Customer – Easy and effective access to County Council services

Website and Social Media

The changing impacts from coronavirus on resident's lives is reflected across our digital channels this quarter. With life returning more towards normality on each stage of the government's Covid roadmap, website traffic overall has increased as residents begin to resume using council services and information more. As a result, the most viewed web page this quarter is jobs and careers with 134,798 views.

While the coronavirus data web page continues to be popular, being the second most popular page on the site with 113,110 views, most other Covid-related page views have fluctuated during this quarter, going down during the early stages of the roadmap as cases decreased, then rising again towards the end of the quarter as cases went up.

Overall the increased views of service pages has supported the continued growth of the website, with 1,015,865 more page views compared to the same period last year.

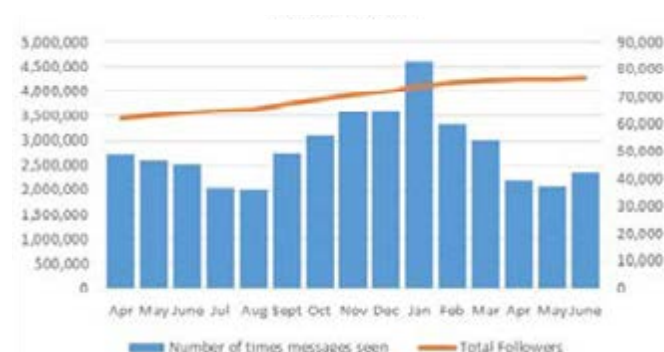
Total website page views

Year	2021	2020	% Change
April	1,373,036	814,671	+69%
May	1,435,655	1,073,118	+34%
June	1,405,030	1,310,067	+7%

Social media has followed a similar pattern, with views more closely mirroring the prevalence of coronavirus cases. Following the last peak in January, social media views had been, understandably, decreasing from a record high. However, from May, views have started to increase again as cases have gone up and more people look to our social channels for essential information, advice and support.

In Q1, our social messages were seen, on average, over 2.2 million times a month, more than double our target. The number of followers across our social channels continued to grow but at a much slower rate than last year with 795 new followers compared to 3,985 in Q4 20/21, although this is still twice the rate of pre-Covid times. Follower numbers for this quarter were also impacted by Twitter carrying out one of their periodic reviews to remove unused and suspected fake accounts, instantly removing 200 of our Twitter followers, meaning our growth in May was reduced to only 14.

Social media



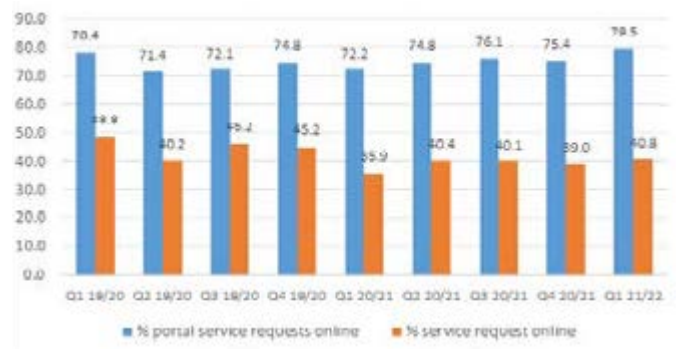
Our daily update map on the latest coronavirus infection rates across the county continues to be extremely popular. The heat map on Facebook on 18 June was the most viewed post on social media this quarter with 48,169 people looking at this post. With interest being driven by the first district, Craven, to go over the 100 cases per 100,000 rate since the last lockdown.



Accessing services digitally

The proportion of digital service requests continues at a similar level to that seen since the first lockdown – 40.8% of customers transactions (13,774 out of 33,799 customer requests) have been made online. This lower level of online transactions continues to be due to the 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 and the lack of an online option for booking a wedding.

Digital service requests



However, for services within the council's customer portal the proportion of requests that are online continues to grow and in Q1 were much higher at 79.5%, demonstrating that if available, customers will use the on-line option. This quarter saw the launch of the online services for lost and stolen blue badges and bus passes. Previously these services were only available by phone despite new and renewals being available on line. The service went live in June, which resulted in 88% of replacement blue badges, 62% of older person's bus passes and 44% of disabled person's bus passes being requested online. Initially there was some confusion with people applying for a replacement badge instead of applying for a renewal; the wording on the website has been changed as a result.

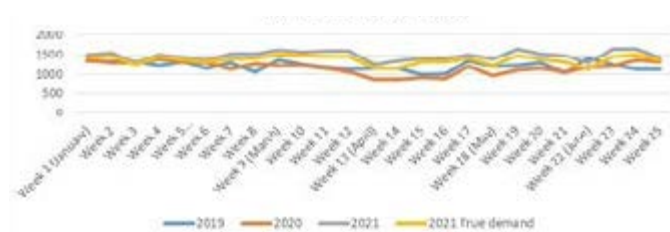
To book or apply for a service in the portal customers must set up an account, customers may report an issue anonymously but are encouraged to create an account to get progress updates. Account registrations for the customer portal continue to grow and this quarter saw the most registrations in a quarter to date (9,556). There are now 107,058 customer accounts held.

Portal account registrations



The Social Care Team have been offered significantly more calls per week this year than the corresponding weeks in 2019 and 2020. The trend has seen a 22% increase from 2019 and 27% increase from 2020.

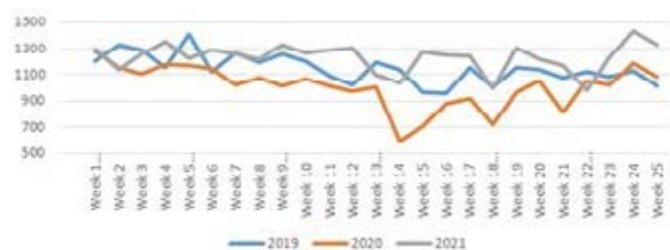
Social Care Calls Offered



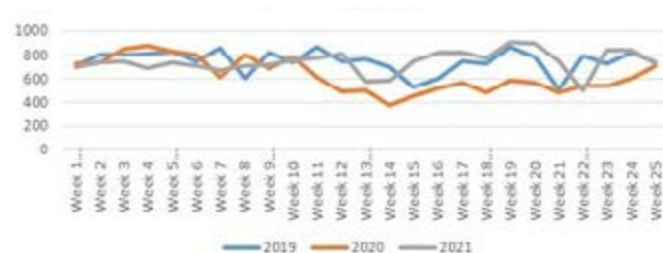
The time taken to deal with social care calls has also increased this year. The average handling time has increased by 9% compared to 2019 and by 6% compared to 2020. The reasons for this increase are varied and range from complexity based on changing population needs, changing guidelines, the requirement to capture additional information, behaviour changes due to working from home and remote peer reviews being required.

The increase in calls together with the increase in handling time may have led to a decrease in accessibility for customers who have experienced an increase in the time taken to answer a call and a corresponding increase in the number of abandoned calls. However it should be noted, despite the higher abandonment rate the team have handled 8% more calls compared to 2019 and 16% more than 2020.

HAS Total Completed



CYPS Total Completed



This overall increase in social care demand has been the result of demand for adult social care rather than children's social care. When calls and emails are considered the demand for HAS social care in the contact centre has increased by 7% per week compared to the corresponding weeks in 2019 and by 22% compared to 2020. In comparison, CYPS social care demand (calls and emails) returned to a level similar to pre-pandemic with a 1% reduction per week compared to 2019 but an increase of 18% compared to 2020.

The increase in HAS social care demand is made up of:

- new requests for support – demand has been steadily increasing over the last 2 years, March 2021 saw the highest level in a single month (1,800), and June 2021 was the second highest (1,782).
- new adult safeguarding referrals – there has been an upward trend since a new process was introduced in October 2019 and June saw the highest level of contact (471) since this time
- mobility issues – calls logged under mobility issues have more than doubled recently
- calls for social workers for existing work, calls to provide additional information to an open case and follow up calls have all been increasing since reporting started in September 2020, as have database checks completed in the centre

This quarter there has been a focus on improving accessibility by people of all abilities and disabilities. This has included:

- training Customer Service Centre staff in June by members of the Disability Forum on social and medical models of disability and how they differ and about making reasonable adjustments to enable accessibility.
- co-designing the accessibility category of "contact us" with the Disability Forum.

North Yorkshire Highways have used the customer principles to develop their support functions with a knowledge hub and one dedicated number to access all support functions.

Supporting customers through the pandemic

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

The number of contact tracing cases has increased this quarter. Covid cases have increased drastically in June due to new variants and decreased lockdown measures. However, this increase has not led to an increase in requests for support.

	Cases	% success
April	49	73.3%
May	67	61.5%
June	420	56.3%

The increase in cases has seen a decrease in the success rate. The centre are looking to use existing NYCC staff to provide additional capacity to the service.

This quarter the Customer Service Centre also completed 4,692 support calls to Care Homes. These include weekly calls and calls to chase up incomplete surveys. Daily calls are no longer being made.

The community queue was set up to prioritise those customers wanting support due to the need to isolate. The queue has continued to see a low level of calls this quarter.

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

Legal and Democratic Services

Within Legal Services, the People Services team has been integral in support and advice to the public health team and enabling the Great Yorkshire Show to take place. Advice on relevant legislation and guidance has ensured that what is a key event for North Yorkshire has been able to proceed in a Covid-secure manner, even with increasing infection rates across the County.

Also within Legal Services, the Commercial Contracts team were thrilled to achieve the go live date of 1 June for NY Highways. Setting up the Council's own highway company is a major milestone for the authority and the in house team has worked with external support to ensure that everything was in place to ensure the project could be launched on target.

The Commercial Contracts team has also worked closely with colleagues in HAS and public health in the setup of a collaboration with NHS colleagues (HDFT) and the contract for Healthy Child S75 commenced 1 June.

Within Democratic Services, over 130 remote access, live broadcast meetings of the Council's committees have been held since May 2020. The benefits associated with holding remote access, live broadcast meetings have been significant, with savings in mileage claims, travel time, carbon dioxide emissions and also increased public participation.

A Council response to the Government's call for evidence on local authority use of remote access meetings was submitted in early June. This highlighted the aforementioned benefits of being able to hold remote access committee meetings and also the need for local authorities to be able to decide for themselves how they hold their meetings. It is unclear how the Government will respond to the evidence submitted by local authorities in England and what the timeframe would be for the introduction of new regulations.

Reviewing the range of options for the technology necessary to enable any future meetings held in person to be live broadcast and also to be accessible for those people who wish to remote in. The continued broadcast and recording of committee meetings will help maintain public interest in and scrutiny of the work of the Council.

The bulk admission appeals for primary and secondary schools will be completed by the end of the summer term. The bulk appeals have all been held remotely using MS Teams, which has been widely supported by parents and carers. The current Department for Education (DfE) regulations that enable the appeals to be heard remotely lapse in September 2021, at which point the appeals hearings will return to in-person

meetings at venues across the county. At present, there is no indication that the DfE will extend these regulations.

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

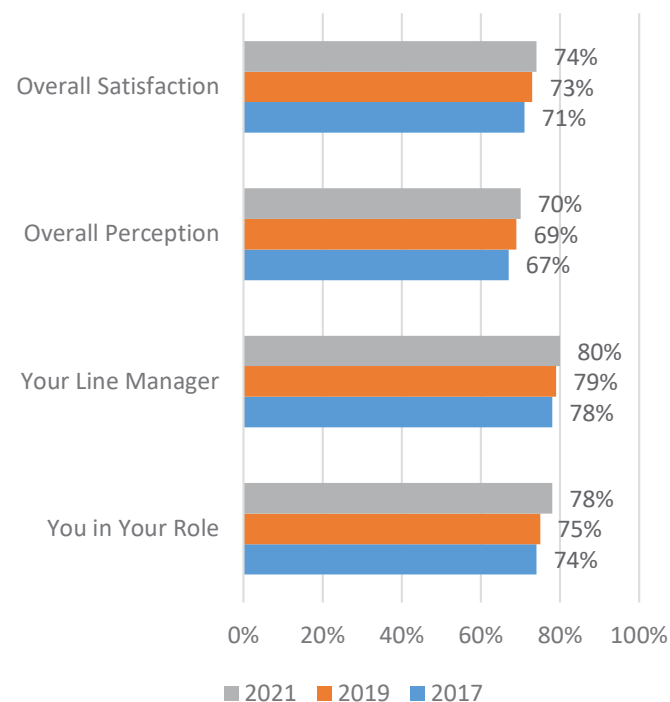
Staff Survey

Every 2 years, NYCC undertakes a comprehensive staff survey to identify trends within the workforce, and gauge how the organisation is performing. This provides a valuable insight into the views of staff across a range of subjects, such as how they feel about their jobs, working for the council, how the organisation serves its customers, plus management and leadership. These biennial surveys are followed up by shorter pulse surveys in the intervening years; however, the longer-term trends reported here are based on the full surveys to ensure consistency. Further analysis of these early results for 2021 will be undertaken during quarter two, and this will include comparison with the 2020 pulse survey results, when additional questions were asked to determine how the workforce felt they were being supported and able to work during the Coronavirus pandemic.

3,119 members of staff responded to the 2021 “Voice your Views” staff survey which was open for 5 weeks; this is an overall response rate of 41%, which compares well against figures from 2019 (43% completion with 9 weeks duration). Early analysis of the 2021 results shows that despite the dramatic changes to working practices during the pandemic, there is still an increasing level of overall satisfaction, up from 71% in 2017 to 74%. There was also a gradual and consistent improvement across all headline indicators; demonstrating that management processes, equipment and support for staff have all improved despite the scale of change. Of particular note, the leadership questions show a more dramatic rate of improvement with an 8-percentage point improvement since the last full survey in 2019 survey including a significant increase in satisfaction in senior management communications with staff, the reasons behind this change will be further analysed for quarter two.

There are also strong positive results in questions on senior management keeping staff informed on Covid and LGR. Additional questions asked in 2021 also show staff are positive about future working arrangements including working in a hybrid way, spending their time both working from home and the office when it is safe to do so.

Staff Survey Headline Indicators 2017-21



Further analysis of the results will be available for the Quarter 2 report.

Graduates

There are currently 23 graduates on the council's in-house graduate programme, with 18 starting in 2020. Retention remains good with a high proportion securing roles before the end of their 2-year programme. The summer 2021 recruitment campaign for graduates is almost complete with 5 starters in Q1 and 13 planned in Q2 including 6 for Ryedale District Council and there may be further demand for graduate roles in Q2. A summer 2022 graduate cohort will begin in autumn.

Young People's Employment Initiatives

The impact of Covid-19 on youth employment is a concern, with an increase evident in North Yorkshire of young people aged 16 – 24 claiming out of work benefits; 7.6% previously recorded in November 2020

(9% nationally) compared to 3% the same period 12 months previous. However as restrictions are removed the position has improved with the latest unemployment rates available as at May 2021 showing 6.8% of young people (2,430 young people) claiming out of work benefits; so lower than the November data but still much higher than pre pandemic. Areas of the county with the highest numbers are Scarborough 10.9% (685 young people) and Harrogate 6.7% (555).

To alleviate this there is a need to create employability opportunities to support young people, and as one of the county's largest employer with a continual need for talent, this is an opportunity to develop a pipeline of future talent for the workforce whilst supporting young people into employment. The council have developed a range of young person's employment initiatives including; Supported Internships, Work Experience, Apprenticeships, Graduate Scheme, Graduate Internships, Kickstart Scheme and Traineeships.

Kickstart Scheme (Department of Work and Pensions, DWP)

To date, 29 Kickstart appointments have been made to NYCC, with 25 young people having started in post. Recruitment is underway to 5 further vacancies, with 3 more in the pipeline for advertising. In addition, acting as an employer Gateway organisation for Kickstart, we have supported 113 employers to access the Kickstart scheme. These are a combination of Limited companies, charities, CIOs and schools/colleges.

Whilst there have been delays along the way in approvals and advertising of roles by the DWP, of the 455 external Kickstart jobs approved, so far 52 have been filled and 50 young people have started in their job. There are 113 roles currently advertised, with a further 20 in the recruitment process. A number of the overall jobs approved are to recruit to in due course after their initial kickstarter has completed their 6 months.

There have been challenges attracting eligible young people to meet the requirements of some of the Kickstart placements and NYCC's recruitment team are working closely with DWP to maximise the Kickstart opportunities for young people and address any barriers. As a Gateway organisation the team support young people with employability support to help the

transition into long-term employment beyond the initial Kickstart placement. 8 employability workshops have been delivered so far with 65 young people attending.

Traineeships

A traineeship is a course which incorporates work experience. These have been in place since 2013 and are aimed at unemployed 16-24 year olds with little or no work experience and not qualified higher than level 3. The traineeship supports participants to get ready for work or an apprenticeship. Traineeships can last from 6 weeks to 1 year, though most last for less than 6 months. NYCC hosted the work experience element for 4 traineeships in early 2021, based in business support, ICT and the library service and further placements are being looked at.

Work Experience

In recognition of the challenges over the last year of providing work experience placements, the council have recently delivered a 3 week pilot Virtual Work Experience Programme, consisting of a web portal of information and resources, 6 online workshops including career journeys and employability aspects, and work based tasks/assignments. There were 9 participants, 5 of which completed all aspects of the programme. Using the learning from the pilot programme, work will progress with a number of services who are interested in developing a tailored virtual programme for their services.

Apprenticeships

Two care leaver apprentices are due to finish shortly and are moving into roles in CYPS. In Q1 1 further care leaver started an apprenticeship and 3 have been identified to start in Q2.

Two new apprenticeship standards have been adopted for roles in NYCC; Procurement and Supply Assistant (Level 3) and Youth Support Worker (Level 3) and also the Operations or Departmental Manager (Level 5) for maintained schools.

Q1 saw 15 new starts in schools covering a range of apprenticeships from Level 3 to Level 7. Enquiries from schools continues to be high with 25 in Q1 split evenly between schools who have accessed apprenticeships before and schools new to apprenticeships. The majority of starts were for Teaching Assistant Apprenticeships.

The first phase of the Government Incentive Scheme for hiring a new apprentice has finished, with 21 incentives claimed totalling £37.5k. 16 claims were by NYCC and 5 by maintained schools. The second phase started in April and runs until the end September 2021 with the ability to claim £3000 for each new apprentice. In Q1, 7 apprentices qualified for the incentives, 2 in NYCC and 5 in maintained schools.

Unspent funds from the NYCC levy pot returned to the Treasury totalled £1.1m, 100% of it comes from schools unspent funds. This is in line with expectations due to the ongoing challenges for schools. Schools have a dedicated resource in Apprenticeship Team in the Corporate Training and Learning Team providing bespoke advice and guidance, keeping up to date with relevant apprenticeship offers and direct marketing. Non-levy paying schools are also given advice to ensure they understand how to access apprenticeship funding for their staff.

It was previously reported that all funds from the 2020/22 NYCC transfer levy pot had been fully allocated, however due to some apprentices withdrawing from programmes, some previously allocated funds are now available. As at Q1, 40 transfer levy agreements are in place, covering 116 apprentices, and transfer funding agreed is to a total value of c£659k paid over the life of the apprenticeships. 95 in the care sector, 19 in the construction industry, 1 in the digital sector, 1 in the voluntary sector and 6 with Brierley Group of companies. NYCC have also supported employers who applied for funds by working with the University of York to arrange transfers to a value of £309k.

NYCC have been supporting NY Highways with the development and implementation of an apprenticeship programme. Four apprentices transferred to NY Highways in June 2021 with recruitment underway for 10 new apprentices to start in September 2021, consisting of 8 Highways Maintenance Skilled Operatives (Level 2) and 2 Motor Vehicle Service and Maintenance Technicians (Level 3). It is estimated that NY Highways will start to be levy payers in Q4 2021 and will be able to fund some of their identified apprentices. Prior to this NYCC will use the previously mentioned available transfer levy funds to fund the apprenticeship training costs.

North Yorkshire County Council are participating in the York, North Yorkshire and East Riding, Apprenticeship Hub Project, which is supporting the Skills for Growth, Investment priorities; of enhancing equal access to lifelong learning and improving the labour market relevance of education and training systems.

The project (running January 2021 – March 2023), includes NYCC, the LEP, East Riding of Yorkshire Council, District Councils and other stakeholders to provide a gateway to Apprenticeship support for SMEs by drawing down match funding from the ESF for apprentice starts. It aims to increase SME capacity to take apprentices helping to reduce skills shortages and gaps, whilst also addressing succession planning for the LEP area businesses, contributing to economic growth and increased productivity across supply chains. Other features of the project are an apprenticeship triage service, advice and guidance and networks. This will support the LEP Skills Strategy 2021-26 of empowering people for a greener, fairer, stronger economy and support employers to access the skills to grow highly productive and inclusive workplaces.

Covid-19 Update; As previously reported, all apprenticeship starts delayed by Covid-19 have now commenced on programme. NYCC continues to adapt the delivery programmes in line with ESFA and Covid-19 guidance. The flexibilities put in place to support apprenticeship delivery during Covid-19, such as remote training and assessments, permission to start end point assessment (EPA) before achievement of functional skills and breaks in learning are no longer available but were well received at the time.

New Ways of Working

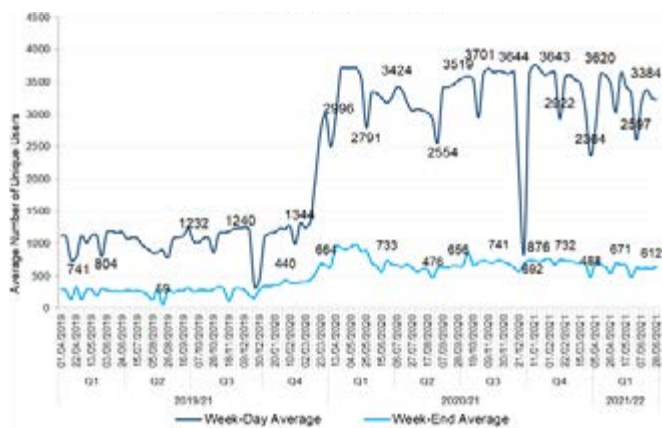
During these unprecedented times, it has been more important than ever for the Council to work in modern ways. The successful modern council programme has enabled staff to work flexibly, use our property more efficiently and encouraged a huge cultural shift across the council. This can be evidenced through 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.

Technology and Change Quarter 1 update

Working from home

During quarter 1, on an average weekday 3,270 employees used their laptops and tablets to work remotely. Numbers peaked during the quarter at 3632 (on avg.) for the week commencing 10th May. The average number of unique users on a Saturday or Sunday was 631 during the quarter (Q1), a decrease in comparison to the weekends in Q4 (705).

Employees Working from Home



Digital Workplace

Continuing to ensure our technology enables our workforce to be both productive and support flexible/collaborative working utilising Office365 across a range of devices. The Office365 suite of products provide us with the tools needed to embrace a modern digital workplace and continue to transform the way the council works together. The decommissioning of Skype for Business has commenced. This means Skype will no longer be accessible for internal users through the Skype client. Over the last few months, there has been a decline in end users choosing Skype as their default communication tool and beginning to utilise the features MS Teams.

Microsoft Teams



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

As of June 2021, there have been 5,179 active users in MS Teams and the number of Teams collaboration spaces have increased since Q4 from 320 to 450 Teams sites created. The most active Team collaboration spaces remain within CYPS and Central Services. Across all active MS Teams sites there are 1750 active channels, where posts are being shared and reacted to.

Activity in MS Teams show that 90% of planned meetings are now arranged as MS Teams meetings, and 40% of overall activity centred on meetings in MS Teams. Around 35% of overall MS Teams communication usage is chat messages, either in a group or 1-2-1 conversations. 23% of MS Teams communication is happening by unplanned or ad hoc calls whilst 2% of conversations are taking place from the team post pages. There have been over 17,300 channel messages shared and 102,100 reactions to posts in the last quarter.

The decommissioning of Skype for Business has commenced. Over the last few months, there has been a decline in end users choosing Skype. To build on this trend, the Office Productivity team have attended team meetings, shared updates via Friday Key Messages, Team Brief, the intranet articles and blogs as well as Yammer.

Preparation for the retirement of Skype has taken place to communicate and share knowledge ahead of the transition to MS Teams only activity. Repeating key messages and simplifying the changes to manage

expectations has been a key driver in the Skype for Business to MS Teams campaign through the use of multiple communication channels to publish consistent key messages, which reach as many colleagues as possible to share knowledge. Key stakeholders have also been contacted to share the message wider, including the BSS Go To people, LSOs, BRMs and HRBPs. Webinars were held with focus on the journey to MS Teams from Skype and useful features and tips and tricks to get the most out of MS Teams, including how to work with externals successfully through MS Teams.

Using a feature called Teams Live, T&C have continued to support the Council and Councillors to broadcast and record their meetings to the public via the web, as well as host live webinars to staff; feedback has been very positive with over 600 colleagues watching the webinars in their own time.

More webinars are planned in the upcoming weeks which focus on MS Teams features and showcase applications that support productivity in MS Teams. Signposting to key tools within MS Teams to enable a more seamless journey from Skype to MS Teams will be a key focus, developing a form on Get IT Help to request dial in function on MS Teams and highlighting where to find the MS Teams collaboration space request forms on [Get IT help](#) are just a couple of useful resources that have been created.

There also are over 80 knowledge based articles (KBAs) and Frequently Asked Questions for MS Teams available on the Get IT Help self-service portal and the Digital Workplace are feeding into the web chat content to ensure all relevant information is joined up. The [Teams Support page](#) on Yammer, posts three times a week with tips and tricks on useful features within MS Teams that people may not be aware of, access to recorded webinars and key resources.

OneDrive

OneDrive has now replaced the N: Drive as the secure cloud space for storing 'work in progress' documents that are not yet ready to share, and for general content relevant to the specific user only. There are 6,423 OneDrive accounts created for colleagues across all directorates and on average around 15,000 files are being uploaded, accessed and modified daily. As a

cloud service, OneDrive also provides a secure way to access documents from any appropriate location using a range of methods in the future.

Ahead of the move to SharePoint online, a NYCC digital clean-up campaign will focus on why data retention and document management is so important and the need to be conscious about what information is stored.

SharePoint Online

Part of the Office365 suite, SharePoint Online will provide NYCC with the facility to securely store documents and other files with the necessary data retention and deletion information applied. This will greatly assist the Council comply with legislation such as GDPR by replacing manual systems of control. Consultation has begun to plan the migration and at the same time apply the necessary records management information. Once in SharePoint Online, as with OneDrive, it will also provide a flexible way to access these documents and files securely from any appropriate location using a range of devices in the future.

Yammer

Yammer continues to provide a space for work conversations such as sharing and responding to updates, posting ideas and questions that may benefit part, or all, of the organisation as well as being a virtual corridor for conversations to take place, encouraging a sense of community and supporting well-being. On average, there are 1,300 active users logging into Yammer every month with approximately, 5000 messages read and responded to each month across the different community pages. Examples of the range of topics covered includes 'Health and Wellbeing' and 'MS Teams Support' to 'Pets of North Yorkshire' and 'Writing Club'.

Cyber Threat Monitoring

The volume of blocked cyber-attacks experienced by the Council in the first quarter has remained in the low teens, with an average of 15% of traffic. This threat activity reflected national averages with both cyber-criminals and state sponsored actors maintaining country wide levels of attack. The new graphs added shows the threats stopped by our firewalls and in

general remains at a steady level. The two peaks, one in late April and the other in early May, were traffic caused by investigations carried out by the InfoSec Team.

As stated previously remote workers are still the target of cyberattacks and it is probable that this trend will remain unchanged for the foreseeable future. Our continued use of smart remote working, will keep the focus of cyber threat actors high with regard to the exploitation of vulnerabilities of enterprise technologies.

Worldwide, phishing campaigns continue to increase due to their high success rate in exploiting the weakest link in IT security, the human factor. In most cases, to ensure a greater probability of success, these campaigns use the names of companies operating in different sectors to convince users to open malicious links or attachments. The council have experienced this to some degree with compromised emails of known third party partners breaching our security perimeter.

Ransomware has proven to be the most widely used type of malware which, by exploiting system vulnerabilities or human errors, has the ability to spread rapidly to individual attacked systems and, often, to corporate networks in order to encrypt data.

The spread of ransomware is likely to continue in the near future, in consideration of the considerable profits it guarantees coming both from the ransom requested after the compromise of the attacked systems, and from the subsequent sale of the exfiltrated data.



Incoming threats last month
156k (As at 15/07/2021)

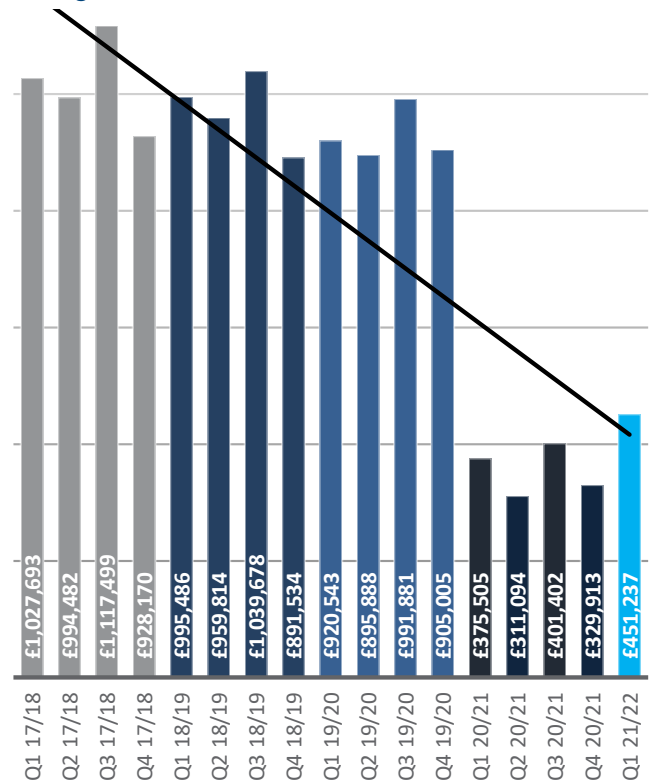
Incoming threats last 7 days
63k (As at 15/07/2021)

Corporate Resources

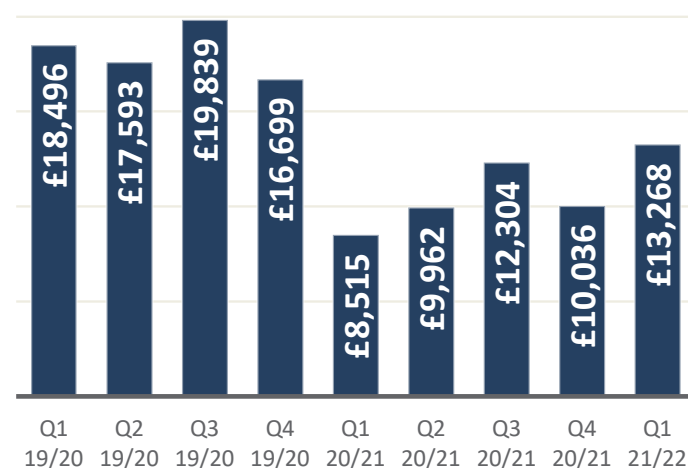
Staff are encouraged to look for opportunities to reduce the use of corporate resources in areas such as mileage and printing.

Staff Travel

Mileage Costs



Printing costs



Printing costs continue to remain low in Q1, however levels of costs are beginning to increase. 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.

Property Services

Covid-19 response and Quarter 1 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. 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.

A desk booking system to enable staff to book a desk when they are required to be based in an office has been launched. Planning commenced as part of a wider Modern Council piece of work to start to review usage of main corporate office bases as the Government's roadmap dates and changes are announced.

General

The Property Service has started to progress areas of its key service objectives for 2021/22, including further development and review of future savings, development of carbon reduction baselines from a Property perspective including starting to develop possible future opportunities for carbon reductions, as well as involvement and planning as part of any transition from Covid to post-Covid working arrangements.

The programme of rationalisation of the corporate portfolio has continued with business cases developed and planning commenced for work as a result of phase 1 reviews across sites utilised in Selby, Ryedale and wider Northallerton, as well as discussions commenced around smarter working opportunities potential as a result of the Covid-19 situation.

Further work is being undertaken to plan the remaining elements of the County Hall Campus around the demolition of East Block and site master planning. The largest CYPs capital construction programme of work of a number of years planned for the summer of 2021, with schemes progressed or due on site.

Hard facilities management contractors work continues to further develop contract management processes and implement a contractor performance management regime. Energy decarbonisation grant received from the Public Sector Decarbonisation Scheme, with 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 has continued to undertake 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.

The Service has been shortlisted for two national procurement awards:

The Service has been shortlisted for two national procurement awards:

- This year's finalist organisations within the Government Opportunities (GO) UK National Excellence In Public Procurement Awards 2021 have been announced and the Procurement and Contract Management Service have been shortlisted for Covid-19 Outstanding Response Award and Procurement Team of the Year.

www.goawards.co.uk/national/finalists

- Our supply chain resilience approach has been recognised already and have been shortlisted for this in the Outstanding Procurement Initiative category at the CIPFA Public Finance Awards 2021.

<https://publicfinanceawards.co.uk/2021-shortlist>

	As at Q1	End of year target
% of total Council spend with local suppliers	50.1%	49%
% of total Council spend with SME suppliers	45%	52%
% total Council spend with the voluntary and community sector	9%	3%

Future Focus

The Coronavirus pandemic has forced us as an organisation to work in new and different ways. Many of these changes will make the organisation more resilient and effective, but as the council moves forward there must be the right balance for hybrid working; the Beyond 2020 Modern Council programme will be crucial in ensuring we work in ways that are the most efficient and effective as the council starts to emerge from the pandemic.

The procurement service continues to receive excellent feedback, at the end of the year:

100% of customers rated the service they received as “fully meets expectation” or above.

Customer Feedback

Following the introduction of a new complaints recording system in October 2020, a number of unforeseen issues have arisen in compiling the data for this report. It is however, hoped that these issues have now been resolved. Data for Q3 2020/21 remains unavailable at this moment and is therefore shown as such on the graphs.

1. Innovative and Forward Thinking Council

Stage 1-2 complaints received

Year	Q1	Q2	Q3	Q4
2019/20	33	32	18	29
2020/21	22	25	No data available	17
2021/22	11			

LGSO complaints Received

Year	Q1	Q2	Q3	Q4
2019/20	1.0	1.0	0.0	2.0
2020/21	1.0	0.0	No data available	4.0
2021/22	1.0			

Compliments received

Year	Q1	Q2	Q3	Q4
2019/20	240	270	220	230
2020/21	50	100	No data available	300
2021/22	280			

Stage 1-2 complaints received

19/20			20/21				21/22
Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
32	18	27	21	25		17	11

The directorate receives low numbers of complaints, so it can be difficult to identify trends. There was a drop in the number of complaints received this quarter, but as numbers are small it should not be taken as a trend or as an issue with underreporting. There are no areas of specific concern in any particular service.

50% (five of ten) of cases were upheld/partly upheld in Q1, a drop from 64% (nine of 14) in Q4.

Service and Care remains the top root cause of complaints for Central Services, with Communication second, as has been the case for several years (with the exception of 20/21 Q1 when 26% of cases were Covid-19 related).

No cases had any elements relating to Covid-19.

Following a dip in compliments received in 2020, mostly due to registration services being paused for Covid-19, numbers have risen again with a peak in Q4 (when registrar’s services were resumed) and returning almost back to pre-Covid numbers in Q1.

Timeliness

In Q1 all complaints were dealt with within timescales, the same as for the previous quarter.

Root cause

Root cause category	Q2	Q3	Q4	Q1
Service and Care	54%		44%	62%
Communication	20%		38%	23%
Disagree with decision/action	3%		0	8%
Pricing and charges	3%		6%	8%
Covid-19	6%		6%	0
Environment	6%		0	0
Staffing	6%		6%	0

Learning

Remedies for the last quarter include apologies, explanations and staff training.

Ombudsman

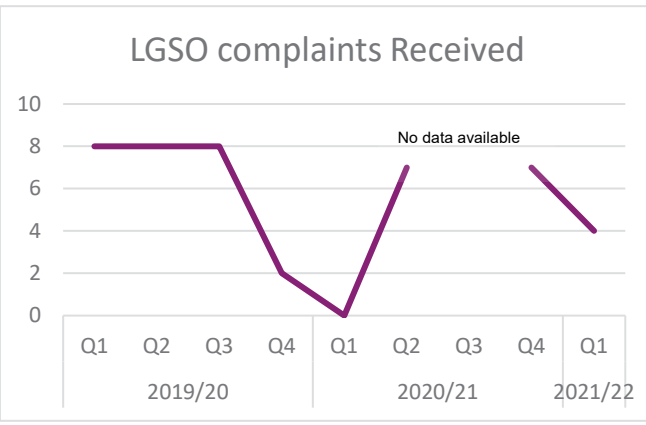
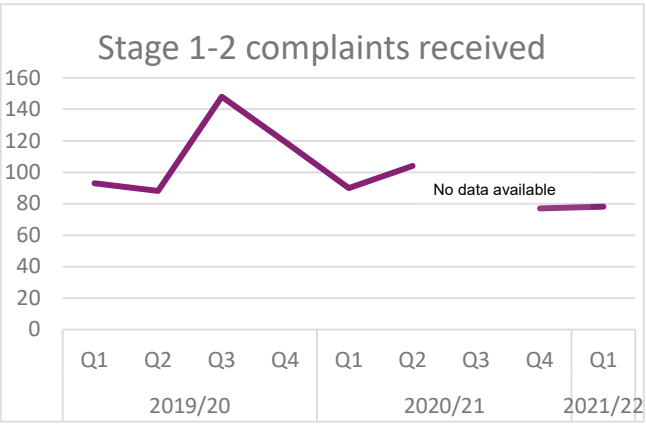
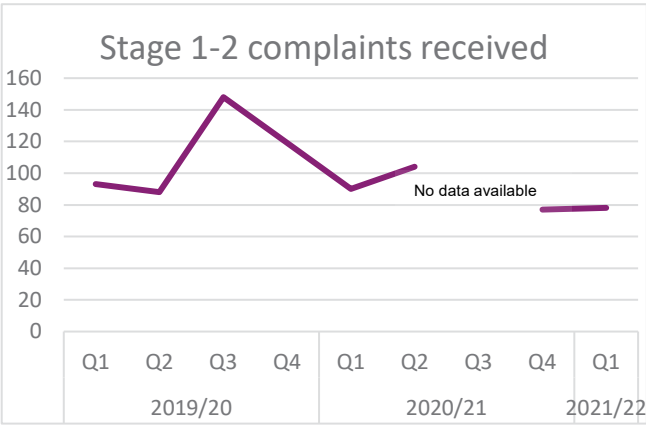
One Ombudsman case was received this quarter in relation to a school admission appeal. The case was ‘Closed after initial enquiries – no further action’ because the Ombudsman said ‘I will not investigate this complaint. This is because there is no evidence of fault in how her appeal was considered.’

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Council Ambitions: Leading for North Yorkshire • Growth • Healthy and Independent Living

• Best Start to Life • Innovative and Forward Thinking Council • Customer Feedback • Appendix

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



We received 78 complaints in Q1, of those 77 were acknowledged within time, this means at 99%, we continue to exceed our 90% target.

We received a total of 19 complaint reviews during Q1 and we responded to 19 (inc 2020/21), 89% were responded to within time, the 2 received late were complex cases. Table 10 shows the outcome percentage for complaint reviews and if these have changed. Complaint reviews give us the opportunity to objectively evaluate the previous response and outcome. Where a fault has occurred we would state that that part of the complaint has been upheld. We need to demonstrate that we are open, and transparent and the complaint review gives us that opportunity to do that.

Root cause

Communication 9 (12%), Covid-19 3(4%), disagrees with action/decision 19(24%), pricing and charging 13(17%), safety 3(4%), service and care 26(33%), staffing 5(6%)

Timeliness

In quarter 1 we closed 84 complaints out of this 69 were closed within time. 82% have been responded to within time

There were 15 complaints not responded to within time, 1 was a complex case and the other 14 were received late from the teams. This has been escalated and conversations have been held with the Head of Service and more robust conversations are being held with the relevant officers

Learning

We continue to use our complaints to look at lessons learnt and how we can improve services. With the appointment of the Continuous Learning and Improvement Officer in September, this will be a focus for the team in the coming months.

Ombudsman

During Q1 we received a total of 3 cases and 1 which went straight to draft decision from the Ombudsman. We have also processed 2 remedies and currently responding to a draft public report. Four of the open cases are with us and one is with the Ombudsman waiting for their decision.

The 2 final decisions are:

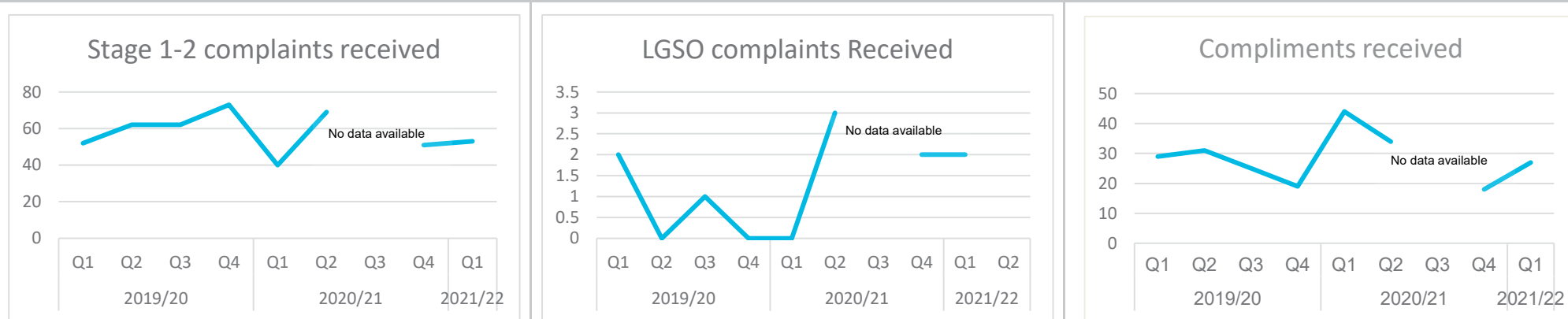
- Fault found with injustice no maladministration - 1
- Fault found with injustice and maladministration – 1

Monetary remedies total: £1,163

The Ombudsman has advised of a possible public report that could be published against the Authority. They have provided us with a draft and given the Directorate the opportunity to comment. We are now awaiting their final decision. The draft public report is in relation to financial assessment and charges.

The Ombudsman published its Annual Review of Local Government complaints 2020-2021. There was an increase of 6% in the number of upheld complaints nationally. In North Yorkshire, the Ombudsman upheld a total of 74% of cases, which is above the national average which is 71%. In 2020 / 21 there were 14 cases, a decrease of 4 cases in comparison to 2019 / 2020. Out of those 14 cases, 12 were for HAS and 2 CYPs. For HAS, the highest number of upheld cases were for Charging (4), Assessment & Care Plans (4) and Safeguarding (3).

A diagram showing a stack of three blocks. The top block is labeled 'C'. Below it are two blocks, 'B' on the left and 'A' on the right, which are touching each other.



Complaints are assessed on receipt to determine if they need to be investigated under the corporate or statutory children's complaints processes. The charts above show the total number of complaints received by CYPS under both processes.

Quarter 1

53 complaints were received in Quarter 1, a slight increase on Q4 (n=2). 84% of these fell under the Corporate procedure. Nine complaints have escalated to Stage 2 (7 corporate and 2 statutory). There were no statutory complaints considered at Stage 3 during this quarter although 2 requests for a Stage 3 hearing were rejected on the basis that matters were being considered under other concurrent proceedings.

At stage 1, overall 33% of complaints were upheld. Two Stage 2 complaints were upheld during this quarter.

2 commendations and 25 compliments were received during Q1 (an increase of 10 on Q4 although lower than pre-pandemic) relating to support provided to families from Inclusion support, Education & Skills, Early Help and the Family Assessment & Support and Child Permanence & Family Reunification teams within Children and Families.

Timeliness

In relation to Corporate Stage 1 investigations, 86% were completed within timescale in Quarter 1 however difficulties in identifying appropriate investigating officer capacity for Stage 2 corporate complaints mean that only 25% (n=1) was completed within time.

In relation to Statutory Stage 1 investigations 44% were completed within timescale which was an improvement on the previous quarter. This was largely due to the increased demand within social work teams. One of the two Stage 2 statutory complaints was fully completed within timescale whilst the second Stage 2 investigation was concluded within time but feedback has been delayed.

Root cause

Corporate Complaints

Communication (quality or delay)	61%
Service and care	30%
Disagrees with decision or action	7%
Staffing (staff attitude/rudeness)	2%

Statutory Complaints

Service and care	78%
Disagrees with decision or action	10%
Communication	20%

* note some complaints have more than one root cause

Learning

Following service restructures and a number of new managers in post, the Complaints Team set up and delivered virtual sessions on good practice in complaints handling to c. 120 managers within the service. This focused on the principles of good complaint handling, the importance of high quality communication and how to use customer feedback to inform and improve services.

As a result of a recommendation made at a recent Stage 3 Panel hearing changes have also been made to the process to monitor and track progress against action plans with the Directorate Management Team taking oversight of full and final sign off of completed action plans.

Following identification of a rapid increase in complaints regarding delays in the EHCP process, linked to a national shortage of Education Psychologists, steps were taken to agree a strategy to handle the volume of complaints received, including communications to parents and the commissioning of additional Investigating Officer capacity in order that these could be resolved as quickly as possible.

Ombudsman

During Q1 we received 2 investigation enquiries and 3 cases were closed as follows:

- 1 closed after initial enquiries – out of jurisdiction
- 1 not upheld – no maladministration
- 1 upheld: maladministration and injustice - £250 payment awarded in recognition of distress and uncertainty

4. North Yorkshire is a place with a strong economy & a commitment to sustainable growth - Customer feedback



In Quarter 4 there were a total of 84 complaints received in relation to Business and Environmental Services, a decrease of 31 (26%) from the previous quarter. For the same period, the Directorate also received 26 compliments.

In this quarter 52 (61%) of the complaints are recorded against Highway Operations which is due to a number of issues over these months, including heavy rainfall which saw an increase in the number of contacts regarding drainage.

There were 12 Waste and Countryside Complaint complaints this quarter which in waste were due to visitors to our Household Waste Recycling Centres not always getting assistance. During this period Covid-19 rules remained that operatives were not able to assist and visitors were asked to only bring items to the HWRCs if they could deal with them. Following a change in this policy in June, assistance is now available.

The impact of Covid-19 is still being felt in services, especially our PROW service who have seen a very large increase in the use of our paths network. This has led to an increase in requests and when a customer does not agree or understand the prioritisation process, this then turns into a complaint. The size of the PROW network in comparison to the number of officers responsible for each area means that there will be occasions when responses are delayed. Work is being undertaken in the service to look at how they manage customer expectation.

Timeliness

82% of Stage 1 complaints were answered within the set timescale. There were no Stage 2 complaints received in this quarter.

Of the complaints dealt with in the quarter, 131 (78.9%) were responded to ahead of target, five (3%) on target and 30 (18%) behind target.

Learning

There were 18 partly upheld complaints this month and 64 not upheld. Of the eight which were upheld learning opportunities have been considered and this has resulted in a review of our procedures and training for individuals. Whilst the services learn from all complaints the information is not always recorded and something that needs to be progressed.

Ombudsman




There were no LGSCO complaints received in this quarter. The case received in Qtr.4 regarding a neighbour placing rocks in a highway verge, was closed after initial enquires by the LGSCO.

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

Leading for North Yorkshire							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
1.1	Level of CO2 from Council Buildings	To be Completed in Q2					
1.2	Levels of employment in North Yorkshire	December 2020 – All people economically active – 298,600 79.3% or working age population (16-64) June 2021 - Claimant Count – all people. 11,505 3.2% of working age resident population Furloughed Employees in North Yorkshire – CJRS May 31 st 2021 21,600			Compared with 78.1% for Yorkshire & Humber and 79.1% for GB <		

Healthy and independent living - Primary indicators							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
2.0	2A(1) - aged 18-64 admissions to residential and nursing care homes, per 100,000 population (year-end projection)	12.6 Q1 2020/21		Nat: 14.6 YHR: 17.8 (2019/20 full year) 10.3 Q1 2020/21 17.2 Q1 2019/20	Ranked green in Q4 as the projected year-end figure shows an increase year on year, but remains lower than both comparative averages and local 2019/20 performance. See covid-related comment below.		
2.1	2A(1) - aged 65+ admissions to residential and nursing care homes, per 100,000 population (year-end projection)	636.7 Q1 2021/22		Nat: 584.0 YHR: 654.8 (2019/20 full year) 435.0 Q1 2020/21 547.0 Q1 2019/20	Ranked amber in Q1 as the projected year-end figure shows a significant increase year on year but remains below the recent regional benchmarking figure. Performance in 2020/21 was impacted significantly by the covid outbreak. Q1 has seen the first increase in the number of people in permanent placements since the pandemic started. Care market conditions remain fragile and meaningful trends are yet to emerge		
2.2	Referrals to Adult Social Care (ASC) as % of ASC contacts	23.3% Q1 2021/22		20.1% Q1 2020/21 23.8% Q1 2019/20	Ranked green as current performance shows an increase year on year, but remains lower than local 2019/20 performance and significantly better than the baseline position. 2015/16 baseline = 29.0%		
2.3	% of referrals resulting in no further action (incl: NFA, case closed, no service required, support declined)	n/a Q1 2021/22		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
2.4	% of assessments resulting in no service provision	n/a Q1 2021/22		n/a	See above	n/a	n/a
2.5	% of reablement clients not receiving a subsequent package of social care support within 91 days	73.8% Q4 2020/21		n/a 82.5% Q4 2019/20	Performance data for 2021/22 becomes available during Q2. Ranked red as performance remained well below 2019/20 levels throughout the year. In-year performance showed a small improvement between quarters. Reduced reablement activity, the impact of covid on service accessibility and increased use of reablement teams to cover domiciliary care package that cannot be picked up by external providers have affected the impact of reablement services during 2021/22.		
2.6	Reablement packages delivered in the period as % of all weekly services delivered in the period	5.8% Q1 2021/22		n/a 6.6% Q4 2020/21	Ranked red as Q1 activity shows a further reduction and 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.		
2.7	Clients receiving long term support for 12+ months who have received an annual review the last 12 months.	n/a		n/a	New indicator for 2021/22 focusing on annual reviews for people who have been in receipt of long-term support for 12 months or longer. Dashboard data set in development.	n/a	n/a
2.8	Over 65s with an open weekly social care service as a % of the population aged over-65	2.9% Q1 2021/22		n/a 2.8% Q1 2020/21	Ranked green as Q1 performance remains in line with the level over the last 2 years and well below the 2015/16 baseline (3.4%). The data shows a small increase between years. 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
2.9	Average weekly cost of residential and nursing beds for older people	£796 Q1 2021/22		Nat: £679 YHR: £654 (2019/20 full year) £749 Q1 2020/21	Ranked red as the average cost is well above all most recent comparators and continues to increase between quarters. The main body of the report includes an update on key progress points in expanding the Extra Care programme, which is a key part of our market development work.		
2.10	Rate of safeguarding concerns per 100,000 population	181.1 Q1 2020/21		Nat: 1,074 (2019/20) 159.8 Q1 2020/21	Ranked green as the new safeguarding processes continue to deliver significant reductions in safeguarding concerns when compared against the previous arrangements. Performance in Q1 was virtually the same as for Q4 (180.8) As a cumulative measure, the headline figure increases each quarter.		
2.11	% of safeguarding enquiries progressing to Informal/ formal discussions	23.8% Q1 2021/22		Nat: 39% (2018/19) 20.4% Q1 2020/21	Ranked amber as performance in Q1 has been affected by covid, with small surges in activity after each period of lockdown. Previously, performance each quarter had been very consistent around 20% since the new processes were introduced.		
2.12	% of completed DoLS applications granted	51% Q1 2020/21		Nat: 49% (2019/20) 57% Q1 2020/21	Ranked green as performance remains broadly in line with previous quarters and the national comparator average, and remains better than last year's position for the same period. 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		
2.13	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	
2.14	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	
2.15	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	
2.16	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	
2.17	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	
2.18	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	
2.19	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
2.20	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	
2.21	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	
2.22	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	
2.23	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	
2.24	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	
2.25	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
2.26	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	
2.27	Life expectancy at birth (male / female)	Male: 80.7 Female: 84.2	1 st (best) quintile	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: 
2.28	Slope index of inequality in Life Expectancy at birth (male / female)	Male: 6.4 Female: 4.8		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: 
2.29	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: 
2.30	Flu vaccination coverage 65+	73.6%		England = 72.6% CIPFA: 71.4% to 76.7%	Benchmarked against goal: <75% >=75% Government policy is to recommend immunisation for people aged 65 years and over and those under 65 years in at risk groups. The ambition is to achieve 75% uptake in those aged 65 years and over, which North Yorkshire didn't meet. It is 9 th among 16 similar areas.	n/a	

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
3.0	Smoking at the time of delivery	<u>2019/20</u> 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.		
3.1	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.		
3.2	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.		
3.3	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.		
3.4	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).		
3.5	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.		
3.6	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.		
3.7	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 corona virus EYFSP information is not available for 2020.		
3.8	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 corona virus KS1 information is not available for 2020.		
3.9	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 corona virus KS2 information is not available for 2020		
3.10	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 corona virus progress 8 information is not available for 2020		

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
3.11	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.		
3.12	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%	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	
				<u>2019/20 (Autumn-Term)</u> Primary: 11.2% Secondary: 15.0%		S	
3.13	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%) <u>2021/22</u> Q1 175 (1.5%)		National NEET 3% (May 2021) Y&H NEET 3.3% (May 2021) National Situation Not Known 2% (May 2021) Y&H Situation Not Known 2.5% (May 2021) NYCC Situation Not Known 3.4% (May 2021) <u>2020/21</u> Q1 121 (1.1%) Q2 127 (1.1%) Q3 125 (1.1%) Q4 174 (1.5%) <u>2021/22</u> Q1 175 (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, but has increased by 1 person in North Yorkshire since the last quarter. The percentage of 16-17 year olds with unknown education, training or employment status has now decreased; however, it is still 1.4% higher than the National and 0.9% above the Regional figure. Although the NEET figure is higher than in the same period in 2020 (by 0.4%) the percentage of Unknown young people has improved by 2.5% compared to 2020 when the Unknown figure was 5.9%. This would indicate that some of the "situations" of the Unknown clients that have been followed up have been NEET and they can now be offered any support they need.	=	
3.14	The number of open early help cases (Prevention)	<u>2021/22</u> Q1 2,242		<u>2020/21</u> Q1 2,434 Q2 2,123 Q3 2,292 Q4 2,194	. The number of ongoing Early Help cases has increased by 2.2% (n=48) between Quarter 4 2020/21 and Quarter 1 2021/22 from 2,194 to 2,242. The number of cases remain below the levels seen prior to the pandemic, with a reduction of 12.5% between the end of March 2020 and the end of June 2021	=	=
3.15	The total number of children subject to a child protection plan (rate per 10,000)	<u>2021/22</u> Q1 31.8 (373)		<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) <u>2020/21</u> Q1 26.8 (315) Q2 30.8 (362) Q3 27.6 (325) Q4 29.2 (343)	Following 6 quarters of relative stability in the rate of child protection plans (in which the rate has remained in the range of 27 to 30 per 10,000), Q1 2021/22 saw the rate rise to 31.8 per 10,000 population. This is the highest rate recorded since Q2 2019/20 (32.6 per 10,000) but remains well below the peak of 46 per 10,000 reported in Q1 2018/19		=

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Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.16	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>2021/22</u> <u>Q1 1,232</u>		<u>2018/19</u> <u>Q1 1,027</u> <u>Q2 1,101</u> <u>Q3 1,207</u> <u>Q4 1,054</u> <u>2019/20</u> <u>Q1 1,069</u> <u>Q2 1,094</u> <u>Q3 1,118</u> <u>Q4 1,118</u> <u>2020/21</u> <u>Q1 960</u> <u>Q2 975</u> <u>Q3 1,226</u> <u>Q4 1,208</u>	The number of Children in Need has remained relatively stable this quarter at 1,232 (24 more than at the end of Q4). However, it remains 28% higher (+272) than at the end of Q1 last year, and 15% higher (+163) in Q1 2019/20		
3.17	The total number of looked after children	<u>2021/22</u> Q1 410		<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 Q4 433	The number of children in care has fallen for the third successive quarter to 410 at the end of the quarter. This is lower than at the end of any previous quarter in the last 4 years.		
3.18	The percentage of referrals to children's social care that are repeat referrals	<u>2021/22</u> Q1 15.7%		<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% Q4 15.0% Full Year – 15.7%	The strong performance seen in the 2 years has continued into this quarter, with a re-referral rate of 15.7% recorded. The re-referral rate in North Yorkshire remains significantly lower than the national rate (22.6%) or the statistical neighbour average (20.3%)		
3.19	The percentage of pupils who attend a good or outstanding school	<u>End June 2021</u> Primary 80.5%	Primary	<u>End June 2021</u> Primary 88.2%	No change – School inspections paused due to Covid. At the end of Q1 the percentage of pupils attending a good or outstanding schools is below national at primary and secondary schools		



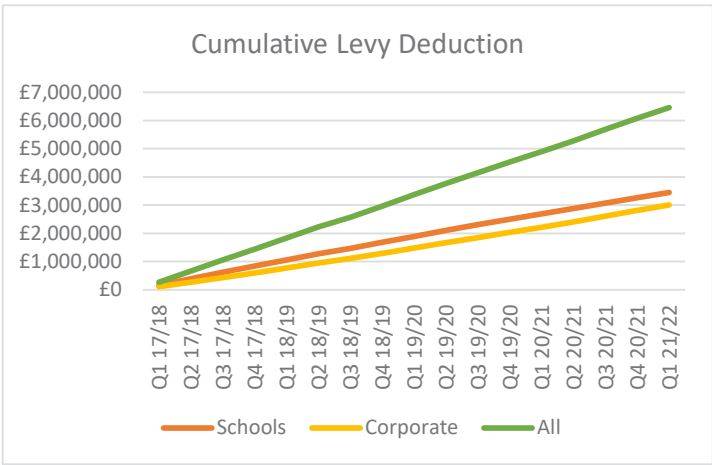
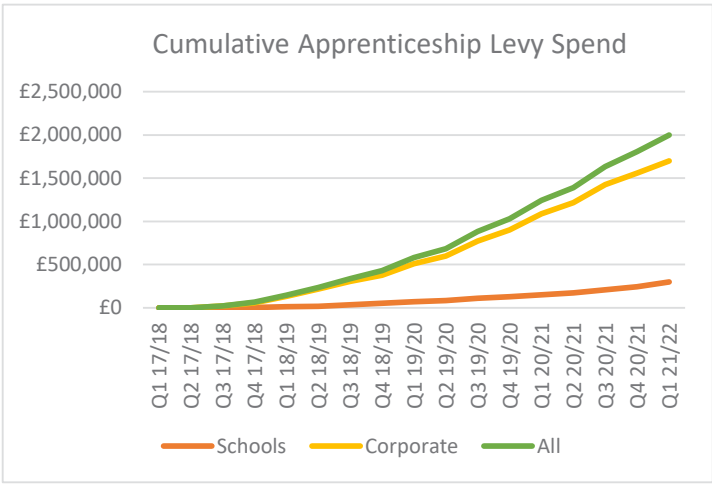
Best start to life - Primary indicators table						<div>CBA</div>	
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
		Secondary 77.9%	Secondary	Secondary 79.6%			
3.20	The percentage of Education Health and Care Plans (EHCP) issued in 20 weeks	<u>2019/20</u> Q2 86.9% Q3 87.1% Q4 60.5% Q1 34.6% <u>2020/21</u> Q2 10.6% Q3 12.7% Q4 11.9% Q1 21.6%		<u>National</u> 58.7% (2019 Calendar Year)	<p>With the introduction of the first lockdown across the country from 23rd 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 to 4. There has been a slight increase in timeliness in the past quarter, up to 21.6 % from 11.9% in the previous quarter.</p> <p>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. 87% in Q2 and Q3 of 2019/20.</p>		
3.21	The number of children receiving SEN support	<u>Jan 2021</u> Primary: 12.32% of school population Secondary: 10.4% of school population <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	<p>The percentage of the school population receiving SEN support continues to increase and the gap to national rate is reducing.</p> <p>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.</p> <p>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.</p>		
3.22	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%	<p>The actual percentage of FSM pupils achieving a good level of improvement has improved but is significantly worse compared with England.</p> <p>Due to corona virus EYFSP information is not available for 2020.</p>		
3.23	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.		

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Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
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3.24	The percentage of care leavers aged 19, 20 and 21 that are in education, employment or training	<u>2021/22</u> Q1 63.3%		<u>2018/19</u> Q1 63.9% Q2 66.5% Q3 71.5% Q4 68.3% <u>2019/20</u> Q1 72.0% Q2 71% Q3 66% Q4 63.4% <u>2020/21</u> Q1 55.5% Q2 57.6% Q3 61.6% Q4 65.4%	The percentage of care leavers in EET remains lower than the pre-pandemic peak of 72% in 2019/20. However, we've seen the innovative approaches used by the service pay dividends, with improvement in performance from the low of 55.5% in Q1 2020/21 despite the challenges faced by young people in the labour market	=	
3.25	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 2.1% of school population Secondary 2.0% 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 and a gap to the January 2020 national rate.		
3.26	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%		
3.27	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>C B A</div>	
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3.28	Exclusion rate as % of school population (fixed-term/permanent)	Children Fixed-term excluded at least once: 2020/21 to end Q4 295 pupils excluded for a fixed period 2021/22 to end Q1 762 pupils excluded for a fixed period Permanent Exclusions: 2020/21 to end Q4 0 permanent exclusions 2021/22 to end Q1 0 permanent exclusions		National <u>2017/18</u> academic year: Fixed-term child: 2.33% Permanent: 0.1% <u>2018/19</u> Fixed-term child: 2.44% Permanent: 0.1% North Yorkshire <u>2017/18</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 June (Q1 2021/22), 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 more pupils excluded in Q1 of 2021/22 when compared to the Q4 period of 2020/21, however, given that fewer pupils had been attending school at the beginning of the year, during the Covid-19 outbreak, this is to be expected.	n/a	
3.29	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.		
3.30	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</u> 4.6% <u>2019/20</u> 4.7%		<u>2016/17</u> 3.4% <u>2017/18</u> 4.0% <u>2018/19</u> 4.6% <u>2019/20</u> 4.4%	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).		
3.31	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.		
3.32	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 (%)	
3.33	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.	-	

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Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
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3.34	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.	-	
3.35	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.		
3.36	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.		
3.37	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.		
3.38	% 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).		
3.39	% of Care Leavers (aged 19, 20 or 21) in suitable accommodation	<u>2021/22</u> Q1 96.8%		<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% <u>2020/21</u> Q1 94.2% Q2 95.8% Q3 96.1% Q4 95.7%	We continue to perform strongly compared to the latest national average (84%) and the latest statistical neighbour average (83.5%). Quarter 1 has seen this strong performance carry into 2021/22, with the number of Care Leavers remaining rising to 96.8%		
3.40	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 Q1 2021/22</u> 84.4% <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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Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
3.41	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 Q1 2021/22</u> 81.5% <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.	=	
3.42	% 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>2021/22</u> 98%		<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.		=

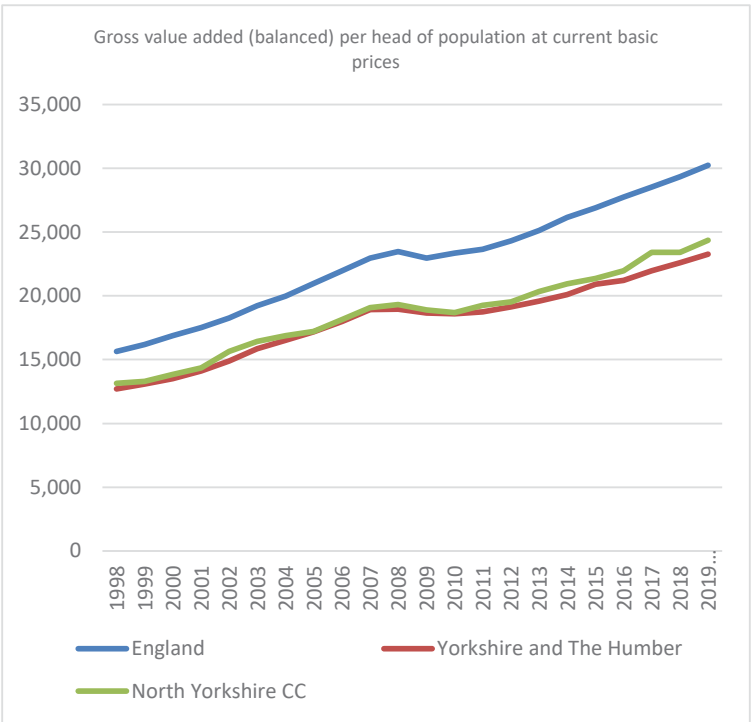

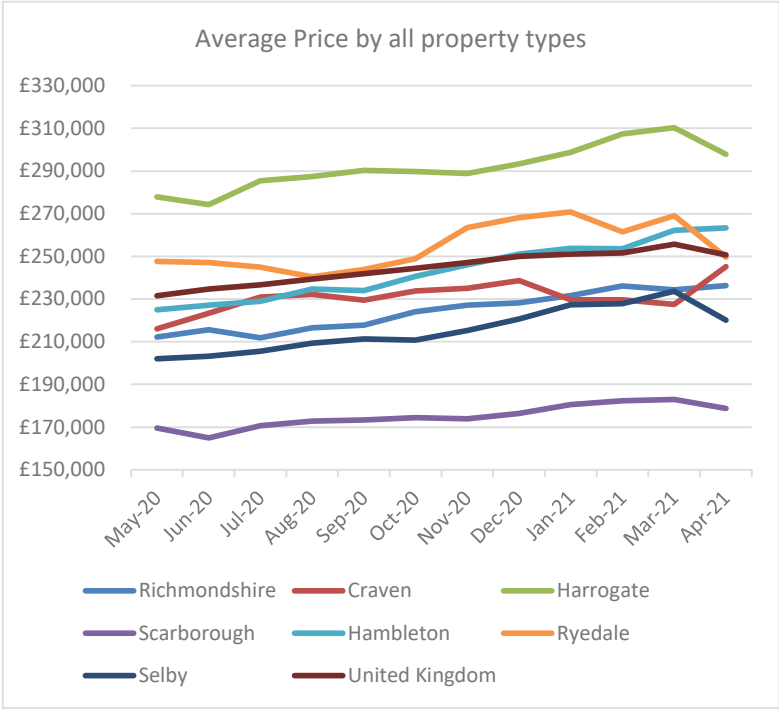

Innovative and Forward Thinking Council - Primary indicators table							
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:	
						Quarter	Year
4.0	Percentage of customer service requests received online	Q4 2020/21 40.8% (13,779 out of 33,799 requests)		Target of 70% by 2020	<div><div>Digital service requests</div></div>		
4.1	Staff absence (sickness) rate	Q1 1.72 days lost per FTE (NYCC only – excluding schools). Q1 1.65 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	<p>Excluding schools, the Q1 figure is up on Q4 20/21 (1.68), and up from Q1 20/21 (1.42).</p> <p>The Q1 full workforce figure is down slightly on last quarter (1.66) but up from Q1 20/21 (1.13).</p> <p>Sickness absence was very low in 20/21, due to various impacts from Covid. The increase in Q1 is still within the normal range, of Q1 for previous years. It is too early to consider trends and project outturn.</p>		
4.2	Staff turnover rates	Q1 Leavers – NYCC staff only (excluding schools) 244 (3.38%).		13% annually all English authorities LGA workforce survey	<p>This has increased on both Q4 20/21 (174, 2.39%) and on Q1 20/21 (135, 1.88%). Involuntary leavers are up to 24 from 11 in Q4 20/21.</p> <p>Staff turnover in 20/21 was significantly lower than in a typical year. The increase in Q1 21/22 is closer to a normal year expected turnover.</p>		
4.3	Spend on agency staff	Q1 - £200,218 (full workforce) Q1 - (excluding IR35) £45,449		Average annual spend pre-IR35 across comparable authorities was £3m.	<p>Total spend has decreased this quarter, on Q4 20/21 (£365,385) but increased on Q1 20/21 (£46,595).</p> <p>Spend excluding IR35 decreased this quarter to £45,449 compared to Q4 20/21 (£219,474).</p> <p>IR35 figure continues to be substantially high due to Mental Health Assessors and Best Interest Assessors and equates to 94% of the total IR35 agency spend.</p>		
4.4	Spend against apprenticeship levy	Q1 2021/22 Levy Deduction Core council – £201,114 Community & VC Schools – £182,129 Total - £383,243 Levy Deduction April 17- Jun 21 Core Council – £3,009,239 Community & VC Schools - £3,450,047 Total - £6,459,286		<p>Nationally since May 2015 there have been 2,373,100 apprenticeship starts and since May 2010 this total stands at 4,750,700</p> <p>Higher apprenticeships accounted for nearly a third of starts (31.7% or 51,400 starts)</p> <p>Intermediate apprenticeships accounted for a quarter of starts (25.6% or 41,500 starts)</p> <p>Starts supported by Apprenticeship Service Account (ASA) levy funds accounted for 57.4% (92,900).</p> <p>Apprenticeship standards made up 98.3% of starts (159,100)</p> <p>(Information taken from the DfE Apprenticeship and Traineeships, England: January 2021.)</p>	<div><div>Cumulative Levy Deduction</div></div>		
4.5		Q1 2021/22 Levy Spend Core Council – £139,775 Community & VC Schools - £53,189 Total - £192,964 Levy Spend April 17 – Jun 21 Core Council – £1,699,094 Community & VC Schools - £299,270 Total - £1,998,364			<div><div>Cumulative Apprenticeship Levy Spend</div></div>		

Innovative and Forward Thinking Council - Primary indicators table																																					
Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:																															
						Quarter	Year																														
4.6		Q1 2021/22 Transferred Levy Funds Total - £83,418 Transferred Levy Funds Dec 19 – Jun 21 Total - £299,325			<div>Transferred Levy Funds</div> <table><caption>Transferred Levy Funds Data</caption><tr><th>Quarter</th><th>Total</th><th>Quarterley 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>£25,000</td><td>£25,000</td></tr><tr><td>Q1 20/21</td><td>£50,000</td><td>£25,000</td></tr><tr><td>Q2 20/21</td><td>£75,000</td><td>£25,000</td></tr><tr><td>Q3 20/21</td><td>£125,000</td><td>£50,000</td></tr><tr><td>Q4 20/21</td><td>£200,000</td><td>£90,000</td></tr><tr><td>Q1 21/22</td><td>£300,000</td><td>£83,418</td></tr></table>	Quarter	Total	Quarterley Total	Q1 19/20	£0	£0	Q2 19/20	£0	£0	Q3 19/20	£0	£0	Q4 19/20	£25,000	£25,000	Q1 20/21	£50,000	£25,000	Q2 20/21	£75,000	£25,000	Q3 20/21	£125,000	£50,000	Q4 20/21	£200,000	£90,000	Q1 21/22	£300,000	£83,418		
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4.7		Age range of Apprenticeship starts since April 2017		Under 19s accounted for 23.9% of starts (38,800)	<div>Age Range of Apprenticeship starts since April 2017</div> <table><caption>Age Range of Apprenticeship starts since April 2017 Data</caption><tr><th>Age Range</th><th>Schools</th><th>Corporate</th></tr><tr><td>20 and under</td><td>25</td><td>55</td></tr><tr><td>21-30</td><td>30</td><td>130</td></tr><tr><td>31-40</td><td>35</td><td>90</td></tr><tr><td>41-50</td><td>28</td><td>82</td></tr><tr><td>51-60</td><td>8</td><td>45</td></tr><tr><td>61 and over</td><td>0</td><td>8</td></tr></table>	Age Range	Schools	Corporate	20 and under	25	55	21-30	30	130	31-40	35	90	41-50	28	82	51-60	8	45	61 and over	0	8											
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Growth - Primary indicators table																							
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5.0	<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>	265,000 ('15) 270,000 ('16) 270,000 ('17) 265,000 ('18) 266,000 ('19)	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>Q1 No update available from NOMIS</div> <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	
	2012	2017	2018																				
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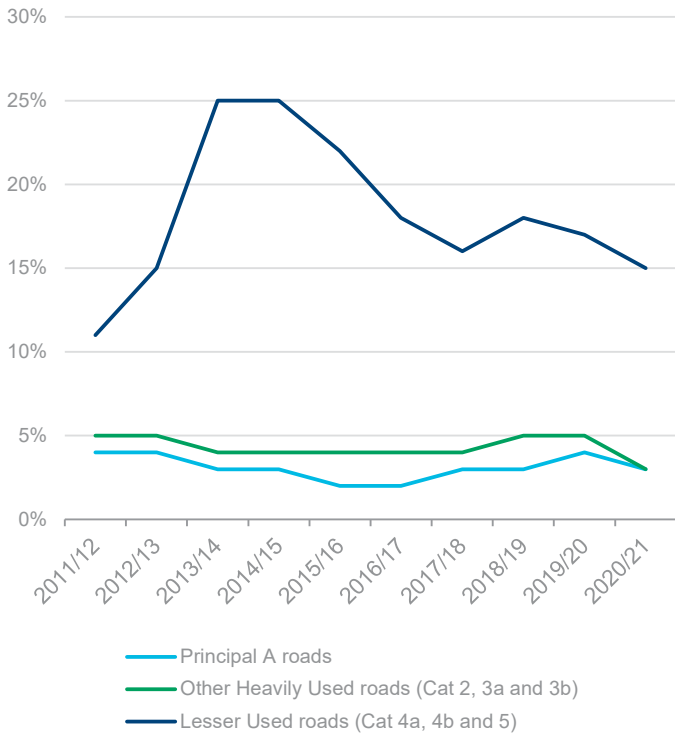
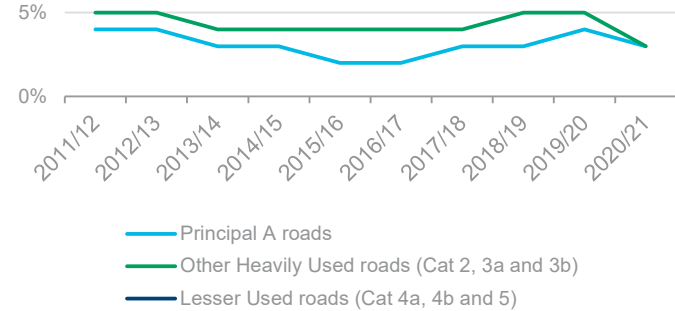
Growth - Primary indicators table


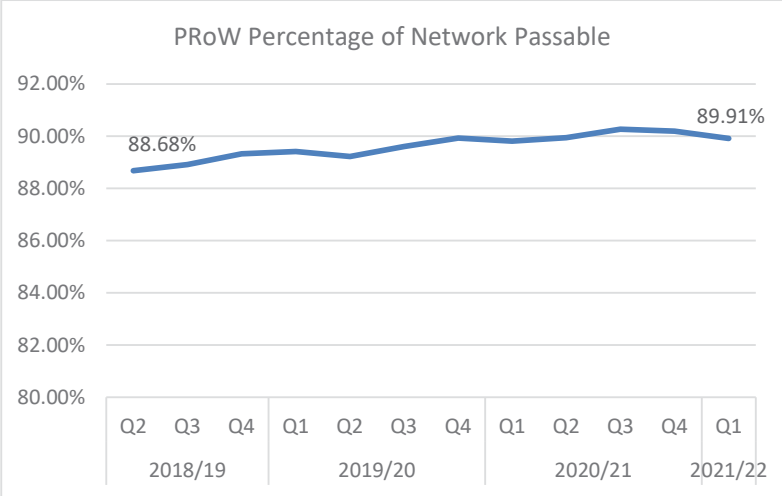







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5.1	Gross Value Added per head of population. Source: ONS Regional GVA dataset (tables 2,3)	£20,930 (2014) £21,352 (2015) £21,958 (2016) £23,403 (2017) £23,404 (2018) £24,361 (2019 Provisional)	County wide economic indicators	NY in top quartile for Y&H unitary councils and counties Y&H £22,559 in 2018 (provisional) England £29,356 in 2018 (provisional) UK £28,729 in 2018 (provisional)	Updated in Q1 	n/a																																																																																					
5.2	Housing affordability: Ratio of median house price to median gross annual (where available) residence-based earnings Source: ONS ratio of median house price median gross residents-based earnings. Table 1c, 3c, 5c	2015 7.20 2016 7.32 2017 7.71 2018 7.63 2019 7.22 2020 7.54	County wide economic indicators	See table left As of April 2021, the average house price in the UK is £250,772. This is down from a peak of £256,000 in March 2021. The average house price in North Yorkshire at April 2021 is £241,603.	Updated in Q4 <table border="1" data-bbox="921 1276 1627 1932"><thead><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></thead><tbody><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></tbody></table> <p>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'</p> 		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	
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Growth - Primary indicators table

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5.3	Number of housing completions. Source: DCLG Table 253, ONS Table 406	910 (13/14)	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	Updated in Q1 Dwellings Completed <table><tr><th></th><th>2016/17</th><th>2017/18</th><th>2018/19</th><th>2019/20</th><th>2020/21</th></tr><tr><td>North Yorkshire</td><td>2,040</td><td>2,370</td><td>2,240</td><td>2,740</td><td>2,580</td></tr><tr><td>Craven</td><td>90</td><td>30</td><td>140</td><td>230</td><td>240</td></tr><tr><td>Hambleton</td><td>410</td><td>330</td><td>380</td><td>500</td><td>470</td></tr><tr><td>Harrogate</td><td>180</td><td>370</td><td>480</td><td>770</td><td>830</td></tr><tr><td>Richmondshire</td><td>150</td><td>250</td><td>140</td><td>20</td><td>20</td></tr><tr><td>Ryedale</td><td>160</td><td>160</td><td>190</td><td>280</td><td>270</td></tr><tr><td>Scarborough</td><td>330</td><td>450</td><td>270</td><td>290</td><td>300</td></tr><tr><td>Selby</td><td>720</td><td>780</td><td>640</td><td>650</td><td>460</td></tr></table>		2016/17	2017/18	2018/19	2019/20	2020/21	North Yorkshire	2,040	2,370	2,240	2,740	2,580	Craven	90	30	140	230	240	Hambleton	410	330	380	500	470	Harrogate	180	370	480	770	830	Richmondshire	150	250	140	20	20	Ryedale	160	160	190	280	270	Scarborough	330	450	270	290	300	Selby	720	780	640	650	460	n/a	
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5.4	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.	Deprivation data has not been updated since 2019 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																																																																												
5.5	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	Updated in Q4 22 out of 22 questions attained level 3 in 2020/21 funding self-assessment ensuring 100% of the funding available.																																																																													
5.6	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 8th out of the 29 similar county council and large unitary authorities.	Updated in Q4 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 15th out of 31 in 2019 to 8th out of 29 in 2020.																																																																													
5.7	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)	Updated in Q4																																																																													

Growth - Primary indicators table							
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5.8	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)	<div></div>	Local indicator – not directly comparable. However for B&C class roads in 2017/18 (RDC0120), England at 6%.	<div>Carriageway condition - percentage of roads where maintenance should be considered</div> 		<div></div>
5.9	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) 15% (2020 survey)		Local indicator and not directly comparable. However, for unclassified roads in 2018/19 (RDC0130), the overall figure for England is 16%.			<div></div>
5.10	KSI – number of people killed and seriously injured on roads (NY only, calendar years)	448 (2012-2016 avg) 431 (2014) 429 (2015) 431 (2016) 412 (2017) 361 (2018) 335 (2019) 247 (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.	Updated in Q4 Nationally there are no targets for Road Safety; therefore the 95 Alive partnerships monitors against a 5 year baseline average. The 2020 figures are much improved on 2019, with a 26% reduction.		<div></div>
5.11	Trading Standards: % of high risk inspections undertaken	6.4% Q1 21/22 12% Q3 20/21 9% (20/21 Q2) 19/20 78% 18/19 99% 17/18 96% 16/17 84%	<div></div>	Local measure – no comparative data available	The high risk inspection profile is as follows: Q1 - 15% Q2 - 35% Q3 - 70% Q4 - 100% This is below the target figure for Q1 of 15% but is but it is only within this first quarter that we have been able to reintroduce high risk visits which were significantly curtailed in 20/21 due to Covid restrictions.	<div></div>	<div></div>
5.12	County matter' planning applications determined within 13/16 week timescales or within agreed extension of time (EoT). 2-year rolling measure	Q1 90% Q4 89.5% Q3 100% Q2 93% Q1 89.7%	<div></div>	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. Special measures threshold is 60% This indicator relates to a requirement under section 62A of the Town & Country Planning Act 1990 that LPAs making 60% or fewer of decisions on time, are at risk of being designated by Central Government as being subject to “Special Measures” in order to improve their performance. Our figure means that we are currently not at risk.	<div></div>	<div></div>

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Primary Indicators:		Latest data / figure	RAG status	Benchmarking data	Comments	Improvement since last:																								
						Quarter	Year																							
5.13	PRoW Network condition: % of network passable	2021/22 Q1 89.91% 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.	<p>Suggestion that a different approach to obstruction cases has started to increase the proportion of the network deemed usable (not blocked).</p> <div><p>PRoW Percentage of Network Passable</p><table><tr><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th><th>Q2</th><th>Q3</th><th>Q4</th><th>Q1</th></tr><tr><td colspan="3">2018/19</td><td colspan="3">2019/20</td><td colspan="3">2020/21</td><td colspan="2">2021/22</td></tr></table><p>This is a minor reduction compared to the previous quarter. In recent years, there seems to be peaks in Q1, which may be due to increased activity on the network and thus increases in reports of defects, there is also a time lag between what is reported and when issues are resolved.</p><p>There is still a general positive trend since a peak in Q1 2018 (89.14%) but as noted this isn't significant and the % of PROW network passable remains relatively stable. That said, in the context of managing the network during Covid19 restrictions i.e. the team are targeting effort on responding to emergency / high priority issues during lockdowns, the fact the network passable remaining stable is a strong result.</p></div>	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	2018/19			2019/20			2020/21			2021/22			
Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1																			
2018/19			2019/20			2020/21			2021/22																					
5.14	The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13	<u>2019/20</u> 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) <u>2018/19</u> Q1 145 (1.3%) Q2 74 (0.7%) Q3 101 (0.9%) Q4 105 (0.9%)	<p>Updated in Q2</p> <p>The percentage of young people who are not in education, employment or training (NEET) in academic year 12 and year 13 in North Yorkshire is still below the national and regional figures 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%.</p>																									
5.15	Number of employers signed up to healthy workplace initiatives.	38 employers		Internal dataset, no comparators available.	The number had been 38 but there has been little progress due to the Coronavirus pandemic. Businesses are now being contacted to see if they wish to continue so the number of organisations signed up will be confirmed at the end of Q2.																									
5.16	% waste arising to landfill (former NI193)	0.3% (Q4 20/21) 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. 2015/16 40% 2016/17 39.7% 2017/18 24.0% 2018/19 8.8% 2019/20 8.7% 2020/21 9.4%	<p>Reported one quarter in arrears:</p> <p>The % for quarter 4 is 0.3%. Performance in quarter 4 improved as there was no planned maintenance or requirement for contingency. This means that the overall performance for the year was 9.4%.</p>	