

# Executive Performance Report

**Quarter 3 2024-25**

Report produced by Strategy and Performance



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## Executive summary

### Introduction

Welcome to the Quarter 3 Performance Report for the period 1<sup>st</sup> October 2024 to 31<sup>st</sup> December 2024. The report layout is as follows:

*Executive summary*

*Main body covering the Council Plan Themes*

*Appendix of KPI's*

### Data Collection

The Quarter 3 Performance Report aligns itself to the Council Plan themes. The aim of this is to give a clearer read across to the council plan objectives. Other changes include a sharper more concise format and not reporting on all KPI's and areas each quarter, especially if they are just annual updates or maintaining performance. All KPI are listed in the Appendix.

### Appendix of Key Performance Indicators (KPI)

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

## Organisation

### Going Well

#### Customer Service

The percentage of telephone calls answered in 4 minutes has seen an improvement in performance for all three months compared to Q3 in 2023/24. In Q3 the overall average call answering time was 1 minute 12 seconds.

#### Benefits Processing

The time to process Council Tax Reduction new claims was 18.53 days and 2.69 days for changes of circumstances, both an improvement compared to the previous quarter.

#### Agency Spend

Agency spend for Environment has reduced to nil in Q3 24/25 from £112,685 in Q2 24/25. This is due to an Environmental Health Officer (EHO) assignment in the Ryedale area ending due to successful direct recruitment.

### Things to be addressed

No major areas of concern to be addressed.

## Place & Environment

### Going Well

#### Missed Bins

In Q3 there was a significant reduction in the number of missed bins in Harrogate locality, due to the implementation of several service improvements. In Q3 there were 255 missed bins compared to 1096 in Q2.

#### 2024 National Highways Transport (NHT) Public Satisfaction Survey Report

The NHT survey report for 2024 was issued in December 2024 and early indications from the top level report show some areas of good performance, of particular note are 'Ease of access (disabilities)' where NYC scored 70% which is 12% above the NYC trend and 8% above the average for England which is 62%. Communications for 'How easy to get in touch to report a problem' scored 54% which is 3% above the NYC trend and 3% higher than the England average of 51%. A deep dive and further information from the findings will be provided in Q4.

## Development Management

Performance of processing applications within target time remains well ahead of statutory targets and in the case of 'County Matters' achieved 100% completion in time over the quarter. The service is now heavily engaged with the transition to a single operating system which will further improve efficiencies and support better use of resources across the County. This new iteration of IDOX Uniform is expected to go live in May with a transition period running to October.

### Things to address

#### Data and new IT Technology

The introduction of Symology Aurora to the Highways Team from Q1 is fully implemented, however while officers adapt to the new system there are also complexities around extracting 'like for like' data from the new system compared to the old system and as this is being done in real time, testing the extracted data is difficult. There are still many unknown discrepancies with the performance data and until there is more confidence with what is being extracted it would be unfair and potentially misleading to issue statistics showing differences in performance that might not be down to the performance of the service, the result of this is that there are still many areas that are not available this quarter. The systems and applications team continue to interrogate the new data, and it is hoped that by Q1 2025-26 the issues should be resolved.

#### Incomplete Data Sets

Due to ongoing difficulties with multiple legacy information systems, there is no missed bin collection information for Scarborough this quarter, and no data for Harrogate and Scarborough for fly tipping. Plans to resolve this are ongoing and discussed in more detail in the main body of the report and it is anticipated that these issues will be resolved for Q4.

#### Waste to Landfill

The percentage of waste arising to landfill in Q2 was 3.3% compared to 7.8% in Q1 (when a planned shutdown took place). However, this is higher than the Q2 23/24 figure of 1.4%. Contingency arrangements were required in September due to issues with both the Mechanical Treatment plan (MT) and Energy from Waste (EfW).

## Economy

### Going Well

#### Reporting key Economic Development metrics

The Economic Development Service is now better placed to report on key metrics linked to growth, business births and deaths and footfall across principal locations following the adoption of software packages Bank Search, Beauhurst and Green Street. These packages will allow for a consolidated view of performance across the County whilst also allowing for specific analysis on trends, sector analysis and a much better understanding of the behaviour of towns in order to support economic growth.

#### Cultural service customer satisfaction

Satisfaction with the cultural offering remains high (albeit slightly behind the Q2 return); however the 93.38% satisfaction level for customers rating their experience as 'very good' or 'excellent' should be recognised; in addition given the time of year the leap in attendees in regard to outreach, virtual and engagement activities (up to 2,620 participants from 1,974) should also be recognised as a success over what is typically one of the more challenging periods for the service.

#### Economic impact of Scarborough Open Air Theatre

The economic impact of the 2024 Open Air Theatre season has also been undertaken using Ticketmaster sales postcode data and a standard tourist spend methodology. The assessment concluded that the theatre contributed an additional £8.5m to the local economy, in particular benefitting the hotel and hospitality trades.

## Things to be addressed

### Reduction in number of library visits

Performance of the library service suggests a decline in visits and number of issues. This is very much a seasonal trend and reflective of established trends whereby darker nights and colder days impact on the number of people visiting the venues; consequently, despite the slight reduction there are no major concerns attached to this quarters return.

### Cultural Service

Much like attendance at libraries the performance of the culture service also takes a dip in Q3. This has been compounded by the inability to open the Royal Pump Room Museum in Harrogate due to a faulty boiler. The venue has remained closed for much of Q3 and consequently this has had a significant impact on visitor numbers.

## Health and Wellbeing

### Going Well

#### Adult Weight Management

The service continues to see outcomes above modelled targets for the numbers of clients achieving and sustaining weight loss and the service is currently on track to see the highest performance in the 7 years of the service in terms of sustained weight loss at 24 weeks.

#### NHS Health Checks

In comparison to Q3 in previous years, the percentage of people that received an NHS Health Check of those invited was 88.6%, far higher than previous quarter 3's and the first 2 quarters of this year. This can largely be explained by certain providers who have exceeded their invitation payment cap and were tasked with improving uptake of those they have already invited. The total number of people receiving a health check as well as the number identified with a cardiovascular disease risk was higher than in Q3 of last year, an increase of 8% and 2% respectively.

#### Sustained reduction in short-term care home use

The total number of people supported in short-term bed-based placements during the quarter saw a continued reduction in Q3, down from 377 in Q2 to 350 in Q3. Progress remains ahead of the directorate's financial recovery plan improvement target trajectory, despite the rate of reduction having slowed during the early part of Q3 in response to winter pressures.

#### Annual review completions

The completion of annual reviews has maintained the step-change in performance improvement started at the end of 2023, showing a further increase to 67.3% at the end of Q3, compared with 66.2% at the end of Q2 and against the stretch target set for 2024/25 of 70%. Two of the five adult social care operational localities continued to perform above 70% at the end of Q3.

National data for 2023/24 was published in December, ranking North Yorkshire's performance (71%) 36/153 local authorities, putting it in the top quartile nationally. Local performance was well above the published England (59%) and regional (57%) averages.

#### Active North Yorkshire

The ongoing transition of leisure services into the Active North Yorkshire service remains ongoing. Existing transfers of Selby and Harrogate have been successful and updates on future transfers will continue to be provided through the Quarterly Performance Report.

## Things to be addressed

### National Child Measurement Programme

Data for our youngest children are the greatest concern, showing an almost 2% absolute rise in obesity rates (very overweight) in the 4-5 year-olds in one year. North Yorkshire rates of excess weight and very overweight are now both above the national average. It is important to continue work to improve rates of active travel as well as healthy eating in schools.

### **Stop Smoking Services**

The service hopes to see increased numbers of service users quitting at 4 weeks following the national government's Smokefree 2030 ambition. This increase has yet to be seen in 4 week quit data, however, the service has seen record numbers of referrals in Q3 as a result of opening new clinics and so there is reason to be optimistic that the service will see higher numbers of quits in future quarters.

### **Prevention service pressures**

Referrals to Living Well totalled 705 during Q3, a 25% reduction (234 referrals) year on year. Completed involvements for the year April-December were down 21%, reducing from 2,850 in 2023/24 to 2,254. Whilst this is a significant reduction in the service's established preventative work, Living Well has broadened its activity base to contribute to a wider range of important work across the council, including support for the Homes for Ukrainians scheme. More recently, the service has started completing assessments for unpaid carers (70-75 in both Q2 and Q3), which is an important part of the directorate's wider preventative offer.

### **Increasing cost of care home placements**

The average cost of a care home placement for someone aged 65+ increased to £1,107 per week at the end of Q3, up by £58 per week compared with 2023/24 (+5%). Whilst the average weekly cost is up, the admission rate for people aged 65+ to permanent care home placements was down from 756 per 100,000 of population in Q2 to 675 at the end of Q3. The number of people in a permanent placement also decreased between quarters, down slightly from 2,699 in Q2 to 2,676 in Q3.

## **People**

### **Going Well**

#### **Contacts at the Front Door and Referrals to Children's Social Care (CSC)**

Over the last 6 months we have seen the seasonally adjusted rate of increase in contacts received at the front door slow to 2.4% (n=361) from 12.2% (n=1,653) in the same period last year.

We have also seen a seasonally adjusted reduction in the number of referrals received by CSC over the last 6 months, with 2,757 recorded. This is 6.4% fewer referrals (n=190) than in the same period in 2023/24. Whilst this reduction is welcomed, demand remains high and it should be noted referrals between July and December remain 13.7% higher (n=333) than in the same period in 2022/23.

#### **Number of Looked After Unaccompanied Asylum-Seeking Children**

The number of Unaccompanied Asylum Seeking Children (UASC) in our care fell by 4 to 49 at the end of the quarter. It's worth noting that this is under half of the maximum number of UASC we are obliged to care for under the National Transfer Protocol (approximately 114 UASC). The number of UASC has been stable over the 9 months, primarily as a result of a balance being achieved between new UASC coming into our care and existing UASC becoming 18 and moving on to our Leaving care service.

#### **Fewer Families Needing Ongoing Support from the Early Help Service**

We have seen the number of families receiving ongoing support from our Early Help service fall for the second successive quarter to 1,401, 4.7% fewer (n=63) than 12 months ago. Investigation highlights that the reduction is not a function of lower demand, but as a result the service placing a sharp focus on closing cases as soon as appropriate and stepping cases down to universal services.

### **Timeliness of Assessment**

The proportion of Children & Family assessments completed by social workers within the 45 working day deadline remains sector leading at 97.7%.

Similarly, the Early Help service is delivering outstanding performance in respect of the timeliness of assessments, with 97.2% of initial assessments completed on time and 98.1% of assessment reviews completed on time.

## Things to be addressed

### Child Protection Plans

The number of open Child Protection Plans increased for the 4<sup>th</sup> successive quarter to 586, 67% higher than 12 months ago.

Analysis highlights that the increase is being driven by an increase in the number of children referred to services at risk of significant harm, with the number of new Child Protection Plans issued in 2024/25 is 62.8% higher (n=216) compared with the same period in 2023/24. The number of Child Protection Plans coming to a close for the year to date has also increased from 317 in 2023/24 to 367 this year (+15.8%, n=50).

### Children in Care

Mirroring the number of children subject to a Child Protection Plan, the number of children in our care continues to increase, with 560 recorded at the end of the quarter. This is the 9<sup>th</sup> successive quarter to have seen an increase, and the number of children in care has grown by 33% (n=421) over the last 3 years.

The increase is being driven by the number of children coming into care, which for the year to date was 55% higher (n=66) than 3 years ago at 186. Conversely the number of children discharged from care in the same period (107) has remained almost identical (103 in the same period in 2021/22).

### Elective Home Education

The number of children recorded as being Electively Home Educated in North Yorkshire (EHE) continues to rise, with 1,314 children recorded in EHE at the end of the quarter. This is 36% higher (n=187) than at the end of Q3 last year and higher than at the end of any previous quarter.



## Organisation

### Our Council Plan outlines the following ambitions:

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

## Central Services

### Customer Services

Customer service have seen a decrease in demand in Q3 by 17.3% compared to Q2. This was expected given that Q3 is always the quietest quarter within customer services, this is a trend seen not only last year but also in the legacy areas. This decline in demand pattern every Q3 is due to the Christmas period falling within this quarter and no seasonal planned large-scale communications typically scheduled to be issued in this quarter other than business as usual communications from Revenues.

The top 5 demands for the customer service function in Q3 by service area are: -

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

Social Care were the highest demand into the customer services this quarter, which is consistent to Q2. The top five service areas are consistent to Q1 and Q2, but the order changed slightly. Revenues issued reminders and summons this quarter, which is business as usual, but this also meant that their demand

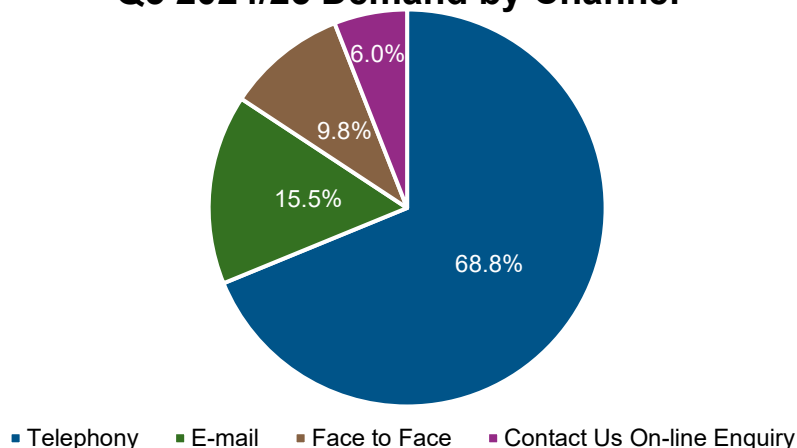


was high into the call centres as Craven, Hambleton, Richmondshire and Selby answer these calls at first point of contact. The service also issued letters to any property logged as a second home on the system in preparation for the increase of premiums on these addresses at annual billing next quarter, further driving demand and making this service the second highest demand this quarter. These call types for revenues not only drive demand but mean capacity in these areas changes due to the complexity of the queries leading to longer call durations and an impact on performance.

### Customer Demand by Channel

Q3 has seen overall customer demand reduce compared to the same period in 2023/24, but not all channels have reduced in demand compared to the same period.

**Q3 2024/25 Demand by Channel**



Channel	Q3 2024/25 Demand by Channel	Q3 2023/24 Demand by Channel	% Difference in 2024/25 to 2023/24
Telephony	123,274	138,573	-11.1%
E-mail	27,708	35,302	-21.5%
Face to Face	17,512	15,822	+10.7%
Contact Us On-line Enquiry	10,666	10,010	+6.6%
<b>Total Number of Contacts</b>	<b>179,160</b>	<b>199,707</b>	<b>-10.3%</b>

As shown in the table above, the telephone interaction was the highest contact type in Q3 at 123,274, followed by online at 38,374 (email and contact us forms) and then face to face at 17,512. Telephony accounted for 68.8% of demand this quarter, which is 1.4% lower than Q2. Face to face however accounted for 9.8%, a rise of 2.3%, and the online channel accounted for 21.4%, a decline of 0.9%. The rise in footfall can be linked to Revenues and meetings. Revenues understandably saw an increase in footfall when they issued reminders and second home letters. Meetings saw a rise over a couple of weeks, this can link to both internal and external meetings. Some further work needs to be undertaken to

start linking all footfall for meeting to services to try and find common themes and drivers for rises in footfall. Interestingly, whilst overall Homelessness footfall remained consistent to Q2, Homelessness saw a rise in footfall in October. This is the highest monthly footfall of the year so far.

Compared to Q3 in 2023/24, **telephony and email demand has declined**, whereas the **contact us online enquiry demand and face to face demand has increased**. Nonetheless, the rise for contact us and face to face is significant considering overall demand has decreased in the quarter by 10.3% compared to the same period last year. This rise in demand for contact us also occurred in Q2 compared to the same period last year which may indicate a shift for customer preferences moving forward. Whilst overall demand may have declined, the shift in overall channel demand compared to Q3 2023/24 is interesting. In Q3 2024/25, face to face equated for an additional 1.9% of overall demand and contact us an additional 0.9%, whereas emails accounted for 2.2% less of overall demand and telephone 0.6% less compared to the same period last year. Interestingly, this was also the case for contact us and email in Q2. This may potentially indicate that email is decreasing amongst customers as a form of contact to the Council, and using contact us and face to face instead, this will continue to be monitored moving forward.

It is worth noting that work was undertaken on the agent form for face-to-face data in May 2024. This allowed advisors to log multiple customers at a time, subsequently the data should be more accurate in Q3 of 2024/25 than 2023/24, which potentially could also be a reason behind the rise in footfall from last year.

We recognise that further work needs to be undertaken with customer services moving forward to ensure the accuracy of the face to face and email data. Common themes for improvement have been identified and work will be undertaken with the training team to deliver these findings to all customer service teams to ensure consistency across the data. This training will continue to be evolved and amended overtime as new themes emerge to ensure accuracy of data. In the future the new Customer Relationship Management (CRM) will help to mitigate the risk of human error when logging information for emails.

#### **KPI: Percentage of calls answered in 4 minutes.**

The % of telephone calls answered in 4 minutes in Q3 2024/25 has seen an improvement in telephone performance for all three months compared to Q3 2023/24 in the front-line teams. This improvement can be linked to the ability to utilise resource from all call centres for shared call types, for example Elections and Household Support Fund. This has led to resource being utilised efficiently for these call types which has improved quarterly performance and the customer journey. The overall average call answering time in Q3 was 1 minute 12 seconds.

#### **Performance by month for front line queues - % of calls answered in 4 minutes.**

Month	Q3 2024/25 % of calls answered in 4 mins	Q3 2023/24 % of calls answered in 4 mins	% Difference in 2024/25 to 2023/24
October	87.42%	84.18%	+3.24%
November	91.78%	87.71%	+4.07%
December	90.52%	88.07%	+2.45%

The 4-minute KPI target for the telephone calls was

set through Local Government Reorganisation (LGR), based on an analysis of phone performance data across all legacy areas and staffing levels at that time. As we transitioned into LGR, performance was poor in some areas, with call waiting times exceeding the target. However, we have already seen improvements with the new council, as the use of phone technology and teamwork has reduced call answer times.

The CSC Networking Group (across Local Authorities) has stated there is currently no benchmarking and a lot of local authorities are using other measures now, including customer satisfaction as a KPI rather

than average time to answer. We will be reviewing all KPIs as part of the Customer Experience Strategy, focusing on putting the customer at the heart of our services, so this target will change.

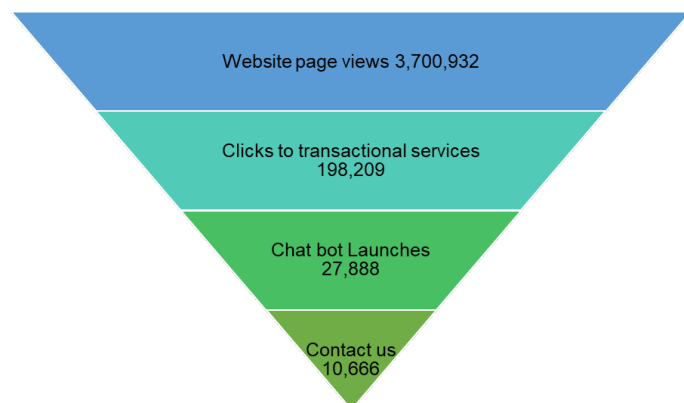
**Social Care Demand**

In Q3 2024/25 demand for social care has declined compared to the same period in the previous year. Compared to Q3 2023/24 there has been a shift in channel from telephone to email, in 2023/24 phone accounted for 56.4% of demand, whereas in 2024/25 this is 51.2% of demand. This shift also occurred in Q2, potentially indicating a change in social care customers behaviours which could be linked to the work customer services and social have undertaken to move professional to online channels.

	Q3 2024/25 Social Care Demand	Q3 2023/24 Social Care Demand	% Difference in 2024/25 to 2023/24
Call Demand	17,773	20,317	-12.5%
Email Demand	16,895	15,699	+7.6%
<b>Total Demand</b>	<b>34,688</b>	<b>36,016</b>	<b>-3.7%</b>

**On-line Demand**

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



Website page views have seen an increase this quarter of 2.3%, this can especially be linked to pages on, check bin collection days and check your bin or recycling collection day, increasing by 72.7% and 69.1% respectively this quarter. The check your bin collection page was the highest viewed page this quarter, which is understandable given round changes occur over the Christmas period to account for the bank holidays and this is typically when households have the most waste. The home page and the ‘We need a location’ page were the second and third highest viewed webpage this quarter. Web page views for road camera and weather conditions increased this quarter which is not surprising given we have had storms and snow, this increased by 362% compared to Q2 and was the sixth highest viewed webpage in Q3. Road gritting pages also saw a significant increase this quarter. The Household Support Fund page remained consistent in views, this is understandable as the extension of the scheme was announced this quarter and residents would check this page to determine when the scheme would be going live and if they were eligible. Nonetheless, the phrase ‘household support fund’ is the fourth most popular search item on the website this quarter.

**Elections**

In Q3 the customer services team have continued to assist the elections team to update the Register of Electors. The team supported elections through handling their phone calls at first point of contact. Overall,

in Q3 the customer services team received 1,455 calls for Elections and saw 149 customers for election related enquiries.

### Household Support Fund

This quarter Customer Services have supported customers with initial questions for the Household Support Fund phase 6 which was announced by the Government in October 2024. Overall, in Q3 the service handled 444 calls with Household Support Fund queries, this will increase next quarter as Phase 6 of the scheme commences on the 8 January 2025 and concludes on the 13 February 2025. This will be collaborative working with the welfare and benefits service.

### Revenues

In Q3 the customer services team have continued to assist Revenues with their reminder cycles. There has also been the additional communication to all properties on the revenues system that are second homes. This communication was issued in the week commencing 2 December 2024 to inform these residents that they will pay a premium in the next financial year on their council tax bill.

### Out Of Hours Calls

This quarter Customer Services have started taking flooding calls and homelessness calls (except Scarborough) through the 0300 number out of hours. The sandbags/ flooding calls began going through the 0300 number on the 30 September 2024, and the homelessness calls began on 16 December 2024. In Q3 the advisors have received 79 homelessness calls and 170 flooding calls. This is in addition to the social care out of hours calls that are taken by the same advisors.

## Revenue and Benefits

### Revenues

The collection of Council Tax and Business Rates for North Yorkshire Council has a significant part to play in the overall financial stability of the Council.

### Council Tax

The current annual Council Tax liability to be collected for 2024/25 is £568,404,042. In Q3 the Council Tax collection rate stands at 89.09%. This equates to a total amount still to be collected of £62,016,654 for 2024/25 at the end of Q3. The council tax outstanding value has increased slightly compared to Q3 of the previous financial year, which equated to £55,981,624 outstanding for the 2023/24 financial year. The collection rate recorded at the end of Q3 in 2023/24 was 89.51%. The council tax rate outstanding may have increased compared to the same period last year, but the value of liability has also increased, therefore it would be expected the outstanding liability would be higher. The overall collection rate is similar for the same period. In addition, the number of residents paying over a 12-month period has increased compared to the same period last year, potentially a continuation of the cost-of-living impact, so it was expected that the value of liability outstanding at the end of Q3 would be higher than the same period last year.

### Business Rates

The current annual Business Rate liability to be collected for 2024/25 is £214,339,014. In Q3 the Business Rate collection rate stands at 85.93%. This equates to a total amount still to be collected of £30,160,312 for 2024/25 at the end of Q3. This is slightly higher than the Q3 amount still to be collected in 2023/24 which was £28,708,429. The Q3 2023/24 business rate collection rate was 85.71%. Similar to Council Tax, the liability outstanding may have increased compared to the same period last year, but the value of liability has also increased, therefore it would be expected the outstanding liability would be higher. The overall collection rate for business rates has improved for the same period.

Unlike Council Tax where payments are more linear due to the large number of payees on direct debits re-paying similar amounts; the re-payment profile of Business Rates is not as 'smooth' and can be dependent on when organisations with large liabilities pay their bill. In addition, any amendments to

rateable values on large assessments can result in substantial fluctuations to the business rates collectable.

Following the restructure of the revenues service there remained a significant number of vacancies for which the service received a high level of interest and new team members joined the service in January 2025. Whilst not every vacancy has yet been filled there will now be an intensive period of training, and this additional resource coupled with the benefits that the one revenues system will bring in summer 2025 together provide a platform to improve collection rates and performance going forward.

## Benefits

### Housing Benefit

In Q3 the average time to process Housing Benefit new claims was 19.43 days, this is a slight dip in performance compared to Q2 (18.65 days). This can be linked to new staff assisting to assess new claims following the recent restructure and resource being utilised across other areas to minimise the potential impact of vacancies in the service that could lead to backlogs. An improvement in performance has occurred from Q2 for the average time to process Housing Benefit change of circumstances, in Q3 the average processing time was 3.68 days, an improvement to the Q2 average of 6.05 days. This improvement is a result of procedures being aligned across the service. The service's speed of processing Housing Benefit claims is slightly below the Q3 2023/24 DWP national performance of 18 days for new claims but is quicker than the 8 days for change of circumstances. It is anticipated that performance will drop in Q4 due to ongoing workload and the introduction of new staff.

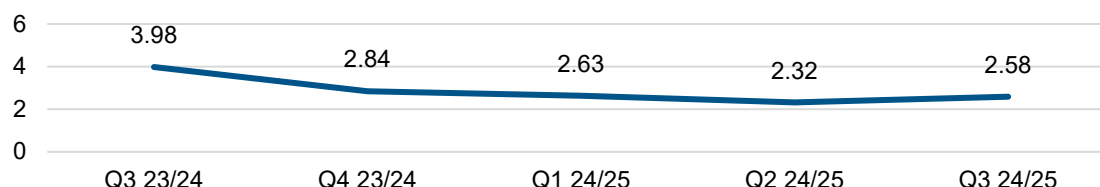
### Council Tax Reduction

In Q3, the average time to process Council Tax Reduction (CTR) new claims was 18.53 days, an improvement of 2.89 days to the Q2 average of 21.42 days, showing an improvement within the services performance. The average time to process CTR change of circumstances has also improved from 8.48 days in Q2 to 2.69 days in Q3. This improvement is as a result of the restructure aligning working procedures in dealing with Universal Credit automation files including the consistency of automating this process across all areas. The service continues to ensure claims are processed quickly despite the increased national roll out of the migration of legacy benefits to Universal Credit which prevents a new claim being processed in less than 30 days for all working age claims. It is anticipated that performance will drop in Q4 due to ongoing workload and the introduction of new staff.

## Human Resources

### Sickness Absence

#### Days lost per FTE

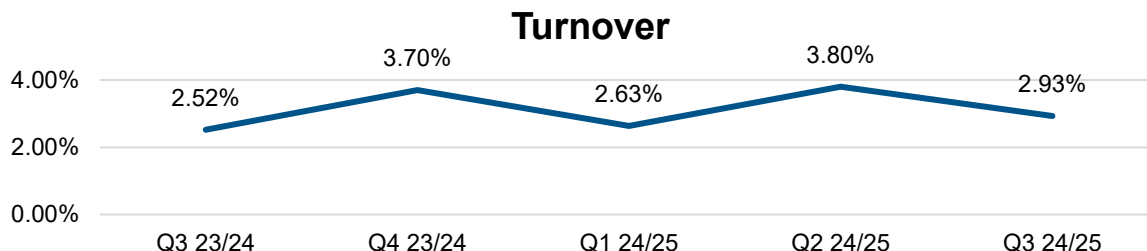


Excluding schools, the number of days lost per FTE in Q3 is 2.58, this is an increase from Q2 24/25 (2.32), however it is still a reduction by over a full day on Q3 23/24 (3.98). The Q3 full workforce figure (including schools) (2.56) is up on Q2 24/25 (2.07) but again a reduction by almost a full day on Q3 23/24 (3.43).

The rolling full year sickness absence is 9.89 days per FTE, a decrease on the full year figure of 12.10 in 23/24. The top reasons for sickness absence remain as Stress, Depression, Anxiety and related (30.7%), and Other Musculo-Skeletal Problems (19.9%).

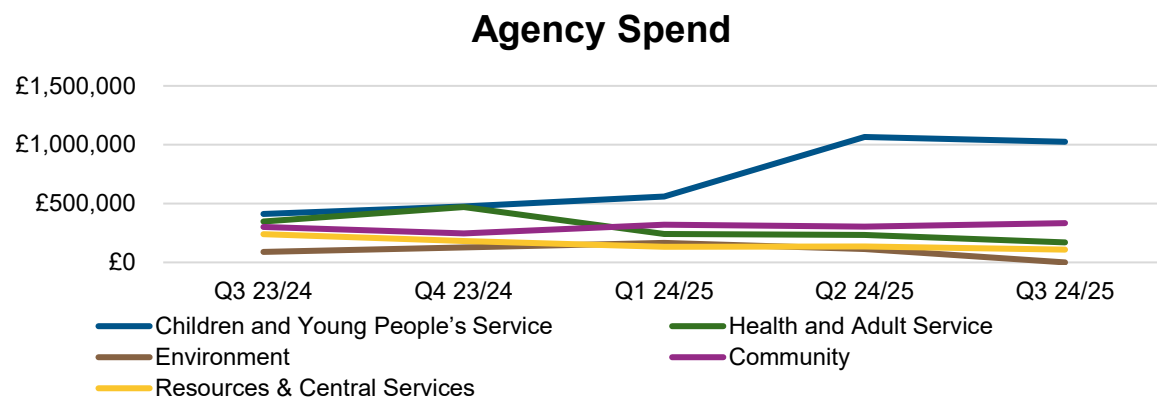
Sickness absence always increases in the winter quarters due to seasonal infections. In the context of nationally reported extremely high infection rates these figures, and the decreasing rolling annual figure, are a positive indicator that interventions to reduce sickness absence are achieving success.

**Turnover**



Q3 turnover (304 leavers, 2.93%), is a decrease on Q2 24/25 (383 leavers, 3.80%). The rolling full year turnover rate 13.06%, an increase on 12% in 23/24. Restructures continue to have an impact and the rate is only very slightly above the target range of 8 to 13%.

**Agency Spend**



The total agency spend in Q3 24/25 was £1,636,868, a decrease of £213,942 on Q2 (£1,850,810). Compared to Q3 23/24 (£1,392,128) there has been an increase of £244,740.

CYPS account for 63% of spend (£1,024,542), with nearly half of this identified as high-cost emergency off contract spend on just 2 placements. Spend on Education Psychologists (Eps) continues to be high due to the increased demand for assessments and national shortage of professionals in this field. An increase in direct appointments; trainee and assistant EPs and EPs recruited from abroad is contributing to an increase in capacity within the service which should result in a reduction in the use of agency workers/locum EPs.

Focussed work is underway with CYPS senior leadership team to ensure that the safeguarding and compliance risk and the higher costs of engagement of agency staff are managed in the future.

Agency spend for Environment has reduced to nil in Q3 24/25 from £112,685 in Q2 24/25. This is due to an Environmental Health Officer (EHO) assignment in the Ryedale area ending due to successful direct recruitment. The service has completed their restructure and successfully recruited seven EHOs.



## Place and Environment

### Our Council Plan outlines the following ambitions:

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

## Housing

### Housing Renewals

The introduction of selective licensing in Scarborough in Summer 2024 has enabled the Council to take a proactive approach to the safety of privately rented homes. Rather than waiting for a health hazard to be reported by tenants, the Council inspects prospective Houses of Multiple Occupation before granting a licence, and can withhold the right to rent a property out until significant hazards are rectified. Once more data becomes available, this is expected to result in an overall reduction in the most serious hazards as well as reducing the burden of complaints relating to shared occupancy homes on Customer Services. Licensing Fees are expected to apply from April 2025.

The policy work underpinning the Home Improvement Agency came to fruition in November, with processes to follow. Anticipated challenges include potential confusion among customers until such a time as Land Charges can be harmonised across the county and uncertainty around details of the next three-year tranche of funding from central Government, which is expected to support the service from April 2025.

### Housing Needs

The Housing Needs services has made significant progress towards its aims for 2024/25 with key milestones including the merger of the Jigsaw software solution into one accessible version for all areas remaining on target to be completed in 2025. Alignment in processes and ways of working has also been successful with a new out of hours service being implemented and a review of the customer journey

started which will assess the ways customers engage with the service across a number of contact channels; whilst Task and Finish groups looking at consistency of service delivery in relation to homeless prevention and private sector housing offer amongst others will conclude early in 2025.

The service has also been looking to strengthen its links to the community with the relaunch of the Homelessness Forums across the County in December. These events look to bring together housing professionals from partner organisations alongside third sector support services and other agencies as required to help share knowledge and understanding of the subject and establish positive ways of working. Events were extremely well attended, and the aim is to continue to grow membership of the forums over the next 12 months.

Quarter three saw a fall in the volume of homelessness assessments. This correlates to a seasonal trend for fewer households to come forward in the lead up to the festive season, remaining in their current accommodation. Households can be delayed in moving into new accommodation in the last weeks of the year, as landlords prefer to introduce new tenants when they know the full suite of services will be available should they have any issues.

Statutory returns about homelessness have encountered validation issues due the way the legacy authority accounts had to be combined on the central Government system, H-CLIC (Homelessness Case Level Information Collection.) The service is exploring solutions with the Ministry of Housing, Communities and Local Government. Overall, the data environment will be simplified from April 2025, when all new cases will be entered into one system rather than spread across different legacy systems.

## Housing Revenue Account

Services operating within the Housing Revenue Account have worked with the Regulator of Social Housing to establish a framework for reporting the Council's progress towards being able to demonstrate compliance throughout Council-owned housing stock. Achievements against this agenda in Q3 include adoption of a countywide Anti-Social Behaviour policy and a robust governance framework to oversee the Housing Improvement Plan.

## Planning

### Development Management

Development Management performance remains well ahead of statutory targets and the service has outperformed its Q2 performance.

	Target (statutory)	Q1	Q2	Q3
<b>CD1: % Major planning applications within statutory or extension of time</b>	60%	83.72%	75.00%	83.72%
<b>CD 2: % Minor planning applications within statutory or extension of time</b>	70%	76.14%	78.63%	83.02%
<b>CD3: % Other planning applications within statutory or extension of time</b>	70%	86.50%	83.90%	88.71%
<b>CD4: County matter planning applications determined within 13 / 16 week timescales or within agreed extension of time (2 year rolling measure)</b>	60%	82.05%	92.60%	100.00%

Whilst all indicators have shown improvement the County Matters return at 100% shows sustained improvement since Q1 (increases of 10% and 8% over each period) should be highlighted. This is largely



reflective of ongoing work within the team to improve processing and effective use of resource to support demand and workload pressures across the County. It is recognised that there are still pressures in the planning system and we are working to improve for future quarters.

### **Delivery and Infrastructure**

**Maltkiln Development** – The hearing sessions concluded in September where modifications to the scheme were discussed. These are now with the inspector to consider. Once agreed these will feature in a six-week consultation period, after which the Inspector will conclude their report and subject to a positive outcome the authority will then look to progress through to adoption.

**Community Infrastructure Levy (CIL) / Section 106 (S106)** – In February the authority agreed a CIL spending protocol to harmonise the approach to managing receipts in a strategic manner following merger. This allows for a far greater degree of transparency in the use of the funds alongside supporting more effective decision making and timely decisions on spending; alongside ensuring that this spending aligns with wider priorities and relevant local plans. Since February a working group has been created to investigate the creation of a prioritised CIL Infrastructure Project List which will be approved by members once drafted. In addition, there is an Infrastructure Funding Statement in development that details the monies collected, allocated and spent on infrastructure via both CIL and S106 obligations.

**Strategic Sites** – The Planning Service is continuing to monitor progress on strategic sites to understand where support and intervention is required. This includes three sites the service is actively engaged with in the Scarborough are to resolve issues around infrastructure delivery. Work is also underway in West Harrogate where interventions from the service to support delivery are now concluding and sites are starting to progress through Planning Committees.

### **Planning Policy**

The service continues to work with members to assess implications linked to the changes to the National Planning Policy Framework that were released by the Government in late 2024; especially in relation to the impacts this will have on the Local Plan. The service continues to engage with relevant stakeholders and officers as required in relation to these changes.

The first major consultation into the new Local Plan is scheduled to start in May 2025 (issues and options). This will ask for views on the Councils overall approach to delivering growth and key policy areas. This part of the consultation is not site specific and focuses more on the strategic and economic priorities for growth. Additional work looking at sites however has begun and will inform future stages of the Local Plan consultation; the primary mechanism for this is through the 'Call for Sites' consultation which launched in early 2024.

Following consultation with the Development Plan Committee and relevant ACC held on 17<sup>th</sup> January, Executive will consider a recommendation to halt work on the Selby Local Plan on 4<sup>th</sup> February, with the final decision to be taken at Full Council on 26<sup>th</sup> February. Work undertaken to date will feed into the new North Yorkshire Local Plan as appropriate. The full report can be viewed here: [Report.pdf](#). Details of the outcome of this decision will be covered within the Q4 report as required.

## **Environment Services**

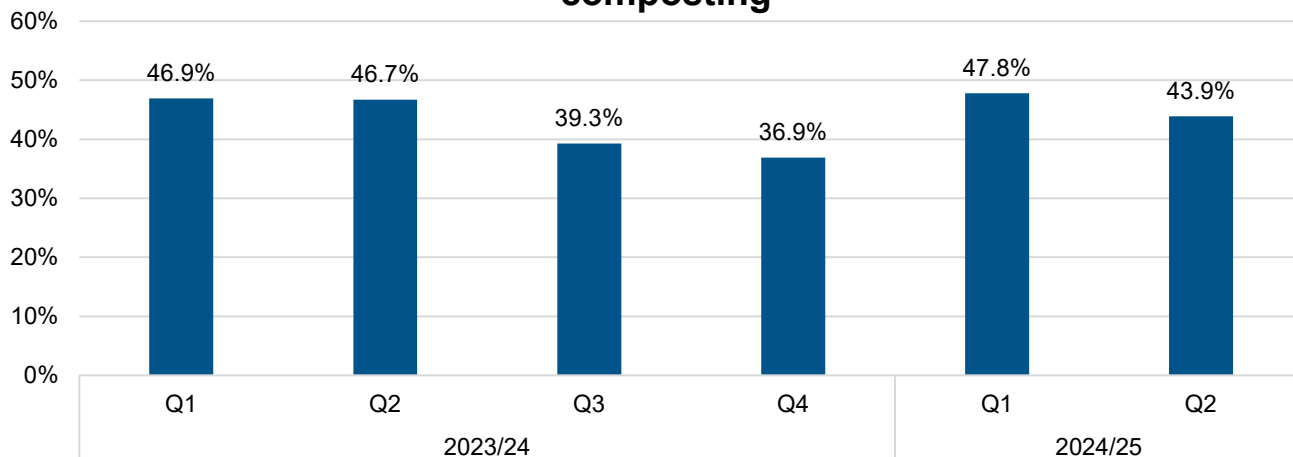
### **Waste Services**

#### **% of Household waste recycled/ sent for reuse, recycling or composting**

The outturn for Q2 2024/25 was 43.9%. Performance has decreased compared to Q2 23/24 (46.7%). Previous years data analysis shows that composting has decreased from 26.4% in 22/23 to 23.07% in 23/24, whilst recycling has slightly increased from 20.03% to 20.52%. Composting tonnage is linked to weather - less rainfall in July and August 2024 compared to the same period in 2023 has impacted

tonnages. Also, the level of customer subscriptions decreased by 1% compared to the previous year, following the harmonisation of fees and charges and container sizes.

### % of Household waste recycled / sent for reuse, recycling or composting

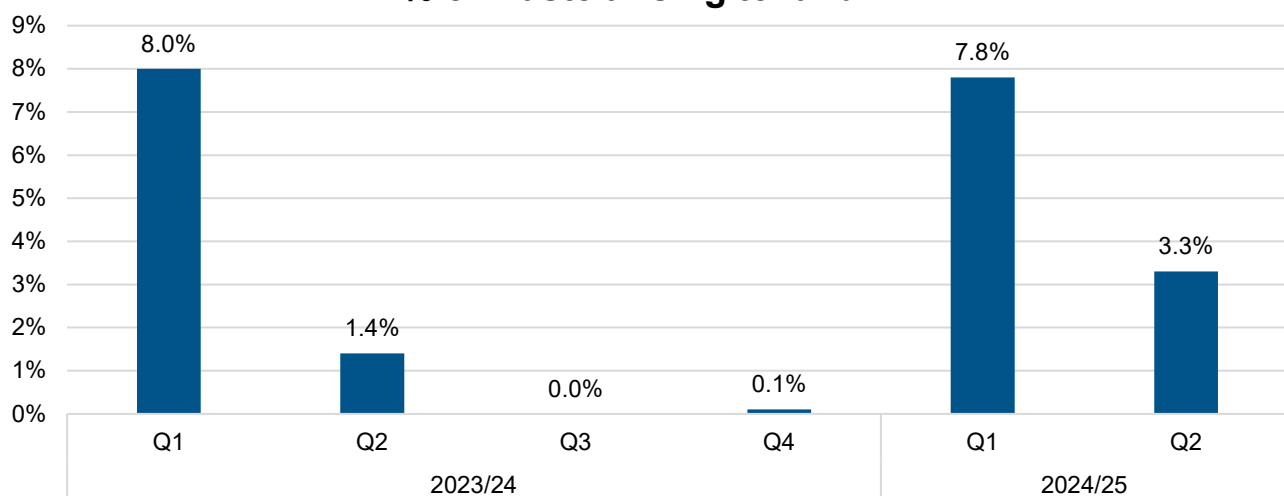


Analysis of national data for the above KPI, taken from Waste Dataflow, shows performance for local authorities in the UK ranged from 17.17% to 68.05% in Q2. Compared to other authorities in the UK, NYC performance in Q2 (43.9%) is above the national average figure for Q2 (42.66%).

### % of waste arising to landfill

The outturn for North Yorkshire in Q2 was 3.3% compared to 7.8% in Q1 (when a planned shutdown took place). This is higher than the Q2 23/24 figure of 1.4%. Contingency arrangements were required in September due to issues with both the Mechanical Treatment plan (MT) and Energy from Waste (EfW) which resulted in an increase in the % of waste sent to landfill. There was rodent damage to the MT plan cables and issues with electrical control; issues with EfW RAM feeder; poor combustion and lime blockage. As the issues required waste to be diverted with little notice, some waste was diverted to landfills.

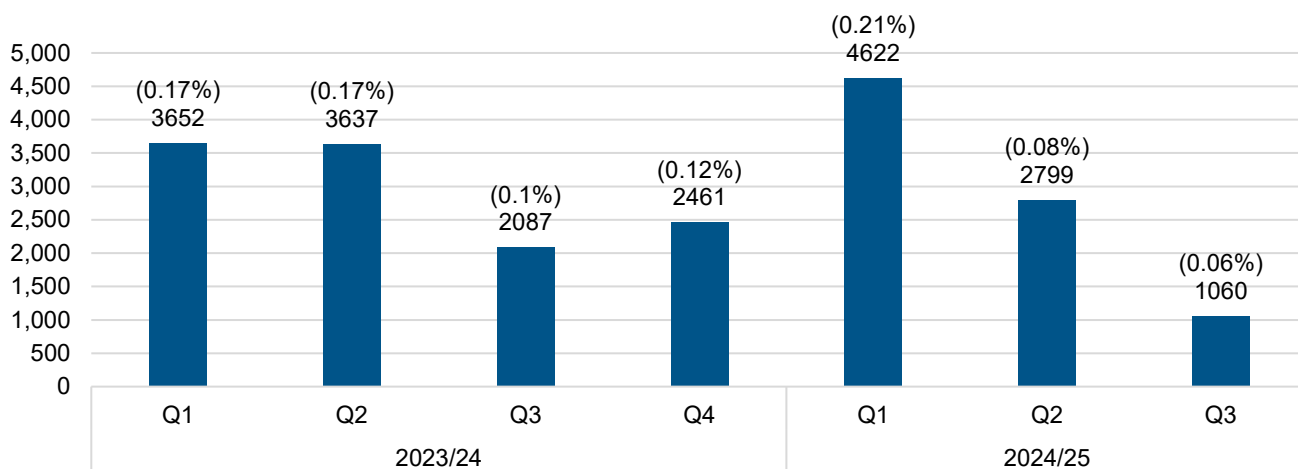
### % of waste arising to landfill



### Missed Bins

The number of missed bins for Q3 was 1,060 (0.06%). However, Q3 figures do not include Scarborough locality, due to an issue linked to changes in officer roles and responsibilities and access to systems. This is currently being addressed, and it is envisaged that we should be able to report accurate data by the next quarter. Green waste collections concluded for the season on 6 December 2024, thereby reducing the number of scheduled bin collections this quarter. In Q3 there was a significant improvement in performance in Harrogate locality. In Q3 there were 255 missed bins compared to 1096 in Q2 and 2290 in Q1. The reduction in missed bins is due to the implementation of several service improvements; these include improved performance management of staff and crews and an improved culture and environment. Performance is likely to drop in Q4 due to the challenging weather conditions at the start of the year.

### Number of Missed Bins



**\*It should be noted that the Q3 figures do not include data for Scarborough locality due to reporting issues.**

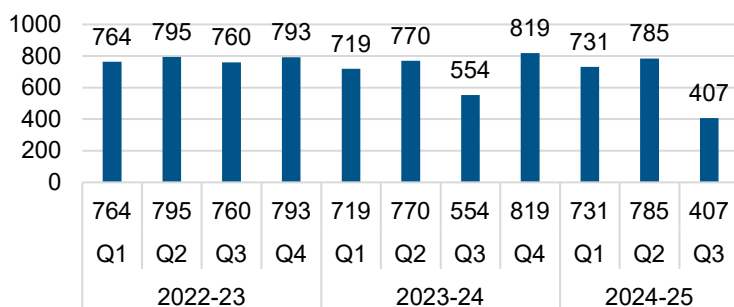
### Fly Tipping

#### Civica CX IT System

The service currently collates fly tipping data from its former district areas and as part of its service convergence process to align those areas into one model, a new IT system called Civica CX will be implemented in February this year. Data for this quarter has still been gathered from each locality, but it is anticipated that for Q4 the data will come from Civica CX. This is a large scale transition and while there will be no direct adverse effects on the service, complexities of introducing a new IT system such as data entry error while officers learn the new system are to be expected. The information for Q3 can be found below, and more information will be provided on progress with Civica CX in Q4.

#### Q3 Fly Tipping data

### Reported Fly Tipping Incidents

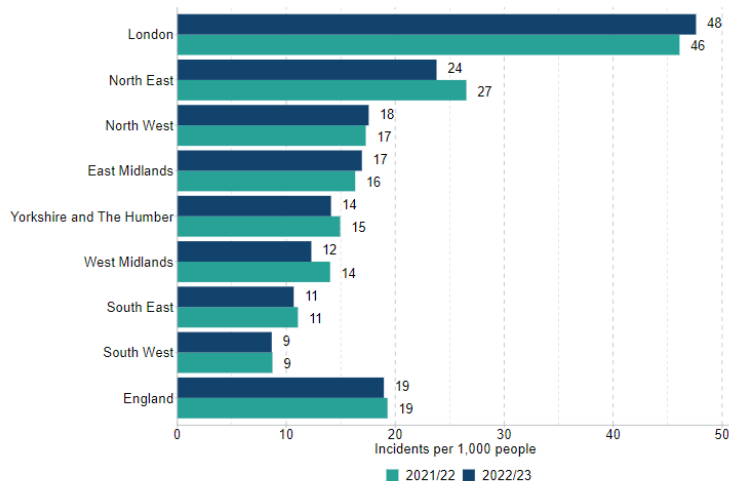


**NOTE: This chart does not contain fly tipping data for Scarborough and Harrogate**

### Large Scale Fly Tipping Incident in NY

There has been a national trend in the increase of incidences of fly tipping in recent years. In England for the period 2022/23 (as reported 1 year in arrears by DEFRA), 42,000 or around 4% of total fly tipping incidents were of ‘tipper lorry load’ size or larger, which was an increase of 13% from 37,000 in 2021/22. For these large fly-tipping incidents, the cost of clearance to local authorities in England in 2022/23 was £13.2 million, compared with £10.7 million in 2021/22.

### Fly-tipping incidents per 1,000 people in England by region, 2022/23, compared to 2021/22



Source: WasteDataFlow, Defra

Incidents involving the Environment Agency or cleared by private landowners are not included in the chart above. In 2022/23 the Environment agency dealt with 57 incidents of large-scale, illegal dumping.

During September 2023, two articulated trailers containing over 100 IBC’s (1000 litre liquid storage containers) were fly tipped in two separate laybys along the A19, at Osmotherley and Easingwold. Initial testing was carried out on site, which indicated the waste within the IBC’s was potentially used oil, but the exact contents of all containers was unknown until all had been emptied and tested. One of the trailers also contained loose asbestos. Partnership working between NYC the Environmental Agency (EA), Police and Fire Service resulted in all waste being removed from the two sites, tested, and correctly disposed of.

The EA have taken lead on investigating this illegal tip which has resulted in the total cost of operations to the Council being £102k. Any progress on this case by the EA will be reported on in future quarterly reports.

The service is also in the process of developing and implementing a new Regulatory Services Environmental Enforcement Team to deliver enforcement associated with environmental crime, the new team commenced 1 November 2024.

## Highways and Infrastructure

### Highways

#### Symology Aurora IT System

As of Q1 2024-25 the Highways service had a major IT system change, the old system was outdated and

no longer available from the supplier having been replaced with a new version, Symology Aurora, that required a new license. For context, this affected around three hundred NYC officers and two hundred NY Highways colleagues. As the system was immediately 'live' there have been some inevitable issues with data collection due to the scale of the new system and colleagues have had to learn a completely new way of entering their data on the job, which means testing and extracting data is also being done in the day to day running of the service. 9 months in, the data is starting to improve for Q3, but there is still some way to go with progress and to understand discrepancies. It is anticipated that this might not be fully resolved until at least Q1, which would be a full calendar year after its implementation.

## Localities

### Communities

#### Community Anchor Organisations

The 25 place-based organisations from across the county continue to work with the Localities and other service teams to progress a Community Anchor model for North Yorkshire.

During Q3 we invited applications for two 'Community Anchor Collectives' – one each for our larger urban settlements of Harrogate and Scarborough towns. We were looking for applications from single coordinating organisations on behalf of a 'collective' of locally empowered organisations who are proactive and who have a track record of anticipating and responding to the needs of their communities – these are still being reviewed with a decision due in Q4.

For the eight localities where a suitable CAO has not been identified, development work continues to explore the potential for a local voluntary sector organisation to become a CAO.

### Grants

The small grass roots 'Inspire Grants' scheme continues to attract significant interest, with 20 grants worth £19,784 awarded in the last quarter bringing the total to date this year to £106,355 supporting 111 projects. This is higher than at the same point last year when £93,052 had been awarded to 97 projects.

	Q1	Q2	Q3	Q4
<b>2023/24</b>				
Number	30	21	46	40
Value	28,521	20,374	44,157	37,022
<b>2024/25</b>				
Number	50	41	20	
Value	47,755	38,816	19,784	

In addition to the grant support, the voluntary and community sector can also access support from the local Infrastructure service funded jointly by the Council and the NHS. A competitive grant process for the re-procurement of this Infrastructure Support Grant commenced this quarter. The results of this process will be announced in Quarter 4.

### Digital Inclusion

The NYC Digital leads strategic group continues to collaborate across services steering innovation and developing an internal digital champions network.

The 2024/2025 UK Shared Prosperity Funded investment of £586,000 into Digital Inclusion programmes across North Yorkshire managed through the Localities team is now fully implemented with aligned wraparound training offer supporting the successful programme partners. This has already surpassed all targets with 234 new digital champions already supported through the programme so far (against a target of 150) through 41 successful grants across voluntary, health and care sectors through nearly 100 access

points across the county. Work is now underway reviewing learning from the programme and exploring the opportunities to build on this beyond 2024/2025.

Reboot North Yorkshire (the Council digital devices re-use scheme) has provided 124 pieces of equipment to help people get connected including 114 laptops in Q3. Referrals for equipment have come from partner organisations and NYC services and support individuals directly either to improve social connectedness and enhance health and wellbeing of those socially isolated or to support those in need of a device to access training or to continue their education.

### **Community Resilience**

In December 2024, because of Storm Darragh, Kirkbymoorside and the surrounding villages experienced local flooding events and significant power outages across a number of sites including Kirkby Mills, Nunnington, Sinnington, Marton, and Lealholm, as a result of Storm Darragh. The Communities Team worked in partnership with the Resilience and Emergencies Team, Kirkbymoorside Town Council, and a local Veterans Club to provide a Local Assistance Centre, and community-based support. The Communities Team also led the development and delivery of the Storm Darragh Recovery Assistance Fund in conjunction with Two Ridings Community Foundation (TRCF).



## Economy

### Our Council Plan outlines the following ambitions:

- Economically sustainable growth that enables people and places to prosper.
- Culture, heritage, arts, and sustainable tourism all play their part in the economic growth of the county.
- New and existing businesses can thrive and grow.
- North Yorkshire has a high profile, is influential nationally and receives its fair share of resources.

## Economic Development, Tourism and Skills

### Business Births / Deaths / High Growth Enterprises

The Economic Development service has invested in new technology since unitarisation allowing for better understanding of the behaviour of enterprise and to understand how the market is operating. This software is now able to produce quarterly data showcasing performance across the county in relation to the births of new business, deaths of business and establishing the number of high growth business in the region. This data will become more valuable over time as trends and opportunities lined to the data become available (such as sector analysis); however the table below highlights the key findings from October and November (data is not yet available for December)

	Oct/ Nov data
Business Births	533
Business Deaths	493
No. of high growth enterprises	151

### Destination Management Plan

A new Destination Management Plan for North Yorkshire was unanimously approved by North Yorkshire Council Executive – the 10-year plan was developed in consultation with 500+ people and sets out a vision for supporting the growth of the visitor economy in a responsible and sustainable way.

<https://biz.visitnorthyorkshire.com/destination-management-plan/>

### Visit North Yorkshire Launch

The new destination management and marketing organisation which is part of North Yorkshire Council marked its official launch at an event at Castle Howard on 21 October with around 80 representatives from Visitor Economy businesses in attendance.

### Shared Prosperity Fund

The NYC delivered three-year £23 million Shared Prosperity Fund (SPF) / Rural England Prosperity Fund (REPF) ends on 31 March 2025. A fourth year of the programme has been confirmed by central government, but this will be delivered by the Combined Authority. A single SPF funding allocation of £8.78 million to cover both York and North Yorkshire has therefore been provided for year 4. A further allocation of c.£2million may also be received to continue to REPF Scheme but confirmation of this is still to be received. Details of how the 2025-26 funds will be utilised are being discussed, along with the split of funding across York and North Yorkshire.

Until April 2025, NYC remains as the Accountable Body for the programme, and continues to lead on direct delivery of the Place theme and the Small Business grant programme.

In Q3 118 applications for Small Business grant funding were appraised and considered by the panel with £661,342 being allocated to 96 businesses. A total of £1,370,773 has now been allocated to 206 North Yorkshire businesses, spanning a wide range of business sectors.

Ongoing evaluation of the success and impact of these grants is underway – one recent success story comes from a micro business which prints & supply's high quality merchandise and clothing; they were awarded a grant of £5,838 and in December 2024 said *'Since March 2024, our business has achieved a remarkable sales increase...A major contributor to this success has been the introduction of the Stampinator and a lighted wash booth (funded by SPF), which have improved production quality and efficiency....Despite extending our production hours to meet increased demand, we are using less electricity than last year. This not only supports our commitment to sustainability but also reinforces our eco-friendly business practices'*.

A number of smaller 'Places' Projects have reached completion this quarter including new 'changing places' provision in Leyburn and in Glusburn and Crosshills, a new lift installation at TVSC community centre in Tadcaster and a new public realm project in Green Hammerton. These projects have been delivered by local Parish Councils and a voluntary organisation bringing much needed improvements to their local towns and villages, building pride in place and increasing satisfaction with local amenities. The total value of these grants is £126,825. In total the Places programme has paid over £3.2m of grants to the end of December and expects to lever over £12m of other external funding by the end of the programme.

### Footfall and Dwell Time

All towns across North Yorkshire, apart from Thirsk, showed a fall in footfall in October and November compared to October and November 2023. The increase in footfall in Thirsk of 20.8% in October and 8.9% in November 2024 when compared to October and November 2023 is being looked to in more detail to better understand what conditions or events may have occurred to generate such a change.



Footfall increased in December across the county with a small increase across the board compared to December 2023. The exceptions here were Scarborough and Whitby where figures indicate they experienced a 2.8% and 0.8% fall when comparing December 2023 to December 2024.

Dwell time in high streets and town centres across the country was up everywhere in December, following a dip in October and November. Dwell times vary significantly across the county and in December ranged from 40 mins in Northallerton, to 82 minutes in Whitby.

### Tourism

Work has also been underway to improve the metrics and understanding of tourism across the county. Two new measures have developed for use in future reports:

- Hotel Occupancy and Average Revenue per Room
- Short-term Letting Occupancy and Average Daily Rate

Both indicators will help shape knowledge around the visitor economy.

	Hotel Occupancy	Average Revenue per Room
October	84.7%	£79.48
November	78.2%	£71.13
December	69.9%	£62.27

	Short-term Letting Occupancy	Average Daily Rate
October	65.65%	£186.50
November	53.80%	£187.00
December	58.05%	£196.00

Additional analysis of this information will be conducted over time to understand trends, seasonal variation and possible opportunities to support wider economic growth priorities.

## Culture, Archives and Libraries

### Culture

Unfortunately, admissions have been severely affected by the ongoing closure of the Royal Pump Room Museum, which has now been closed for almost 3 months, and the majority of Q3. This is due to a faulty boiler and significant delays experienced in getting this repaired/replaced.

	Q1	Q2	Q3
Museum and Cultural Visits	85,828	87,364	62,687
Outreach, livestream and Community Project Engagement No.s.	1,623	1,974	2,620
Cultural experiences rated as 'Very Good' or 'Excellent'	98.10%	97.50%	93.38%
Cultural Experiences rated as 'Very Good' or 'Excellent' in relation to Value for Money	93.39%	99.00%	98.94%

Cultural Experiences rated as 'Very Good' or 'Excellent' in relation to Accessibility	98.13%	99.00%	96.55%
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## Libraries

As expected, overall performance has followed established trends over Q3, with reductions in attendance and issues. This is a known seasonal trend off the back of recorded peaks driven by summer activity.

	Q1	Q2	Q3
Total issues per 1,000 population (books, e-books, audio books)	783	882.07	733
Active users per 1,000 population (cumulative)	62	88.23	102.24
Physical visits to libraries per 1,000 population	719	790.78	706.89
Virtual visits to libraries per 1,000 population	1,088	1,140.76	1,037.11
Assisted IT sessions	5,422	6,986	5,687

## Get Online Week

Libraries participated in the annual promotion of digital inclusion in October 2024. This included digital support sessions in libraries, bingo cards to encourage people to try something new online, Storytimes with Code-a-Pillar for under-fives and the launch of a new monthly Digital Café at Scarborough Library. The café runs on a monthly basis and has an average of 5-6 attendees. An example of the support provided is one customer who is now able to videocall her grandchildren in the USA, which she couldn't do before.

Thirsk are also hosting a Digital Café on the first Saturday of each month after a successful UKSPF bid and had a launch event in November.

## Slipper Socials

A successful bid to the Arts Council has enabled libraries to deliver another series of Slipper Socials. At the same time as picking up a pair of free anti slip slippers to help with falls prevention, library customers have been able to learn about age-appropriate exercises, get advice on how to stay well and safe from other event partners, find out about local social groups and clubs and learn more about out how their library can support health and wellbeing. Northallerton, Skipton, Pickering, Filey and Whitby libraries have recently hosted events, gifting 401 pairs of slippers. Five more libraries will host events over the next few weeks.

## Self Care Week

In November, libraries marked Self Care Week which focuses on embedding support for self-care across communities, families, and generations. The theme for Self-Care Week 2024 was "Mind & Body". This theme emphasizes the connection between mental and physical wellbeing, encouraging people to take a holistic approach to their health. Libraries worked with partners including Age UK, Sport and Active Wellbeing, Living Well and Alzheimer's Society to provide 59 events across the county, attended by over 700 people.

## Early Years Outreach

During the last quarter library staff have been busy delivering Bookstart Preschool packs to 3–4-year-olds in more disadvantaged areas across the county, to encourage shared reading and promote library services. These packs include free books and activities for the children to support school readiness and early literacy skills, as well as useful information for parents about the value of reading. Since October, we have visited 98 preschool settings and delivered 1,794 packs to children who may not otherwise have any books at home.

## Venues and Attractions

Following the completion of the Scarborough Open Air Theatre season a review is undertaken to establish the impact and benefit generated to the local community. The 2024 season was the most successful since the site reopened in 2010 in terms of ticket sales, with 18 concerts hosted and a total of 116,606 tickets sold.

An economic impact assessment of the benefits of the Open-Air Theatre 2024 season to the local area has recently been undertaken. This uses a standard methodology calculation based on travel times (using Ticketmaster postcode data for sales) and a standard methodology for visitor spend. This evaluation shows an estimated £8.5m benefit is received by the local area as a result of the theatre, supporting local businesses particularly hotels and hospitality.

The Council will also receive a profit share as a result of the agreement with the promoters (Cuffe and Taylor / Live Nation) following a successful season.



## Health and Wellbeing

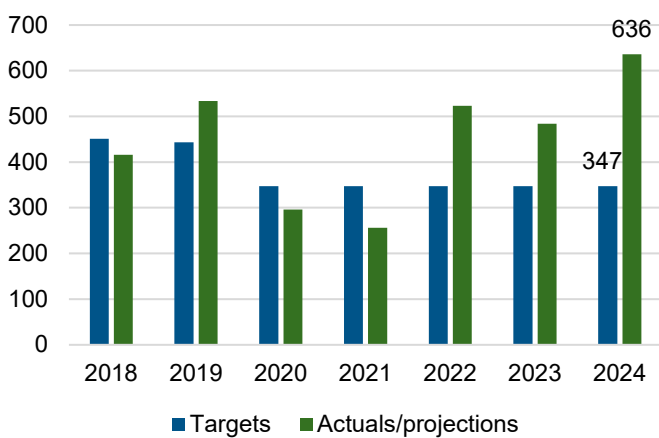
### Our Council Plan outlines the following ambitions:

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

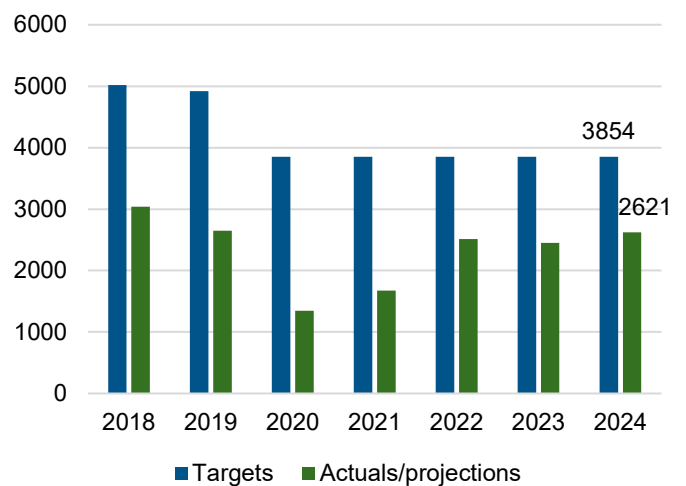
## Public Health

### North Yorkshire Adult Weight Management Service

**Sustained Weight Loss at 24 Weeks**



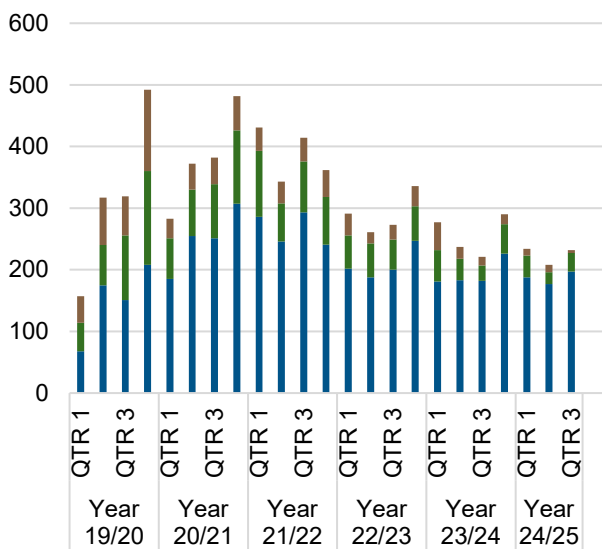
**Referrals**



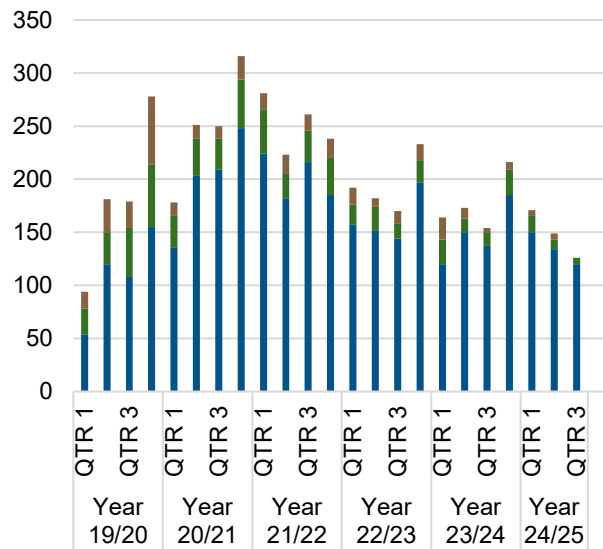
In year 7 of the Adult Weight Management service contract, the third quarter (July to September 2024) has seen 2,066 referrals into the Service. If this rate of referrals continues for the next two quarters (after quarter two 2024/2025 reporting) of the year 7 contract period, then the service will see just under 200 more referrals when compared to the year 6 contract period (January to December 2023). Referrals continue to be managed well by the weight management service teams and have stayed steady at 0.8% uptake of the eligible population. This has been consistently lower than the modelled uptake rate of 1.75%, hence the higher target number of referrals than the actual/projections reported. The quarter three of the year 7 contract period has seen an average of 65% of referrals completing as 12-week programme, which is above the NICE guidance of 60%. This demonstrates great effectiveness of the weight management teams in supporting client adherence. Of those that complete a 12-week programme, 67% achieve a 5% weight loss target (over double the NICE guidance of 30% and consistent with than the quarter two average), of which 65% of people go on to sustain weight loss at 24 weeks (slightly higher than the quarter two average of 63%). The 5% weight loss achievers at 12 weeks are projected to be over 200 clients more than the previous contract year, the highest they have been for since the commissioned service launched in 2018. The sustained weight loss achievements are projected to exceed outcomes for the previous year by around 150 clients.

### Stop Smoking Services

**Set a Quit Date  
2019/20 - 24/25**



**4 Week Quits  
2019/20 - 24/25**



■ Living Well Smokefree ■ GP ■ Pharmacy

■ Living Well Smokefree ■ GP ■ Pharmacy

In Q3 there have been over 600 new clients referred, a record-breaking quarter for referrals into the service. Q3 is 30% up across the quarter with November being the stand-out month, being 50% up on the November 2023. We have also seen an increase in the number of referrals agreeing to an appointment with an advisor 43% in November and 56% in December 2024. This has led to an increase in appointments of 31% in December - a record for December appointments. The reason for this increase has many factors, including the development of Living Well Smokefree as well as wider context such as the subject of smoking and vaping being in mainstream news more often, the autumn budget increasing the price of tobacco and the potential ban on smoking in outdoor spaces. The record numbers of referrals to the Living Well Smokefree Service have not yet translated into record numbers quitting. However, the

number of people Setting a Quit Date (SAQD) has increased by 8% since Q3 2023/24 and, given the time from a client’s referral to the setting of a quit date and achieving a 4-week quit, there may be further increases in subsequent quarters. One challenge is that remaining smokers may represent a “harder-to-quit” cohort of people, some with decades of addiction and so the service may see the number of multiple quit attempts increasing.

To help tackle this we have increased the number of methods of smoking quit aids to include Allen Carr Easyway and also looking at Cytisine and Varenicline to be included on our formulary in the very near future to give the smokers of North Yorkshire the best possible opportunity of stopping smoking.

**NHS Health Check Programme North Yorkshire**

The NHS Health Check programme in North Yorkshire continues to perform well in 2024/25. In Q3, 62 out of 69 GP practices delivered the service to some extent.

From the 62 GP practices:

- 39 have identified one or more individuals with a CVD risk ≥10% (moderate-high risk)
- A total of 727 individuals were identified with a CVD risk ≥10%
- 4,461 people were invited for an NHS Health Check
- 3,951 people received an NHS Health Check

In comparison to Q3 in previous years (see table below), the percentage of people that received an NHS Health Check of those invited was 88.6%, far higher than previous Q3’s and the first 2 quarters of this year. This can largely be explained by certain providers who have exceeded their invitation payment cap and were tasked with improving uptake of those they have already invited. To date, this is a total of 31 providers. Over 18% of those receiving an NHS Health Check were identified with a CVD risk, ≥10%, demonstrating the programme continues to achieve a key aim.

	Q3 20/21	Q3 21/22	Q3 22/23	Q3 23/24	Q3 24/25
<b>Invites</b>	870	4,316	6,458	5,835	4,461
<b>Uptake</b>	460	2,233	2,584	3,876	3,951
<b>% those invited</b>	52.9%	51.7%	40%	66.4%	88.6%
<b>CVD risk ≥10%</b>	88	381	546	674	727

**Healthy Child Service**

0-5 KPI'S	Q4 23/24		Q1 24/25		Q2 24/25	
	Completion rate	Face to face / virtual	Completion rate	Face to face / virtual	Completion rate	Face to face / virtual

Antenatal	97%		97%	F2F 56.2% Vir 33%	96%	F2F 58 % Vir 32 %
New Birth	91%		93%		94%	
6-8 week	95%	F2F 41% Vir 54%	96%	F2f 45% Vir 53.2%	96%	F2F 46% Vir 54%
9-12 month	100%	F2F 20% Vir 80%	100%	F2f 14% Vir 85%	100%	F2F 16% Vir 84%
2-2.5 year review	98%		93%		98%	

**0-6 Pillar** - Performance across mandated contacts has remained very good within Q2 of 24/25. In accordance with the model some contacts are delivered virtually to universal families. The level of need across the caseload indicates the volume of virtual delivery. This will become more established as the virtual team is embedded within the service.

**Emotional Health and Resilience Pillar**

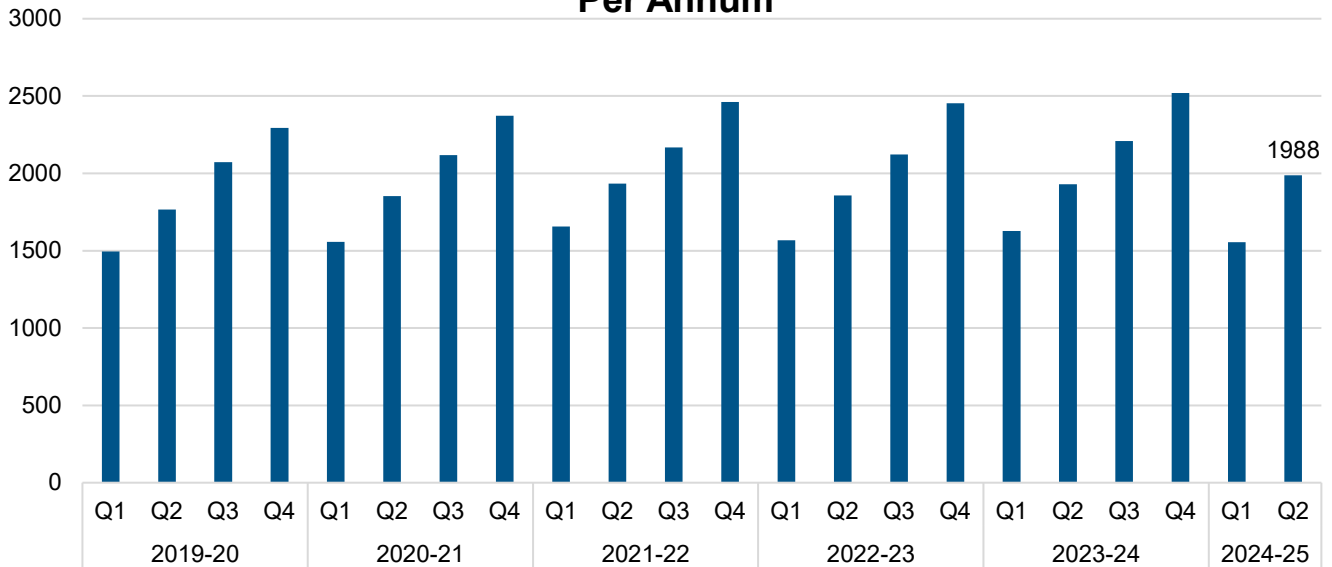
In Q2 168 referrals received into the pillar, 124 were accepted (74% acceptance rate). 35% of referrals came from Schools this quarter, schools also have the highest decline rate. Further work will be done to ensure schools have up to date information on the offer and increase the rate of appropriate referrals. The Mean age of our referral is 9.4 years and more than half of referrals are for managing emotions.

	North Yorkshire
Universal Caseload	95%
UP Caseload	3%
UPP Caseload	2%

**North Yorkshire Horizons – Drug and Alcohol Support Services**

There has been a slight decline in number in the service overall, from 2,362 in Q2 2023/24 to 2,298 in Q2 2024/25 a decline of 64 (3%). However, the number accessing a structured treatment offer is steadily increasing, in Q2 2024/25 1,988 service users were engaged in structured treatment interventions, an increase of 59 (3%) increase from Q2 23/24. Of the 463 service users starting structured treatment in the quarter, 451 (97%) had a wait time of 3 weeks and under.

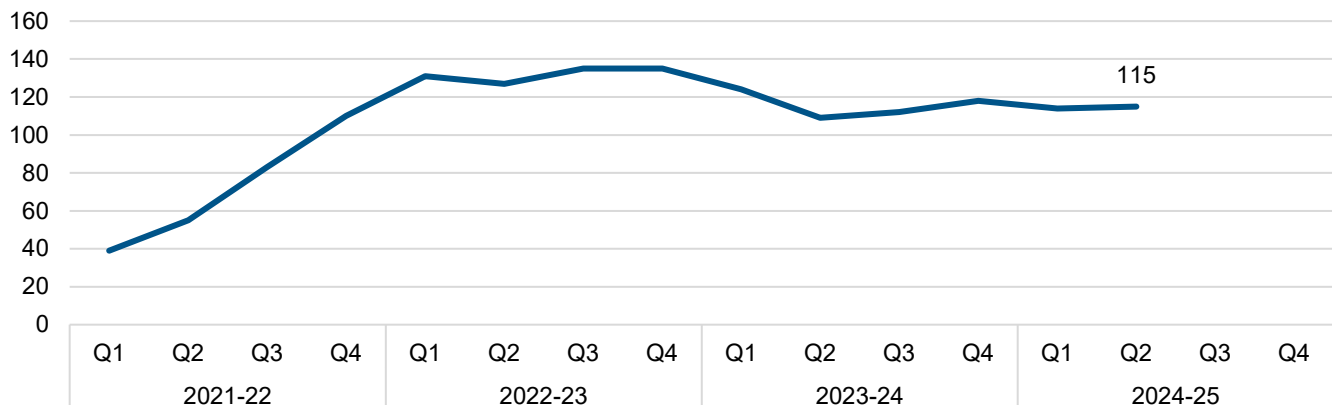
### Service Users Engaged in Structured Treatment Interventions (Treatment Service) and Recorded on NDTMS Per Annum



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

Having increased over 2021/22 following the establishment of the service, the number in structured treatment has been relatively consistent between 110-120 over the past 15 months. Of those referrals within the quarter, 93% were contacted within 5 working days and offered a comprehensive assessment or assessed as not appropriate.

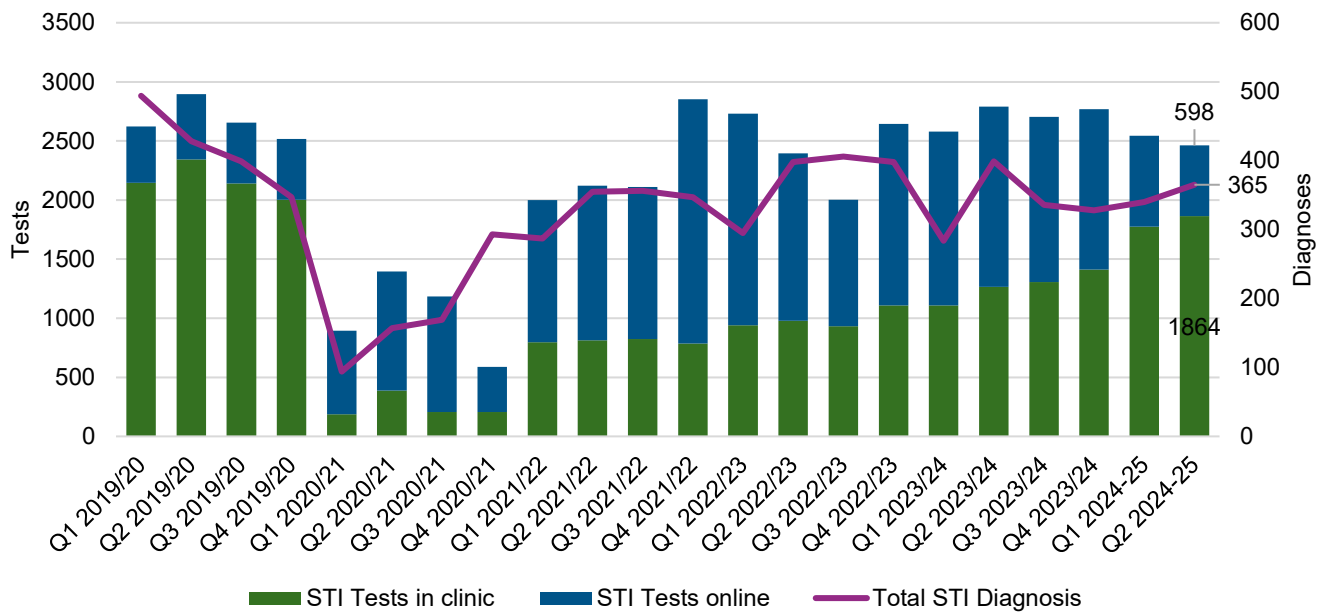
### North Yorkshire Rise Number in Structured Treatment (Rolling 12 Months)





In Q2 2024/25, 4,120 attendances (face to face and online) were delivered by YorSexualHealth (YSH), this is a 5% increase on Q1 and 9% higher than Q2, 2023-24. Testing in clinic continue to see an increase (+5%

### STI Tests & Diagnosis



on Q1), whilst online testing has decreased (-22%), however positive diagnoses from online testing has increased from 7% in Q1 to 11% in Q2. This will be monitored to understand the impact of online testing to target those aged 16-24. Overall diagnoses remain similar to Q1 and Q2 2023-34. Chlamydia remains the most diagnosed STI in North Yorkshire and England.

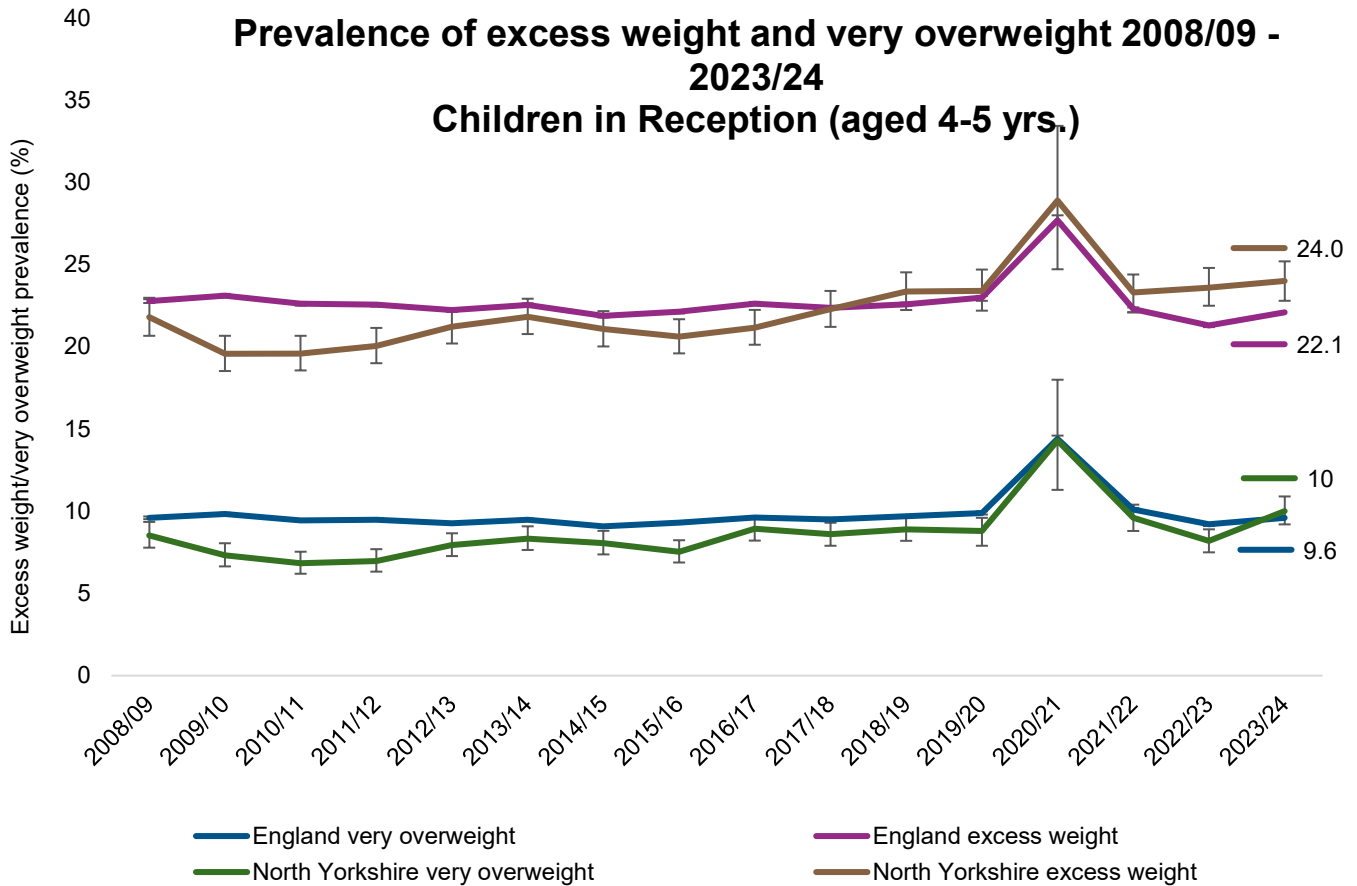
#### National Child Measurement Programme (NCMP)

10,816 children from 296 North Yorkshire primary schools were measured as part of the NCMP between December 2023 and July 2024. Data were submitted to the national NCMP team in August 2024. Participation rates were 93% for reception class and 92% for year 6 which are the highest participation rates achieved in a number of years. Data quality was very good with all data quality criteria being met. National NCMP reports and data were published in November 2024. Our local dataset for North Yorkshire was released in December 2024 and has been analysed.

The charts and narrative below show the North Yorkshire data and some *key headlines* (NB. The term 'excess weight' covers overweight and very overweight categories combined).

- Reception (4-5 year-olds)
  - Very overweight (obese): 10% (was 8.2% last year) – a large relative increase in obesity rates.
  - Excess weight: 23.9% (was 23.6% last year) – a slight increase in overall excess weight. This is due to the increase in 'very overweight' children, with a reduction in those who are 'overweight'.
- Year 6 (10-11 year-olds)
  - Very overweight (obese): 19% (was 19.6% last year) – a slight decrease in obesity rates.

- Excess weight: 33.3% (was 34.6% last year) – a decrease in overall excess weight.



**Headline: Obesity rates in our youngest children have risen almost 2% in just a year and are now above the national average**

Data for our youngest children are the greatest concern, showing an almost 2% absolute rise in obesity rates (very overweight) in the 4-5 year-olds in one year. North Yorkshire rates of excess weight and very overweight are now both above the national average. We urgently need to address this by focusing on healthy weight in the early years population.

**Headline: Inequalities are increasing in the younger children**

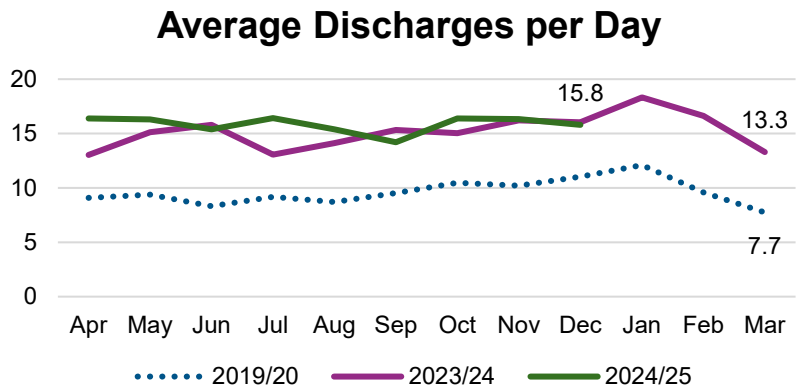
The deprivation chart below shows the proportion of Reception children (4-5 year-olds) by weight categories in each of the IMD deciles. There are 12.4% more children who live in the least deprived area measuring at a healthy weight compared to those who live in the most deprived area. There was only a 5.2% difference in 2022/23. The prevalence of obesity in children in the most deprived areas is 10.8% higher compared to those in the least deprived areas. There was only a 4.3% difference in 2022/23. Children’s weight is currently far more unequal over the socioeconomic deciles than a year ago.

**Headline: Gender differences are persisting, particularly between the older boys and girls - 16.8% of girls and 21.2% of boys aged 10-11 years are classed as very overweight (obese).**

**Adult Social Care**

**Hospital discharge activity** averaged 16.2 discharges per day during Q3, which compared with 15.4 per day recorded for Q2. The chart below highlights that activity so far this year has been running at similar levels to those experienced during 2023/24. For Q3 in 2023/24, discharges averaged 15.7 per day.

Local activity is subject to high levels of volatility day-to-day, with local health and care systems continuing to be subject to localised surges in discharge activity, which can affect different localities on different days, with capacity amongst local care providers being quickly used up. During Q3 there were 33 days on which discharges exceeded 20 per day (34 in 2023/24), including 6 days above 30 discharges per day (2 in 2023/24).



### Waiting Lists

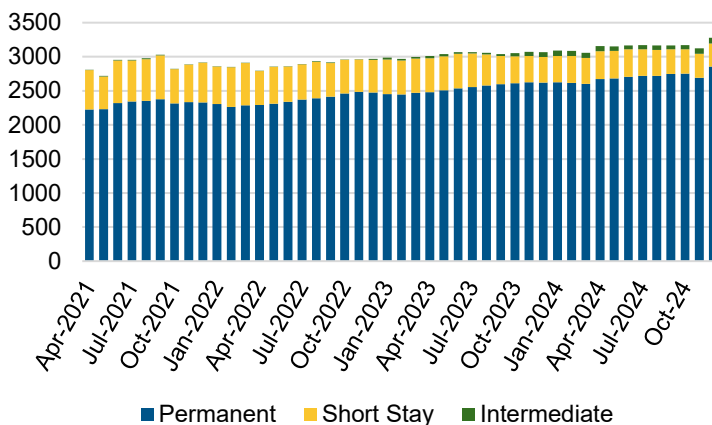
At the end of Q3, community social care teams recorded 245 people waiting for an initial assessment (322 in Q2), which was equivalent to 3.3% of their caseload (7,380) compared with 4.2% in Q2. Performance at the end of Q3 had improved to below 4% target.

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

- A new **online self-assessment tool** was launched in September 2024, informed by the national trailblazer project for charging reforms. Engagement with people with lived experience and their carers helped explore how assessment experiences can be improved and how online tools can be rolled out effectively for more people, providing greater choice, control and flexibility;
- The **Early Contact Operating Model** being piloted with adult social care teams in the HARA area is providing early indications of an increased awareness of the benefits of early contact, triage and proportionate response and local Team Managers are in the process of skilling up their Advanced Practitioners so they can delegate responsibilities; and,
- The new **Occupational Therapy Assistant** role introduced in Autumn 2024 to increase the capacity available to respond to people waiting for OT input is showing early signs of a positive impact, with a 36% reduction in OT waiting lists between the end Q2 and Q3 of 2024/25.

### Placements

#### Number of Permanent and Short Stay Placements in Month



Permanent residential and nursing placements within the quarter (2,766) increased between quarters, however the increase is due to double counting due to system changes, which resulted in some people having two consecutive services recorded in the period for the same placement. The number of people in a permanent placement has decreased between quarters, from 2699 in Q2 to 2676 in Q3.

Overall placement numbers within Q3 (3,033) show a 0.1% increase (3 placements) on Q3.

The number of people receiving short-term care during the quarter decreased between quarters, down from 377 in Q2 to 350 for Q3.

The use of short-term beds where community-based care options are not immediately available can result in a higher cost of care. More significantly, it can have a detrimental effect on people’s recovery, slowing

the speed at which they regain their physical strength, which is vital for them to be able to return home and care for themselves.

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

- Achieving a 50% reduction in the number of short-term care home placements over the next 5 years. The target for 2024/25 is to reduce the number of people supported via external short-term care home placements during the month to 345, in December the number reduced to 339. At the end of Q3 there were 329 open short-term placements, an increase of 37 placements on the end of Q2 but an 18% decrease since the 2022/23 financial year end.
- Reducing the proportion of short-term care home placements that exceed the 6-week duration for short-stay, reducing excess weeks by 100 (16%) over the next 5 years. The average length of stay in a short-term bed has increased to 16 weeks at the end of Q3, up from 15 weeks at the end of Q2.

Practice guidance defining short stays, published in August, has been further developed to include options for a Choice on Discharge procedure. This work followed advice from legal services and seeks to address inconsistencies in practice, which had resulted in complaints. The guidance has now progressed to engagement with people who use the services prior to it being finalised, and the engagement is due to be completed by end of February.

### Safeguarding

6,191 safeguarding concerns were received since April 2024, increasing the average to 687 concerns per month, compared to 569 per month in 2023/24 This represents a 18% increase in activity compared to the same time last year.

There has been a sustained increase in safeguarding concerns starting in Q2 of 2022/23 and continuing through to the end of Q3, 2024/25, although this is slowly levelling out. Analysis of activity data has highlighted two issues that have been key factors in increasing the number of concerns:

- A rise in the number of people whose safeguarding issues have been raised by more than one person or agency. The concerns raised by individual agencies, practitioners or family members will often be linked to a single referral for further action; and,
- A change in recording practice, which is more accurately capturing work that has been triaged or screened out appropriately as part of the process. This is now recorded as a safeguarding concern, but it does not require or generate any subsequent action.

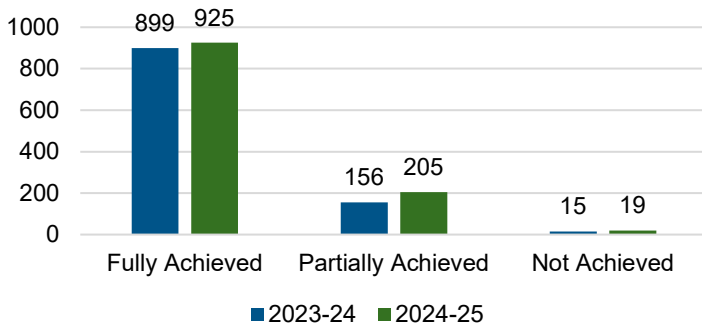
Whilst these issues both increase the number of concerns being recorded, they do not indicate an increase in the number of safeguarding incidents. Case file reviews indicate that concerns are being raised appropriately and that the subsequent referrals are being progressed and investigated appropriately.

The safeguarding approach seeks to enable people to have their safeguarding issues resolved quickly. It has consistently achieved around 82.0% of cases reaching an early conclusion in terms of no further action (NFA) being required. This trend has continued into 2024/25 and is detailed in the bottom three rows of the table on the right. A key element of the safeguarding process is Making Safeguarding Personal, which seeks to ensure that we have conversations with people involved in safeguarding situations in a way that enhances their involvement in the process, giving them choices and control over its outcomes.

Information Gathering Decision	%
Formal Meetings –42	13.9%
Formal Meetings - Other	0.5%
Informal Discussion – Section 42	2.7%
Informal Discussion - Other	0.3%
Not an Enquiry - NFA	17.3%
Following Info Gathering - NFA	55.8%
Signposting NFA	9.5%

1,558 people have been involved in a safeguarding enquiry since April 2024. Of these, 74% expressed a personal outcome that they would like the process to achieve. That compares with 78% for the same period in 2023/24, indicating that engagement levels have dropped slightly but are still at a high level.

### Personal Outcomes Achieved?



Whilst the engagement level has remained high, the success rate for the safeguarding process achieving the expressed outcomes dropped slightly in Q3 2024/25. 81% of people stated that their outcomes were fully achieved, compared with 84% during Q3 in 2023/24. Of the 74% of people that did express an outcome since April 2024, 81% were fully achieved which was 3.0% lower compared to Q3 in 2023/24. 18% of people said their outcomes were partially achieved. This is 1% higher compared to Q2 – 2023/24. 1% of people said their outcomes were not achieved.

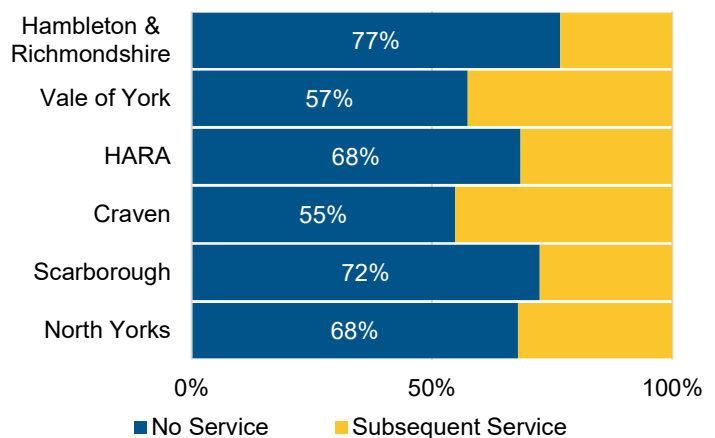
### Reablement

From April–December 2024, 1,826 reablement packages were started, which compares with 1,347 for the same period in 2023/24 and represents a 26% increase or 479 packages of support. During Q3 2024/25, 638 reablement packages were started which was a marginal increase of 0.8%, or 5 packages, on Q2 2024/25.

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

616 interventions were completed in Q2, 2024/25. The proportion of these people who had not subsequently returned for social care support by the end of Q3, 2024/25 was 68% (418) which is below the performance in Q2, 2023/24 of 70% (296). However, activity levels are increasing, meaning that this outcome was achieved for an additional 193 people in Q2 2024/25, a 31% increase. Local care markets, and the care providers that operate within them, continue to be affected to different degrees around the county. The chart above shows the local variations in the return rate, which will reflect these different pressures.

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



Reablement delivery levels have been very close to, or above the target level for 8 of the 9 months so far in 2024/25, reflecting the fact that staffing capacity has not needed to be redirected at covering domiciliary care gaps in local care markets as was the case in early 2023/24 and during 2022/23.

As part of the directorate's improvement priority focusing on reablement, a number of initiatives are being progressed to improve reablement activity levels and outcomes:

- Reablement mock inspections have been carried out on 6 of the 10 services (4 in Q2), with a programme in place for the remaining services to run up to March 2025.
- A monitoring form has been introduced to help track the level of need not being met by the service. On average, 17 cases per week county-wide have been identified as unmet need due to a lack of reablement capacity (up from 10 in Q2), which will help inform the development of the integrated intermediate care model.

- Further investment has been made in supporting technology, with an additional 10 Canary Systems having been rolled out to add to the 10 already in use. The systems' remote monitoring of people's progress at home can help reduce or remove the reablement intervention, returning them to independent living more quickly.
- A dashboard has been developed to capture feedback from people who have had a reablement intervention, with the feedback being used to support service improvement and delivery.

## Personal Budgets

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

Performance reporting for adult social care tracks the trend over the past 12 months for the average PB cost for all cases, excluding those with a primary support reason (PSR) of learning disability (LD). The average PB for non-LD cases was £22.0K at the end of December, an increase of £226 against the average PB for Q2. This represents a 2.8% increase year on year (£591), compared with an 1.8% increase (£380) reported in Q2.

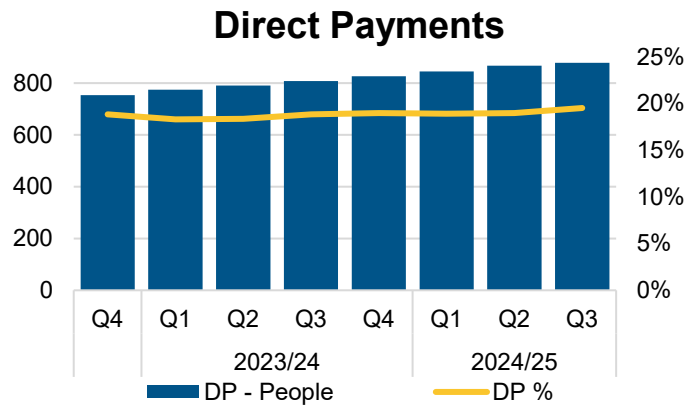
The average PB for a service user with a learning disability was £48.2K at the end of December, a 1.2% increase from £47.7K at the end of September. This represents a 6.8% increase year on year (£3,061), compared with an 10.1% increase (£4,338) in Q2.

Non-LD service users in receipt of a PB (3,702) span a very wide cost profile. At the end of Q3, 68.7% (2,543) of these service users had a personal budget that was below the county average (£22.0K p.a.). Development work focused on community-based care provision continues to progress through a number of initiatives:

- The **Home First Bridging Services** in Hambleton, Scarborough, and the Vale of York have been extended until the end of March 2025, with discussions on-going with regard to the service in Harrogate (HARA). A review of the services will be completed during Q4 to determine their future and to help shape the Home First home-based support offer as part of the wider intermediate care model, and linking with the development of the local reablement offer.
- Engagement with **Home-Based Support Providers** indicated that development work should be carried out on a very localised basis, with the first area of focus market pressures in and around Whitby. Engagement with care providers is on-going and work has started on scoping activity to co-produce and co-design the service model with people with lived experience, carers and members of the local community;
- Further work is being completed as part of the **Service Navigator** project in the Nidderdale & Washburn Valley to maximise referral opportunities and scope of the service, which now includes the ability for the service navigator to support people in completing the online Care Act self-assessment; and,
- A time-limited piece of work is underway to evaluate the efficiency and effectiveness of commissioning **personal assistants delivering 1:1 support** in day service settings. The work is covering different areas to try and identify opportunities for increased impact:
  - Market Engagement: Gathering feedback from a cross-section of providers to understand the broader impact of personal assistant (Pas) in different day settings.
  - Timetabling Analysis: Working with providers to identify specific sessions or activities where PA support is essential.
  - Cost-Benefit Analysis: identifying and assessing the financial implications of different options for delivering this type of support;
  - Quality Assurance: Reviewing arrangements for monitoring and improving PA quality, particularly where agency staff are used.
  - Client-level Review: Reviewing the support role PAs currently play for individual service users, when the person's needs and support provision were last reviewed, etc.

## Direct Payments

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



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

Year on year, the number of people receiving a direct payment increased by 70 or 8.7%, whilst the number of people with a Personal Budget (4,491) is up by 211 people or 4.9%. People receiving a direct payment represent 18.9% of the total number of people with a Personal Budget, up 0.1% year on year in Q3, but this proportion has plateaued over the five most recent quarters.

The directorate's seven improvement priorities include direct payments, with an emphasis on

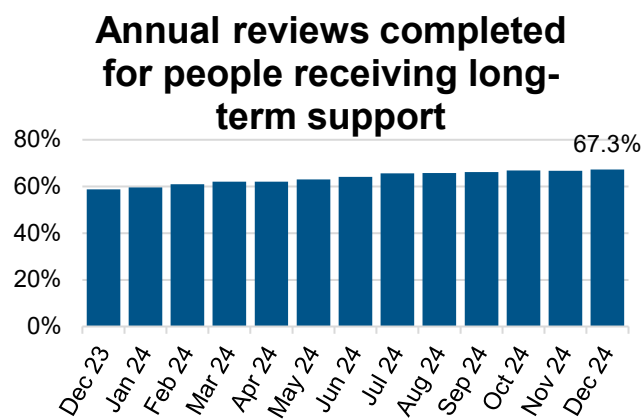
ensuring they are considered consistently as part of the assessment and care planning processes, and on developing innovative and flexible approaches to the use of direct payments. Since Q2, the key points of progress have been around:

- The completion of an increased Personal Assistant (PA) rate pilot paper with an aim to commence the pilot in two areas from April 2025.
- An outline approach for Direct Payment Service (DPS) support planning has been agreed. A detailed plan will be drawn up and a working party established to implement the pilot.
- A job description has been agreed and signed off via the Job Evaluation process to trial a new Direct Payment Support Officer role and is awaiting approval at Assistant Director level.
- An adult social care forum 'Personalisation' take-over day will take place on 17 March.

## Reviews

The Care Act (2014) requires that people's care plans should be reviewed annually. This is important to ensure that the plan continues to meet their needs, but it also provides an opportunity to identify and explore new options for meeting their care needs in a strength-based way that might have emerged in their community since their last assessment.

The key performance indicator for reviews relates to people who have been in receipt of long-term support for 12 months or more, and who have had a review in the last 12 months. The measure is part of the national Adult Social Care Outcomes Framework. In 2023/24, North Yorkshire achieved 71% against this measure, compared with a national average of 59% and a regional average of 57%.



At the end of Q3, local performance was reported at 67.3%, which compares with 58.8% for same point in 2023/24. Two of the five operational locality areas have already exceeded the year-end target of 70%. For people receiving long-term residential or nursing support in care homes, the figure rises to 76.8% of people.

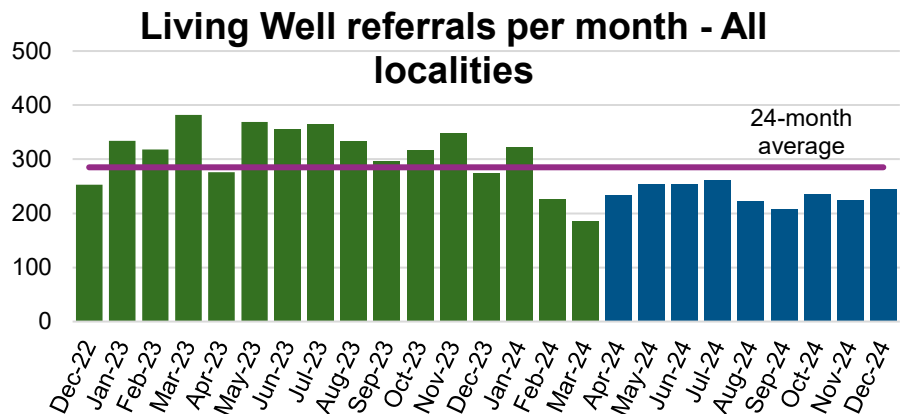
As part of the review of the impact of the county-wide Review Team's work on this area of activity, consideration is being given to targeting community-based package of support where performance is at 62.0%

## Prevention and Service Development

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

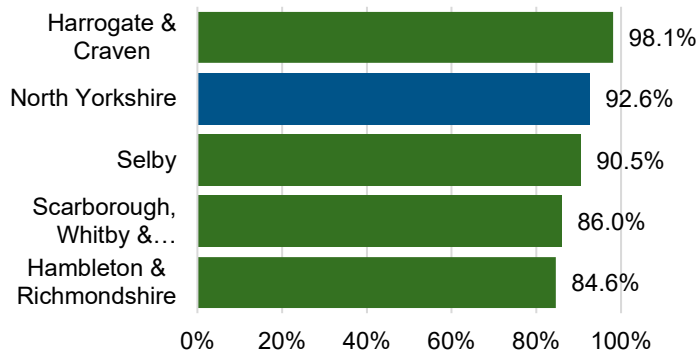
### Living Well

Referrals numbers to Living Well continued at a lower level, following a substantial dip which began in Q4 2023/24. October saw 236 referrals, with 225 in November and 244 in December. Numbers remain considerably below their 24-month average (285). 74 carers assessments were completed by Living Well Coordinators in Q3. This was an increase from 71 in Q2. Carer-related activity to date in 2024/25 is at a similar level to the reduction in external referrals highlighted above.



In addition to its core preventative offer, Living Well is supporting the Homes for Ukrainians scheme, and has an established role in supporting social prescribing referrals from GP practices.

### % of Clients Who Would Definitely Recommend the Service - Q3 2024/25



Across North Yorkshire 92.6% of clients ‘would definitely recommend the service’ (89.4% in the previous quarter). Harrogate & Craven has the highest satisfaction rate (98.1% of clients), up from 90.3% in the previous quarter. Hambleton & Richmondshire has the lowest rate (84.6%), up from 83.8%.

Key areas of Living Well activity during Q3 have included:

- An emergency response in and around Kirkbymoorside. Living Well provided staff to support a relief effort for a two-week period, providing information, advice and guidance.
- Social prescribing (SP) – improving joint working with Primary Care Network (PCN) partners – Harrogate are considering implementing a joint recording system, the “Joy” programme, to improve consistency. In Selby activity included support to re-model the SP offer across Selby Town PCNs, which are moving to a central “hub” model in 2025.
- Increasing support to carers – Living Well has an increasing remit to support Community Social Care (CSC) Teams by completing carer’s reviews for cases that are currently in review trays.
- Digital inclusion – a grant has been received from the UK Shared Prosperity Fund (UKSPF). This has allowed 10 digital champions in Living Well teams to receive a training package and to work



with the North Yorkshire Council Information technology (NYC IT) service to begin the purchase of hardware. The team continues to build relationships with other digital inclusion projects within the county.

**Housing with care**

One of the key priorities in the 2025 vision for adult social care is to help people live independently in their home of choice for as long as possible, with options for self-care as far as possible. To achieve this, the council works with a range of partners to promote the use of modern designs and innovative construction techniques that create accessible, adaptable and efficient homes that can meet people’s changing needs over time.

A summary of the points of progress in Q3 across the key areas of work is provided below:

**Extra Care:**

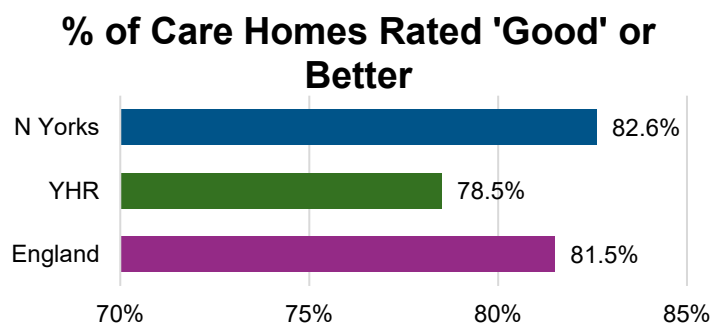
- Work is progressing with the procurement of an Extra Care Housing scheme in Whitby. Extra Care provider Housing 21 have recently indicated that they have found a developer after an extended search. Housing 21 and NYC are progressing further financial and operational viability reviews and working with NHS property on outstanding site issues prior to committing to the development of the scheme.
  - Work continues on a proposal to develop an extra care scheme on a site owned by North Yorkshire Council in the Harrogate locality. The site would suit a hybrid model of accommodation. Procurement documents have been prepared but are awaiting legal work to remove a covenant on the land. The procurement is expected to be completed over the next few months.
    - Ashfield Elderly Persons Home in Malton has now closed. All residents have moved to alternative accommodation. We intend to carry out a community information event early spring to present our intentions for the site and to gain feedback.
    - Work on an Extra Care proposal for a site owned by North Yorkshire Council in Gargrave is continuing. This is awaiting the outcome of Highways reports regarding site access. A procurement process is expected to be completed over the next few of months.
- A detailed Housing Needs Analysis report has been commissioned through Housing Learning and Improvement Network (LIN) to determine what accommodation is needed and where. Contract information has been issued to them. An options appraisal report has been presented to the Health and Adult Services Leadership Team (HASLT), which included the outcomes from the engagement, and recommendations following discussions with finance, procurement, and legal colleagues. This report has been shared with the Corporate Director of Resourcing. The team are preparing and updating Procurement documents, with the support of Procurement and Legal colleagues.

**Assistive Technology:**

A working group has been set up to review options for the future delivery of Technology Enabled Care service in North Yorkshire. The first meeting was held in January.

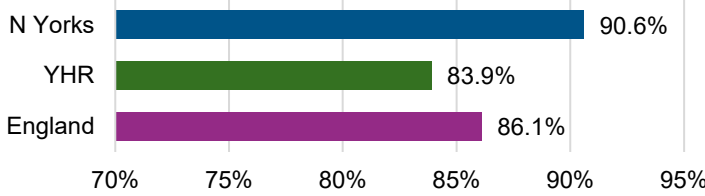
**Care Market Quality**

Based on published **Care Quality Commission (CQC) inspection ratings**, 82.6% of care home provision across the county was rated as “good” or better at the end of Q1. That was down by 0.4% between quarters, and down by 1.5% (from 84.1%) year on year. Local performance remains higher than both the regional average, which were both by 0.1% between quarters.



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

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



Local performance was up by 0.7% between quarters but down by 0.5% year on year. Despite these reductions, local performance remains well above both the England and regional averages. The England average declined by 0.5% between quarters. During Q3, the council provided improvement support to care providers across the county, dealing with issues such as poor leadership, medication, gaps in training and care

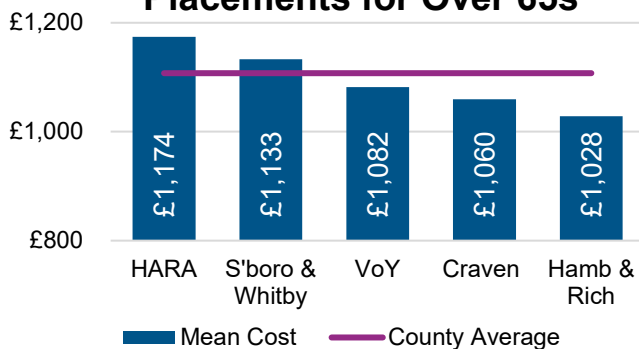
environment concerns:

- The Quality Improvement Team supported 15 care providers - 8 care homes, 6 home-based care providers, and 1 Shared lives provider. Providing a total of 125 days of support (109 days in Q2).
- Quality Assurance Officers made 39 visits - 19 quality assessments, 9 support visits, and 11 review visits.

There were three provider closures in Quarter 3, which affected 60 people, 29 of whom were receiving care and support funded by North Yorkshire Council.

### Cost

#### Average weekly Cost of Placements for Over 65s



The weekly **cost of permanent residential and nursing placements** continues to be a major pressure point for social care provision, with significant variations across local care markets. The greatest cost pressure continues to be evident in Harrogate (HARA). The average cost of a care home placement for someone aged 65+ decreased to £1,107 per week at the end of Q3, down £16 per week compared with Q2, however it is still a 5% (£58 per week) increase compared with the end of Q3 in 2023/24. The Housing with care section, above, provides an update on progress in expanding the Extra Care programme, with the aim of increasing the range

and spread of alternative options to care home placements across the county. Where appropriate, Extra Care can support people at a lower cost in a setting that provides them with greater independence with access to care and support in response to their changing needs.

The sections below summarise key points of progress in the directorate's development work that impacts on the affordability and sustainability of care provision:

- **Care Market Representative Contract** - The Independent Care Group (ICG) ran several information sessions for the care market during December. During January the ICG will be taking on more involvement in Care Connected as part of the planning group. They continue to develop a memorandum of understanding with Community First Yorkshire and Carers Plus.
- Three **Sustainability and Escalation Panels** (SERP) took place in Q3. Six new or returning provider sustainability requests were considered during the quarter. Of these four were advanced through sustainability for HASLT consideration, the others were declined or re-directed from the sustainability route. New applications and disputes logged have reduced in relation to Quarter 3 last year from 6 to 5.
- **CareCubed** – Implementation is underway, with initial training sessions delivered for staff who will be using the system, with a second round planned for February. Negotiation Training has been scheduled for January and will include staff from Service Development, Contracting, Brokerage

and Supported Housing teams. North Yorkshire has joined the regional CareCubed group, which covers 11 local authorities.

- **Specialist Care Commissioning** - An additional online engagement session was held early November for providers who could not attend the face-to-face sessions. The Steering Group had its initial meeting in December and its work programme has been mapped out for the next 12 months, including engagement with people with lived experience and their families and carers to be conducted in Q1, linking in with the Preparing for Adulthood engagement plan.
- **Provider Surgeries** held in December involved 34 care providers. The key themes emerging from the sessions included: a lack of referrals, uplift queries - including concerns around the National Insurance increase, delay in payments due to lack of contracts, and concerns around the allocation model for sourcing care at home.

### Integration

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

North Yorkshire Council works with around 20% of all people who are discharged from hospital and who live in the county. Over the last 12 months that has averaged 485 people per month, which compares with a pre-pandemic average of 300 people per month and was up from a 12-month average in Q2 of 479 per month.

Social care activity data shows consistent proportions of people being transferred from hospital to social care support on pathways 0 and 1, which relate to them returning to a pre-existing care arrangement after discharge (pathway 0) or to their own home with a support package (pathway 1).

Performance against this measure for the full quarter improved slightly in Q3, up to 68.5% compared with 67.7% in Q2. Q3 performance remained above the 67.0% target and ended the quarter at 69.4% for activity in December. For the financial year to date (April-December 2024), performance is at 68.3% compared with 65.8% for the same period in 2023/24. Hospital discharges in Q3 averaged 493 per month, up from 462 in Q2. For Q3 in 2023/24, the monthly average was 482 discharges per day, an increase of 2.3% year on year.

**% of Discharges on Pathways 0 and 1**



Funding for **Home From Hospital**, which provides unregulated support for people leaving hospital, is in place until the end of March 2025. A service review will be completed during Q1 of 2025/26, which will include an associated options appraisal to confirm the future of system pressures funding for the initiative. The review will ensure that the service aligns with the aims of the directorate’s Home First improvement priority and the development of the new intermediate care model.

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

- The service specification for the new bed-based intermediate care model remains in development with the engagement of, and input from a wide range of partners, including care providers. Procurement support has now been allocated to support the project, and work will progress on developing an options appraisal for the procurement and contracting options for an interim offer pending the development of in-house Care & Support Hubs; and,
- As part of the winter planning arrangements for 2024/25, the use block-purchased beds and demand for short-term care home placements following hospital discharge have remained under

review throughout the quarter. One additional dementia nursing bed has been purchased with the independent sector in Scarborough, funded by ICB.

## Active North Yorkshire

### Ongoing Integration of Leisure services

The transformation of the service remains ongoing with services across Selby, Tadcaster, Harrogate, Knaresborough, Ripon and now Pateley Bridge now in house as part of the 'Active North Yorkshire' service. So far, the transitions have happened smoothly and with minimal impact on customers. Services in Richmondshire will be next to transfer on 1 March 2025, with services in Scarborough and Ryedale the last of the legacy providers to join the Council in 2027.

In addition in January the Weight Management service transferred into the new Healthy You service.

### Leisure Service Performance

	Q1	Q2	Q3
<b>Total Memberships</b>	<b>24,969</b>	<b>24,055</b>	<b>24,039</b>
<b>Swim Lessons</b>	<b>11,884</b>	<b>10,553</b>	<b>10,043</b>
<b>Public / Casual Swim Usage</b>	<b>159,737</b>	<b>145,952</b>	<b>129,334</b>

Generally, performance against the key metrics for the leisure service is stable and has shown minimal change over the quarter in comparison to Q2. The largest change relates to public / casual swimming with a reduction of 16,618 users. This is slightly better than the reduction over the same period in the 2023/24 financial year (down 24,790). This is an expected seasonal trend as use of public pools reduces slightly in winter and therefore there are no concerns attached to the Q3 return.



## People

### Our Council Plan outlines the following ambitions:

- People are free from harm and feel safe and protected
- People can achieve their full potential through lifelong education and learning
- People are better supported, by strengthening families or other appropriate networks
- In times of hardship, support is provided to those that need it most

## Children and Families

### Safeguarding & Child Protection

#### Summary

This quarter has again seen the seasonally adjusted number of contacts received at the front door approach a plateau, with 8055 contacts received. This is a 5.1% increase (n=388) compared with Q3 last year. In contrast, Q3 2023/24 saw a seasonally adjusted increase of 11.5% (n=793).

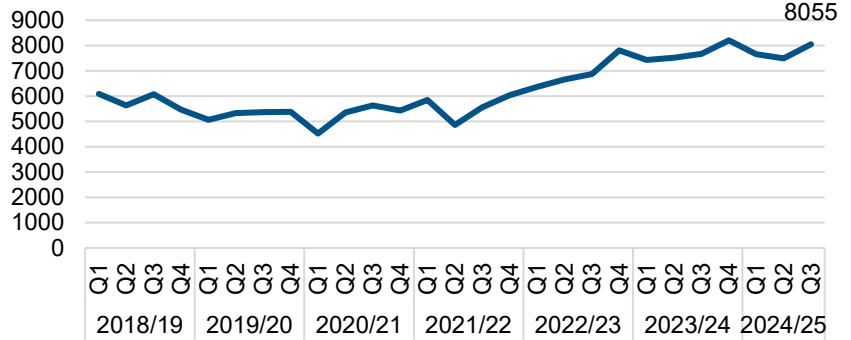
We continue to see more children present at risk of significant harm necessitating a statutory child protection plan. There were 217 such plans issued this quarter, an 97.3% increase (n=107) compared with Q3 last year. This has led to an unprecedented 586 open CPP at the end of the quarter.

Timeliness of assessment remains sector leading, with 97.7% of Children & Family assessments completed within the 45 working day deadline.

#### Contacts at the Front Door

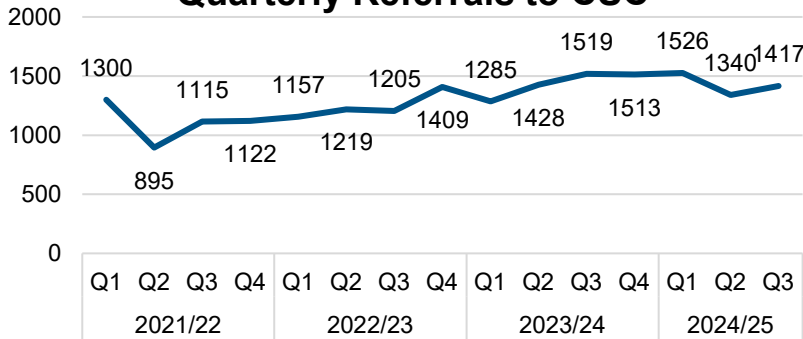
There were 8055 contacts recorded this month, an increase of 7.6% (n=566) on Q2 and 5.1% higher (n=388) than in Q3 last year. Whilst the slowdown in the seasonally adjusted increase in contacts is welcomed, demand remains exceptionally high with a total of 23,205 contacts received over the first 9 months of the year. This is 16.6% higher (n=3,304) than in the corresponding period in 2022/23.

### MAST Quarterly Contacts



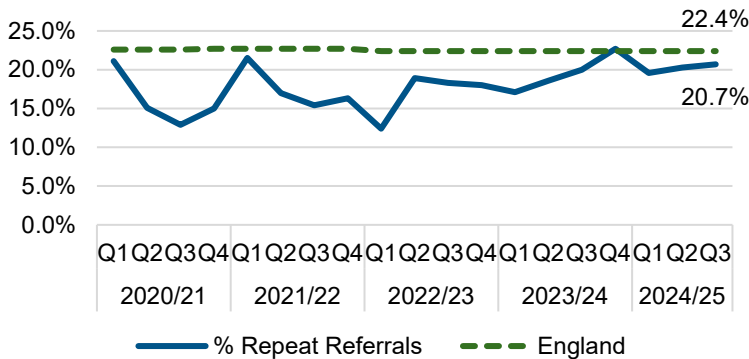
### Referrals to CSC

#### Quarterly Referrals to CSC



There were 1,417 referrals to CSC this quarter, 5.7% higher (n=77) than in Q2 but 6.7% fewer (n=102) than in Q3 last year. Mirroring contacts, we have seen the number of referrals to CSC start to plateau over the last 2 quarters, and for the year to date the number of referrals received is only 1.2% higher (n=51) than in the corresponding period last year.

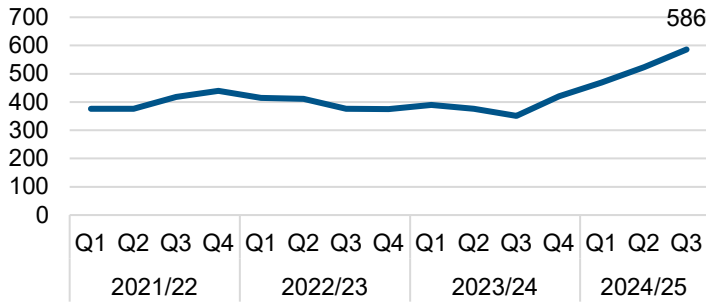
#### Repeat Referrals to CSC



The rate of re-referral rose this quarter by 0.4% to 20.7%, although remains statistically significantly lower than the national rate of 22.4%.

### Child Protection Plans

#### Number of Open CPP



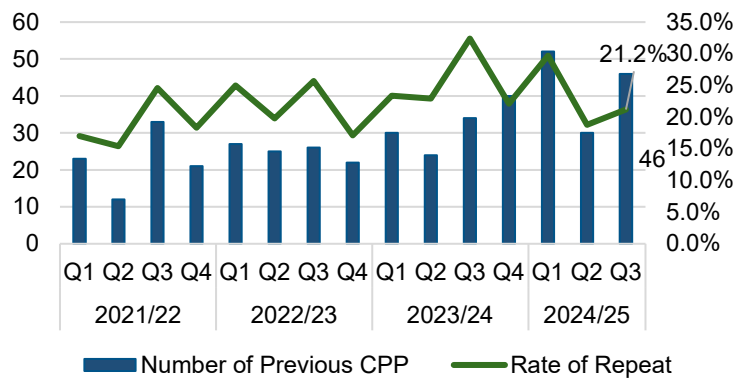
This quarter saw the number of open CPP rise for the 4<sup>th</sup> successive quarter to 586 at the end of December. This is an increase of 12.0% (n=63) compared to the position at the end of September and a 67.0% increase (n=235) compared to the number of open CPP at the end of December last year. This is the highest quarterly number of open CPP in at least 10 years and reflects the increase in the number of children presenting to services at risk of significant harm. Analysis highlights that the number of CPP closed so far this year (367) is greater than in the same period last year (317)

and indicates that the increase in open CPP is as a result of new demand.

There were 217 new CPP issued this quarter, 107 more (+97.3%) than in Q3 last year. Of the 217 new CPP, 46 were second or subsequent plans. This equates to a rate of 21.2%, 2.4% higher (worse) than the previous quarter but 11.2% lower (better) than in Q3 last year. Of the 46 second or subsequent plans, 21 (9.7%) were within 2 years of a previous plan.

It's important to note that the increase in the number of new CPP reflects a significant increase in the number of multi-agency child protection meetings and child protection investigations as a consequence of the risk of significant harm being reported in an increasing number of cases. For example, for the year to date 2,246 multi-agency strategy meetings have been held (+17.6% (n=332) compared with 2023/24), which have led to 1,549 child protection investigations (+29.4% (n=352) compared with 2023/24). The high number of open CPP places additional demands upon resources, with the service now carrying out an additional 470 statutory child protection visits each month, an increase of 67.0% compared with 12 months ago.

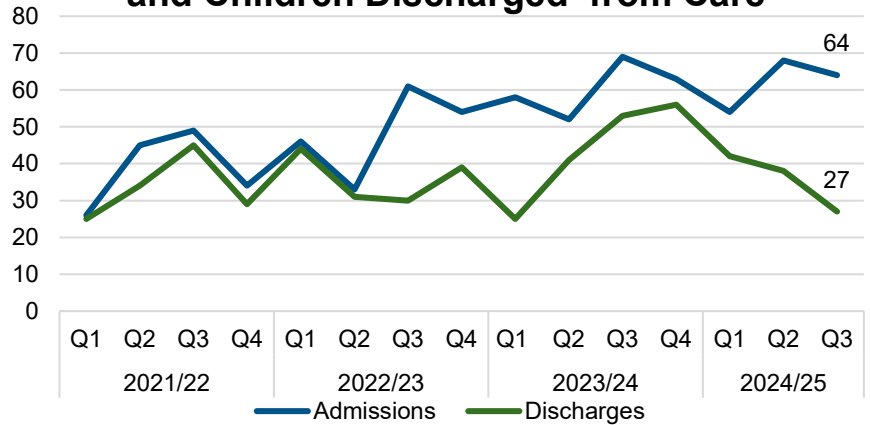
#### Rate & Number of Second or Subsequent CPP



### Children in Care

This quarter saw 64 children admitted to care, similar to Q2 (68 admissions) and Q3 last year (69 admissions). For the year to date there have been 186 children admitted to care. Although this is only an increase of 3.9% (n=7) compared to the same period in 2023/24, admissions to care remain 32.9% (n=46) higher than in the same period in 2022/23. The increase in admissions to care is indicative of the complexity of the needs of children and families. Extensive auditing of cases highlights consistent application of threshold, meaning that the service is bringing into care those children whose needs are best met by this course of action.

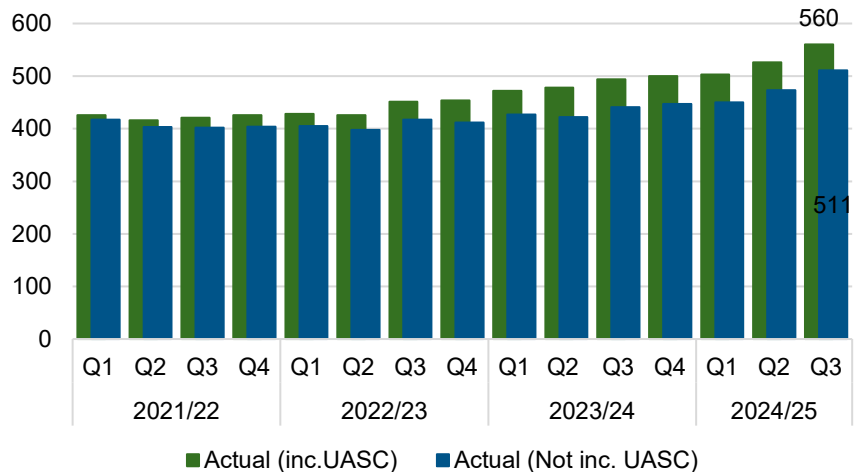
**Number of Children Admitted to Care and Children Discharged from Care**



There were 27 children discharged from care this quarter, 28.9% fewer (n=11) than in Q2 and fewer (n=26) than in Q3 last year. For the year to date, 107 children have been discharged from care, 10.1% fewer (n=12) than in the same period in 2023/24 but similar to the first 9 months of 2022/23 (105 children discharged from care). The data highlights an increasing gap between admissions to care and discharges from care. In the first 9 months of this financial year, there have been 73.8% more admissions to care (n=79). This compares to with 50.4% more admissions (n=60) than discharges from care in the same period in 2023/24 and 33.3% more admissions (n=35) than discharges from care in the same period in 2022/23.

There was a total of 560 children in care at the end of the quarter. This is 34 more (+6.5%) than at the end of the previous quarter and 66 more (+13.4%) than 12 months ago. The number of children in care has risen in each of the last 9 quarters and is higher than at any point in at least the last 10 years. Of note, recently released national and statistical neighbour data for 2023/24 highlights that nationally there has been a 0.5% decrease in the number of children in care and a 4.4% decrease in the rate recorded across the statistical neighbour group.

**Number of Looked After Children**



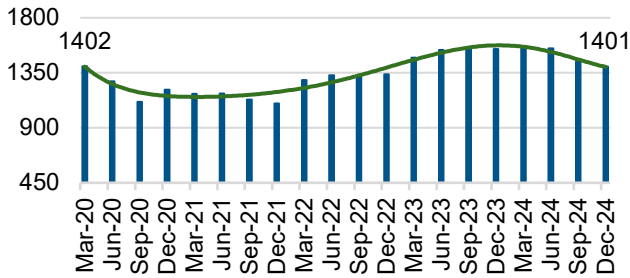
The number of Unaccompanied Asylum Seeking Children (UASC) in our care fell by 4 to 49 at the end of the quarter. It's worth noting that this is under half of the maximum number of UASC we are obliged to care for under the National Transfer Protocol (approximately 114 UASC). We have seen some stability in the number of UASC in our care in recent quarters as a result of a similar number of young people reaching 18 and moving to our Leaving care service as the number of new UASC admitted into our care.



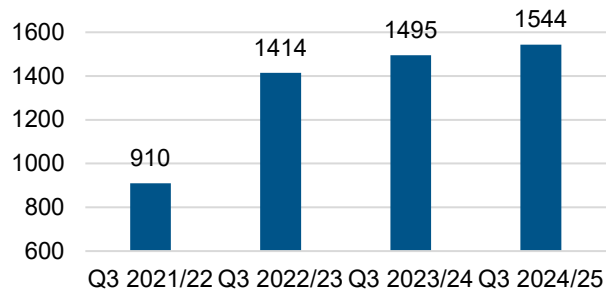
## Early Help

The number of ongoing households receiving support from the Early Help Service has decreased in each of the last 3 quarters and is currently very similar to the levels seen in Q4 2019/20. The current total of 1,401 households relates to 2,691 children and young people. The reduction in ongoing households receiving ongoing support is not as a result of a reduction in demand at the ‘front door’, as highlighted in the following chart.

**Ongoing Early Help Households**



**MAST Contact Decision: New Early Help Episode**



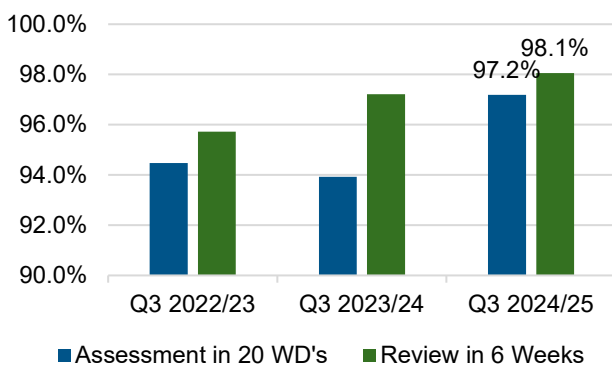
Demand through the ‘front door’ continues to increase, with the Quarter 3 2024/25 figure 9% (+130) higher than seen in Quarter 3 2022/23. The low Quarter 3 2021/22 figure coincided with reduced demand during the Covid 19 pandemic.

A significant factor in the reduced level of households receiving ongoing support has been a focus on closing cases as soon as appropriate and stepping cases down to universal services. In the last 12 months, the average length of time cases are open to the Early Help service has reduced from 19.2 weeks to 17.9 weeks. Work is ongoing to ensure that the quicker closing of cases is not resulting in an increase in rereferral rates within 12 months.

Early Help workers are also supporting Children’s Social Care colleagues supporting families with more complex needs by delivering interventions to support families. At the end of December 2024, the Early Help Service was delivering interventions in 311 CSC cases.

## Timeliness – Early Help Assessments

**Timeliness of Early Help Assessments**



The timeliness of Early Help Initial Assessments continues to be very strong with 97.2% of Initial Assessments completed within the 20 working days target in Quarter 3 2024/25. This is a higher rate than seen in the same period in both 2022/23 and 2023/24.

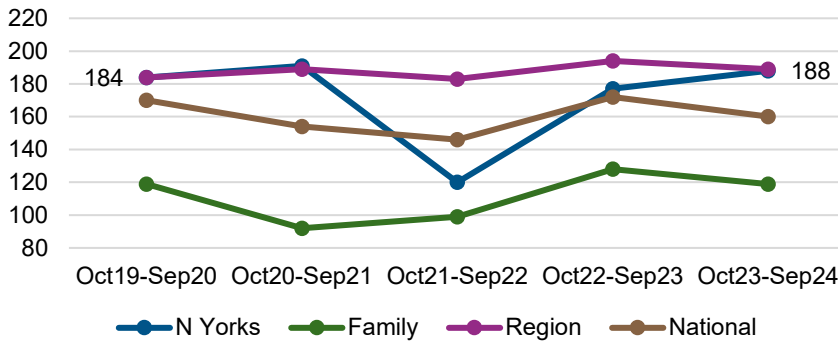
In addition, 98.1% of Assessment Reviews were completed within the 6 weeks target in Quarter 3 2024/25 – this is the highest percentage seen in any previous quarter.

## Youth Justice Service

### First Time Entrants (FTE) into the Criminal Justice System

The latest data for the 12 months ending September 2024 showed an increase in the rate of FTE's (r=188) into the criminal justice system in North Yorkshire compared with the rate 12 months previously (r=177). The rate of 188 relates to 105 young people and places North Yorkshire in the 3rd Quartile nationally. The current rate in North Yorkshire is similar to the regional rate (r=189) but is higher than the national rate (r=160) and the family group average (r=119).

### First Time Entrant Rate

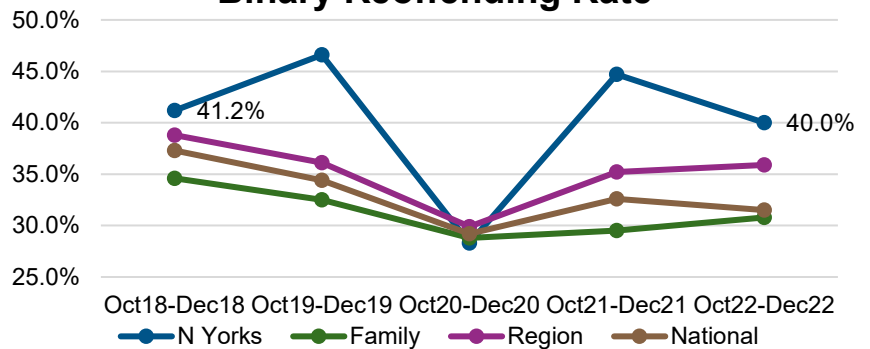


Recent FTE data is taken case management systems rather than from the official source (i.e., an extract of the Police National Computer (PNC)). Data from case management systems will show more FTE's than the official source as it will count some offences (e.g., some Motoring Offences) which are excluded from PNC as they are not 'recordable'. Review of the data held data on the case management system highlights that 18 cases relate to Motoring Offences, which would not be included on PNC. Subtracting these cases from the data would reduce the North Yorkshire rate to 155 (87 young people).

### Reoffending Rates

The Binary Reoffending Rate in North Yorkshire decreased to 40.0% in the October-December 2022 cohort when compared with the same period 12 months previously. However, as indicated in the chart below, the North Yorkshire rate is higher than the regional rate (35.9%), the national rate (31.5%) and the family group average (30.8%). The October-December 2020 cohorts showing lower reoffending rates on the chart are believed to have been impacted by covid-related lockdowns and the recovery of the court system.

### Binary Reoffending Rate



The Frequency Reoffending Rate (average number of reoffences per reoffender) decreased to 5.1 in North Yorkshire with 12 reoffenders committed a total of 61 proven reoffences. The October-December 2022 cohort saw the 2nd lowest number of young people ever enter an offending cohort in North Yorkshire (n=30) with the 2nd lowest number going onto reoffend within the 12-month tracking period (n=12). In comparison, the October-December 2018 cohort contained 68 young people with 28 going on to commit a proven offence within the 12-month tracking period. Whilst the official reoffending rate (%=40.0) remains a concern, as the cohort sizes reduce those young people left in the formal criminal justice system are more challenging to work with and this context should be considered when looking at the reoffending rate.

A meeting is being arranged with North Yorkshire Police, the Community Safety Partnership and York University, supported by our PIPA psychologist, to develop a greater understanding of the context around

our reoffending rates. In addition, a deep dive audit is to be undertaken on our offending cohort to pull out relevant themes relating to reoffending.

## Education and Skills

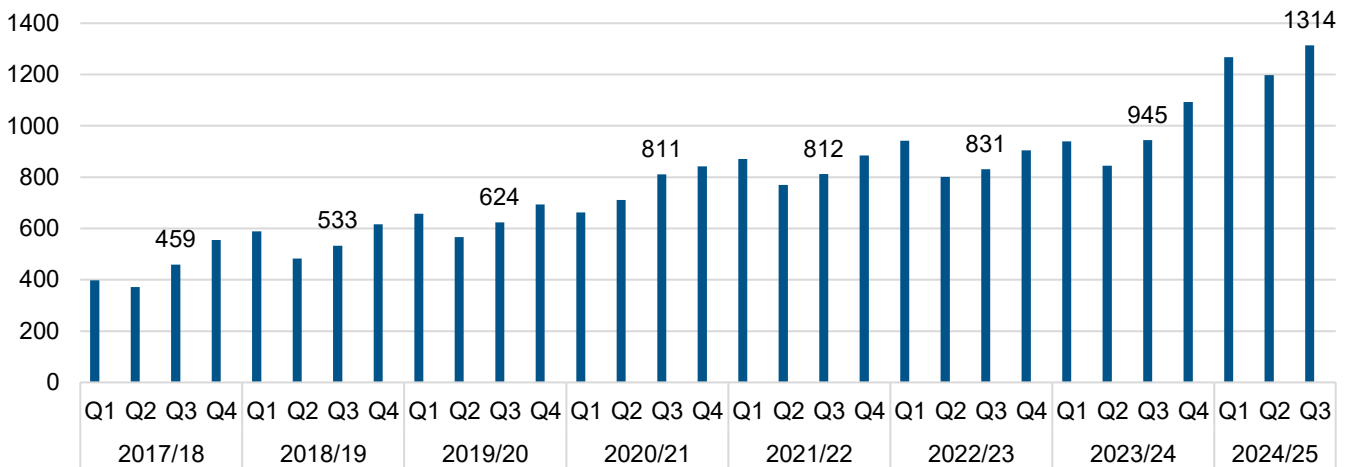
### Elective Home Education (EHE)

There were 1314 children in EHE at the end of the quarter, 36% more (n=369) than 12 months ago. The annual percentage rate of increase in the number of children in EHE is now higher than during the Covid-19 pandemic, when the rate of increase peaked at 30% (n=187) between Q3 2019/20 and Q3 2020/21. Data released by the DfE highlights that, nationally, the percentage of children in EHE has risen from 1% of the school population to 1.4% in the Autumn term of the 2024/25. The picture is similar in North Yorkshire, with 1.5% of the school population in EHE. However, compared to the wider Yorks. & Humber region (1.1%) we are an outlier.

Whilst North Yorkshire Council promotes education in local mainstream settings, parents/carers retain the right to choose to educate a child at home. There are a broad range of reasons for parents/carers choosing to home educate, and the most common reasons given (where recorded) continues to relate to mental health and anxiety.

As part of the Children’s Wellbeing Bill, central government will introduce a requirement for parents of children subject to a protection plan to seek permission from the local authority before removing a child from school to be home-educated. There are also plans to introduce a national register of home-educated children, which could be implemented this calendar year.

### Pupils Electively Home Educated at Quarter end

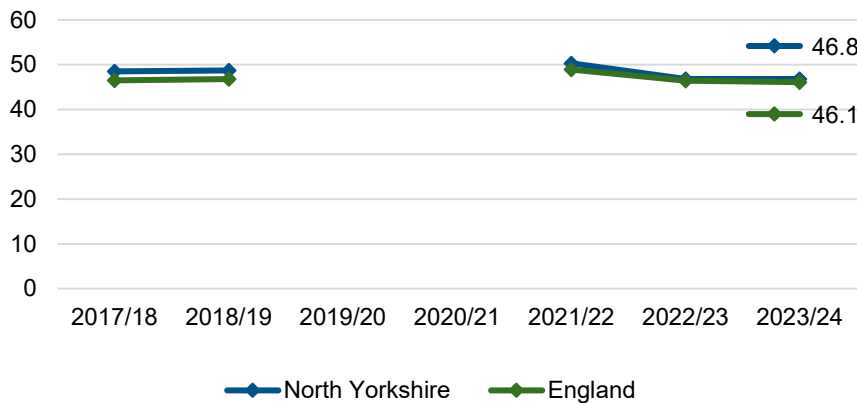


### Attainment in Schools (Provisional Data)

#### Key Stage 4 – Attainment 8

The DfE recently published provisional Key Stage 4 pupil attainment data for the 2023/24 academic year. The data indicates that in North Yorkshire the average Attainment 8 score was 46.8, identical to the previous academic year and remains above the national average of 46.1 (0.3 lower than in 2023/23). This means that the gap between the North Yorkshire average Attainment 8 score and the national average has increased (improved) to +0.7 from +0.4 last year. However, caution should be exercised when comparing data from previous years, given the unprecedented change in the way GCSE results were awarded in the summers of 2020 and 2021 as a result of the Covid-19 pandemic, as well as the changes to grade boundaries and methods of assessment for 2021/22 onwards.

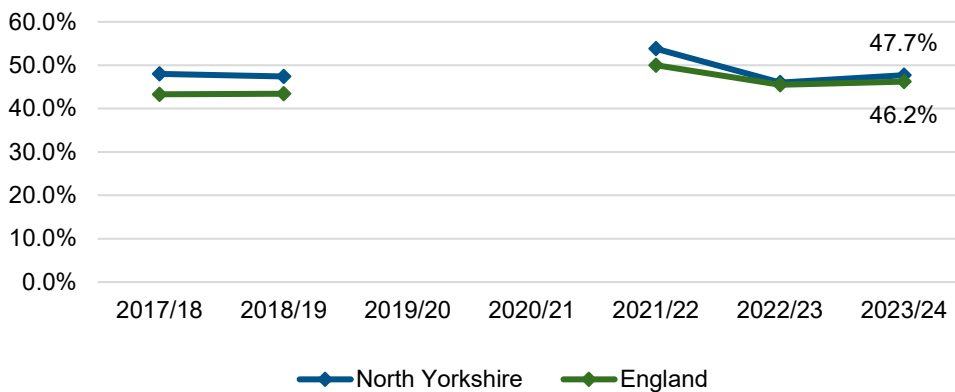
### Key Stage 4 - Average Attainment 8 - Score



### Key Stage 4 – English and Maths

Mirroring the trend seen in average Attainment 8 scores, the proportion of pupils achieving a ‘stronger pass’ of grade 9 to 5 in English and Maths in North Yorkshire remains higher than the National average. The proportion of children in North Yorkshire achieving at this measure is 47.7%, higher than the National rate of 46.2%. In 2023, North Yorkshire rates of achievement at this measure were +0.5pp higher than the National rate, in 2024 it is +1.5pp. Again, caution should be exercised when comparing data from previous years but the gap to the National rate of attainment at grades 9 to 5 in English and Maths appears to be increasing (improving), rising from 0.5 percentage points in 2023 to 1.5 percentage points in 2024.

### Key Stage 4 - Basics (English and Maths) 9 to 5



### Exclusions

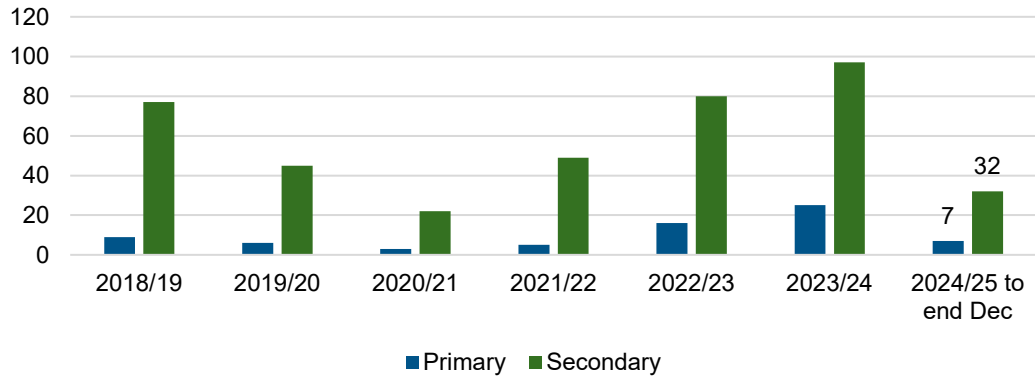
The increasing trend in the number of children being excluded for either a temporary period or permanently from North Yorkshire schools has continued into the 204/25 academic year. However, it should be noted that the decision to exclude a child from school, either temporarily or permanently, must be reviewed by and agreed by the headteacher of the school.

Rates of suspensions (temporary exclusions) were very similar or below national rates up to the 2022/23 academic year, whilst permanent exclusions have consistently been below national rates in the same period. We await national data for the 2023/24 academic year.

There have been 39 permanent exclusions from North Yorkshire mainstream schools in 2024/25 academic year to the end of December, pending potential appeals. This is 13 fewer than in the same period in the 2023/24 academic year.

In the 2023/24 academic year, 122 children were permanently excluded from North Yorkshire mainstream schools, 25 from primary schools and 97 from secondary schools. This is a 27% increase

### Permanent Exclusions

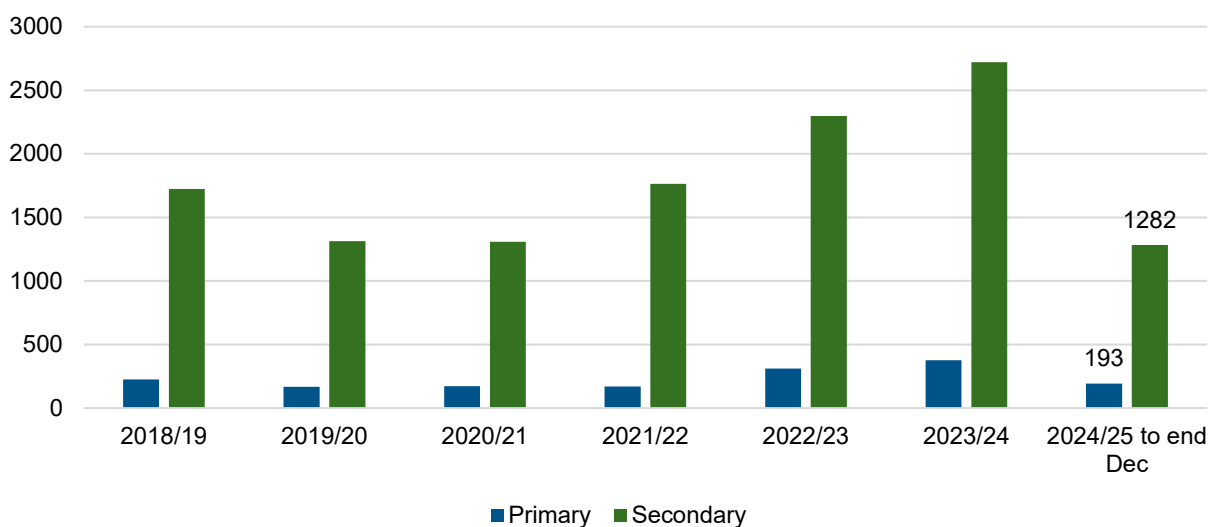


(n=26) compared with the 2022/23 academic year. There has been a notable increase in the number of permanent exclusions from primary schools in the past two years, increasing from 5 in 2021/22 to 25 in 2023/24. The rate of permanent exclusion from North Yorkshire primary schools in 2022/23 was 0.03%, similar to the National and Regional rates of 0.03%. The rate for North Yorkshire secondary schools in 2022/23 was 0.16%, below the National (0.22%) and Regional rates (0.24%). Again, we await national data for the 2023/24 academic year.

1475 children have been suspended at least once from North Yorkshire mainstream schools in 2024/25, a welcome 7.8% reduction (n=124) compared with the same period in 2023/24. 3098 children were suspended at least once (i.e., exclusions from school for a fixed period of time) from mainstream schools in North Yorkshire in the 2023/24 academic year (377 from primary schools and 2,721 from secondary schools). This is 18% (n=489) higher than in 2022/23, and is the 3<sup>rd</sup> successive year to see a marked increase in suspensions from school.

The most common reason for suspensions in 2023/24 was ‘persistent or general disruptive behaviour’,

### Children Suspended at least once



accounting for 54% of suspensions. This continues the previous years’ profile of reasons for suspension.

The next most common reason is ‘Verbal abuse/threatening behaviour against an adult’ accounting for 17% of the total, again very similar to previous years.

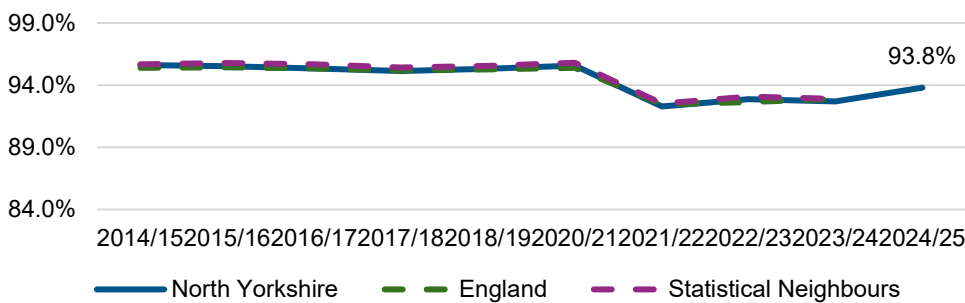
Comparisons with national rates of children suspended are available up to the 2022/23 academic year and show that North Yorkshire has had fewer children suspended at least once as a percentage of the school population historically. The rate for North Yorkshire primary schools in 2022/23 was 0.74%, below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

More than 150 school leaders, councillors and representatives from CYPS came together at the “Education Matters” event in November, to discuss the issues around lost learning and the opportunity for discussions on potential solutions, including partnership working and shared practice.

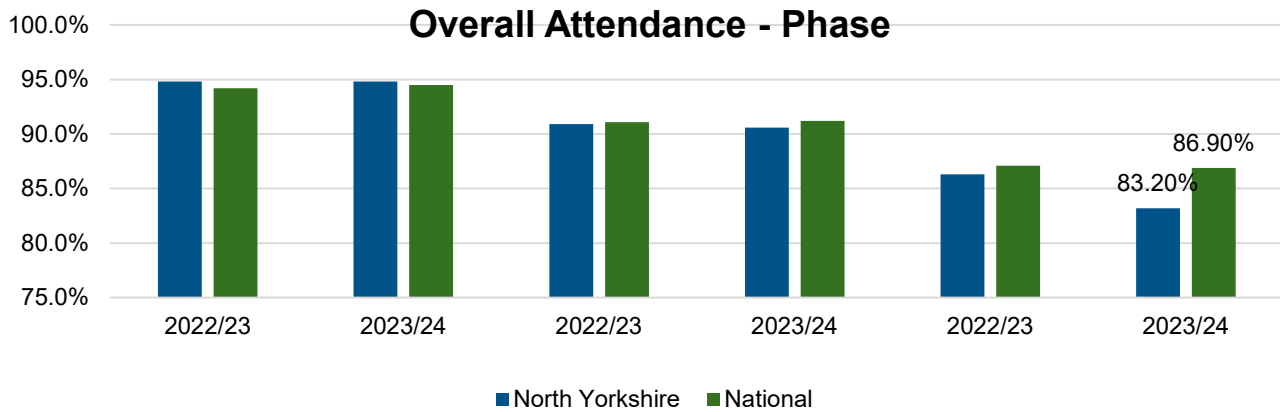
**Attendance**

School attendance remains below pre-pandemic levels, with no significant improvement across 2023/24. However, provisional data for 2024/25 highlights a modest improvement of approximately 1% to around 94%.

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



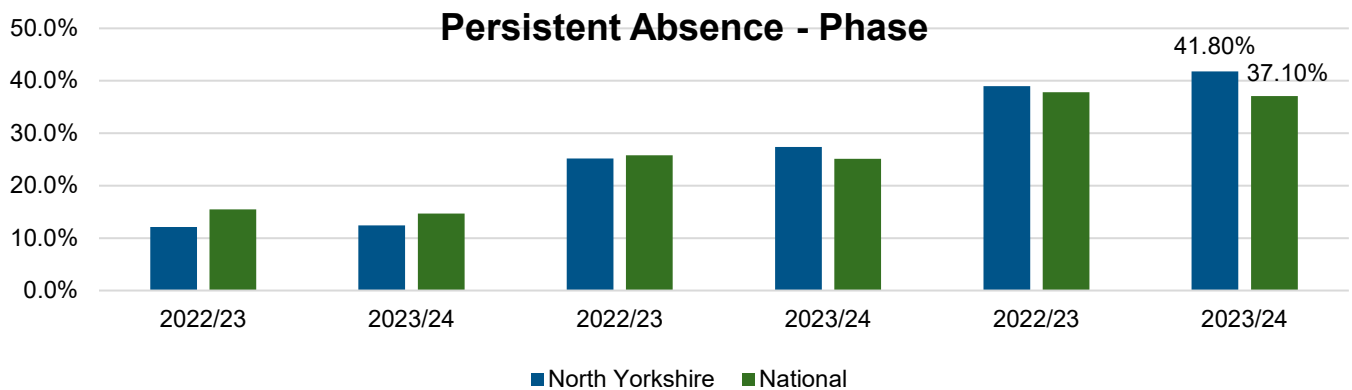
North Yorkshire’s secondary school attendance has overall been slightly below the national average across the period 2022/23 to 2023/24, whilst primary school attendance has been slightly above the national rate. Attendance in secondary schools remains lower than in primary schools and is not recovering at the same rate. Attendance in special schools in North Yorkshire has been consistently below National special school rates. All measurable national benchmarks suggest that North Yorkshire is continuing to follow national trends. In the 2023/24 academic year, attendance in primary schools in North Yorkshire was 94.8%, compared to 94.5% nationally, and very similar to rates in the previous year. In secondary schools, the overall attendance rate 2023/24 in North Yorkshire was 90.6% and 91.2% Nationally, again very similar to rates in 2022/23.



Persistent absence in North Yorkshire primary schools was 12.4% in the 2023/24 academic year, lower (better) than the national rate of 14.7%. Persistent absence in secondary schools was higher (worse) than the national rate, whilst persistent absence from North Yorkshire special schools was also notably higher. Rates of persistent and severe absence continue to be higher (worse) than pre-pandemic rates. However, persistent absence rates appear to be improving in the 2024/25 academic year in primary (12.2%) and secondary (21.1%).

The DfE guidance 'Working Together to Improve School Attendance' guidance became statutory in August 2024. All schools now have a single point of contact from the Attendance Support Team who provides challenge and support to schools through annual or termly (for schools where attendance is below the national figure for their phase of education) targeted support meetings.

The Attendance Alliance is a cross-directorate group that provides strategic oversight of the Council's attendance strategy working with health partners, to identify areas of focus to improve attendance across the county.



## Customer Services

### Household Support Fund (HSF)

Work began on the deployment of the sixth phase of Household Support Fund in Q3. The Department for Work and Pensions (DWP) funded programme aims to support those most in need or crisis with significantly rising living costs in 2024/25. In line with the expenditure guidelines and the agreed eligibility framework and delivery plan, 19,012 households across North Yorkshire have been identified for a direct award in the form of a £150 shopping voucher to support them over the winter months which will be available to redeem in Q4. This encompasses eligible families, pensioners and working age adult households. The direct award is alongside HSF funded support being available via North Yorkshire Local

Assistance Fund (NYLAF), the HSF Energy Support Scheme delivered by North Yorkshire Citizens Advice & Law Centre, and 25 local free or low-cost food providers across the county until 31 March 2025. In addition, recipients of the direct award will also receive a leaflet for pension credit to raise awareness and promote the governments uptake of this benefit. Phase six of Household Support Fund will be open for eligible residents to redeem their award between 8 January 2025 – 13 February 2025.

### North Yorkshire Local Assistance Fund (NYLAF)

NYLAF saw an increase in applications received in Q3 with 3,299, up from 3,105 in Q2. Of the applications received 91% were approved. In keeping with previous quarters, the highest levels of demand are seen in Scarborough (38%), followed by Harrogate at 25%. The lowest levels of demand were in Craven at 4% this quarter.

## Localities

### Financial Inclusion

#### Cost of Living Communications Campaign

Led by the Localities team in conjunction with Communications, and Customer, Revenues and Benefits, NYC commenced the annual Cost-of-Living Communications campaign in Q3. Some examples of work undertaken include:

- The campaign commenced with a focus on Winter Fuel and Pension Credit uptake in November 2024, ensuring we are using all channels and networks to support the national Pension Credit campaign messaging, but also raising awareness of eligibility/applying for pension credit, and where people can get support, if needed, in order to apply. This was supported by a targeted mailout to c2,500 households where based on modelling, there was potentially high levels of eligibility, but low levels of take up.
- For North Yorkshire residents who are less confident with technology, we have produced a printed leaflet and poster which will set out alternative options to find out about the help and support available. Leaflets have been distributed to a wide range of outlets, including over 100 community venues.
- To maximise the reach of our messaging we shared a communications pack with partner organisations including community libraries, voluntary and community sector organisations, health settings, schools, parish councils and others including services like adult learning with content and assets that are easy for people to share via their own digital channels.

Initial outputs from the campaign include:

- December cost of living webpage footfall - 3,546 views from 2,227 users (highest figures to date).
- Pension credit section viewed by 469 users in December, a 421% month on month increase.
- Your North Yorkshire article received 1,750 clicks, with the Cost of Living button receiving 1,108 clicks.
- Social media combined reach during December was c83,000 across three themes.
- Campaign materials translated into six languages and provided to relevant voluntary and community partners through the Migrant Programmes Team.
- Content included in HSF direct mail to 19,012 direct award recipients.
- Article in NYC Housing Tenants newsletter – 8,500 distribution.

### Migrant Programmes

#### Resettlement

As of 31 December 2024, North Yorkshire has resettled 445 persons (87 households) under the Afghan resettlement schemes (since August 2021). From that figure, 43 persons (nine households) have moved out of county. A further 7 households will be resettled in the next quarter. About half of the households are being accommodated in Ministry of Defence Service Family Accommodation on three-year leases. North



Yorkshire Council will be responsible for re-housing those families should they wish to remain in North Yorkshire.

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

The MOD transitional facility at Catterick Garrison, to house Afghan families after arrival in the UK, prior to settled accommodation being identified for them, remains in place, and is expected to continue until at least May 2025. Up to 44 families could be accommodated at any one time, before moving on to other parts of the UK after a short period of time. North Yorkshire Council, in partnership with the Refugee Council, is supporting families during this time.

### **Asylum**

Local Authorities have a statutory duty to provide school places for school-aged children and to carry out age-related assessments for those claiming to be below the age of 18. Other support and signposting is provided by Migrant Help, a Home Office contracted provider via a telephone helpline.

When asylum seekers are granted a decision they now have 56 days to leave the Mears accommodation (if the decision is positive), or 21 days where they have had a negative decision (unless they choose to appeal, in which case they are eligible to stay in the accommodation during this time). The Migrant Programmes team is developing move-on support options and other services to help with their long-term integration, where a positive decision is granted. Along with Housing Options staff a monthly meeting is now in place with Mears, the Home Office commissioned provider for accommodation, to discuss support requirements for individuals and families that have recently received a positive decision.

### **Homes for Ukraine**

Between 1st October and 31st December 2024 there were 44 new arrivals through the Homes for Ukraine programme. The number of individual Ukrainians arriving in North Yorkshire, since March 2022 (as their first point of arrival), through the HFU visa route is 1559.

New visas are now granted for an 18 month period, whereas earlier arrivals were granted three years. The government has now announced an 18 months Ukraine Permission Extension (UPE), which will extend the initial visa term. Ukrainians can apply for this extension prior to their existing visa expiring. It is possible for guests to remain living with sponsors during this time.

### **Swift**

During the last quarter, in partnership with a range of voluntary sector organisations, work has continued around the Swift initiative, which aims to welcome and empower migrant communities across North Yorkshire. By enabling equitable access to services and encouraging wider social connections, individuals and families will be supported to positively re-build their lives.

Lottery Funding has now been secured and place-based partnerships are underway in Scarborough, Selby and Harrogate/Knaresborough, in preparation for a launch next financial year.

## **Equalities**

During the quarter the various Equality Impact Assessments supporting the budget papers were reviewed by the Strategy and Performance team, prior been presented to Executive.

HAS are undertaking research with Healthwatch North Yorkshire to better understand the views and experience of ethnic minority people around adult social care, as proportionally fewer access adult social care compared to the population. Building on data analysis, HAS have shaped a qualitative engagement

project, including community mapping and a longer-term objective to create relationships of trust with communities for ongoing involvement.

Another key area of work in HAS relates to the increase in reports and feedback about racist incidents experienced by our social care workforce in the course of their duties. During Q2 and Q3, we have raised awareness with colleagues and managers about the issues and policy/guidance in place to support them, delivered a Spotlight session on hate crime working with NYC community safety colleagues and the Restorative Solutions team.

During Q2 and Q3, HAS have focused on NY communities who experience inequalities includes progressing a health needs assessment for Gypsy Roma Traveller communities; progressing rural and coastal health needs assessments; work on healthy ageing (the topic of the Director of Public Health Annual Report 2024) and Age Friendly Communities; and delivery of the women's health strategy.

# Executive Performance Report Appendix

**Quarter 3 2024-25**

**Report produced by Strategy and Performance**



## Appendix

### Introduction




The appendix has been organised by the five Council Plan themes: Place and Environment, Economy, Health and Wellbeing, People, and Organisation, to aid in the monitoring of the Council plan.

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**RAG** – An indication of the level of performance an indicator is currently achieving in relation to a set target or national benchmarking level for that indicator. While the RAG rating is linked to the two “Improvement since last” markers, it is a standalone measure, measured by performance to either the target or benchmarking.





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






### Key

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

## Organisation

- Good quality, value for money services that are customer focused and accessible to all
- A carbon neutral council
- A well-led and managed, financially sustainable, and forward-thinking council
- A diverse and inclusive council, where employees are supported and valued




Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
RE1 % Council Tax collected	Q3 89.09%		Q 2023/24 89.51%	The current annual Council Tax liability to be collected for 2024/25 is £568,404,042. In Q3 the collection rate stands at 89.09%. This equates to a total amount still to be collected of £62,016,654 for 2024/25 at the end of Q3. The Council Tax outstanding value has increased slightly compared to Q3 of the previous financial year, which equated to £55,981,624 outstanding for the 2023/24 financial year. The collection rate recorded at the end of Q3 in 2023/24 was 89.51%. The Council Tax rate outstanding may have increased compared to the same period last year, but the value of liability has also increased, therefore it would be expected the outstanding liability would be higher. The overall collection rate is similar for the same period. In addition, the number of residents paying over a 12-month period has increased compared to the same period last year, potentially a continuation of the cost-of-living impact, so it was expected that the value of liability outstanding at the end of Q3 would be higher than the same period last year. RAG rated green.	N/A	
RE2 % Non-domestic rate collected	Q3 85.93%		Q 2023/24 85.71%	The current annual Business Rate liability to be collected for 2024/25 is £214,339,014. In Q3 the Business Rates collection rate stands at 85.93%. This equates to a total amount still to be collected of £30,160,312 for 2024/25 at the end of Q3. This is slightly higher than the Q3 amount still to be collected in 2023/24 which was £28,708,429. The Q3 Business Rates collection rate was 85.715. Similar to Council Tax, the liability outstanding may have increased compared to the same period last year, but the value of liability has also increased, therefore it would be expected the outstanding liability would be higher. The overall collection rate for Business Rates has improved for the same period. RAG rated green.	N/A	
RE3 Time to process new Council Tax Reduction claims (days)	Q3 18.53 days		N/A	In Q3, the average time to process Council Tax Reduction (CTR) new claims was 18.53 days, an improvement of 2.89 days to the Q2 average of 21.42 days, showing an improvement within the service performance. The service continues to ensure claims are processed quickly despite the increased national roll out of the migration of legacy benefits to Universal Credit which prevents a new claim being processed in less than 30 days for all working age claims. RAG rated green due to an improvement in performance compared to the previous quarter.		N/A
RE4 Time to process new Housing Benefit claims (days)	Q3 19.43 days		The DWP-reported figure for all England for the same period last year was 18 days.	In Q3 the average time to process Housing Benefit new claims was 19.43 days, this is a slight reduction on the Q2 performance of 18.65 days. The slight reduction in processing speed can be linked to new staff assisting to assess new claims following the recent restructure and resources being utilise across other areas to minimise the potential impact of vacancies in the service that could lead to backlogs. The service's speed of processing Housing Benefit claims is slightly below the Q3 2023/24 DWP national performance of 18 days for new claims. RAG rated green.		N/A

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
RE5 Time to process Council Tax Reduction changes in circumstances (days)	Q3 2.69 days		N/A	The average time to process CTR change of circumstances has improved from 8.48 days in Q2 to 2.69 days in Q3. This improvement is as a result of the restructure aligning working procedures in dealing with Universal Credit automation files including the consistency of automating this process across all areas. RAG rated green due to an improvement in performance compared to the previous quarter.		N/A
RE6 Time to process Housing Benefit changes in circumstances (days)	Q3 3.68 days		The DWP-reported figure for all England for the same period last year was 8 days.	An improvement in performance has occurred from Q2 for the average time to process Housing Benefit change of circumstances. In Q3 the average processing time was 3.68 days, an improvement to the Q2 average of 6.05 days. This improvement is a result of procedures being aligned across the service. The average speed of processing Housing Benefit change of circumstances is quicker than the DWP national performance of 8 days. RAG rated green due to an improvement in performance compared to the previous quarter and compared to the England average for the same quarter last year.		N/A
RE7 Procurement: % of total council spend with local suppliers	Q3 54% Q2 51% Q1 50%		North Yorkshire <u>2023/24</u> Q1 51% Q2 50% Q3 49% Q4 49%	Q3 Actual 54% against a target of 50% RAG rated green as exceeding target.  To ensure the quality of all the data within the finance system a full data review will be undertaken as part of the financial management system renewal procurement which is currently underway.		N/A
RE8 Procurement: % of total council spend with SME suppliers	Q3 46% Q2 46% Q1 54%		North Yorkshire <u>2023/24</u> Q1 41% Q2 43% Q3 45% Q4 45%	Q3 Actual 46% against a target of 50%. The SME spend has remained at 46% which sets the cumulative total for the year below target. RAG rated amber as below target.		N/A
RE9 Procurement: % of total council spend with the voluntary and community sector	Q3 4% Q2 4% Q1 4%		North Yorkshire <u>2023/24</u> Q1 3% Q2 3% Q3 3% Q3 4%	NYC Actual 4% against a target of 3% RAG rated green as exceeding target.		N/A

## Place and Environment





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







Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
EN1 Residual household waste per household (Kg/ household)	<b>2024/25</b> <b>Q2: 142.38</b> Q1: 135.71kg <b>2023/24</b> Q4: 136.91kg		Q2 23/24 = 137.73kg	<b>Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra).</b>  The outturn in Q2 2024/25 was 142.38kg. Household residual waste tonnages have increased compared to Q2 23/24. Improvements in data collection and consistent reporting methodology is responsible for some of the change.		
EN2 % of Household waste recycled/ sent for reuse, recycling or composting	<b>2024/25</b> <b>Q2: 43.9%</b> Q1: 47.8% <b>2023/24</b> Q4: 36.9%		Q2 23/24 = 46.7%	<b>Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra).</b>  The outturn for Q2 2024/25 was 43.9%. Performance has decreased compared to Q2 23/24. Previous years data analysis shows that composting has decreased from 26.4% in 22/23 to 23.07% in 23/24, whilst recycling has slightly increased from 20.03% to 20.52%. Composting tonnage is linked to weather - less rainfall in July and August 2024 compared to the same period in 2023 has impacted tonnages. Also, the level of customer subscriptions decreased by 1% in 24/25 compared to the previous year, following the harmonisation of fees and charges and container sizes. RAG rated green.		
EN3 % of waste arising to landfill	<b>2024/25</b> <b>Q2: 3.3%</b> Q1: 7.8% <b>2023/24</b> Q4: 0.1%		Q2 23/24 = 1.4%	<b>Reported one quarter in arrears due to national reporting arrangements- reported to Waste Data Flow (Defra).</b>  The outturn for North Yorkshire in Q2 was 3.3% compared to 7.8% in Q1 (when a planned shutdown took place). Contingency arrangements were required in September due to issues with both the Mechanical Treatment plan (MT) and Energy from Waste (EfW) (MT- rodent damage to cables and issues with electrical control; EfW – issues with RAM feeder; poor combustion and lime blockage). As the issues required waste to be diverted with little notice, some waste was diverted to landfills. RAG rated green.		
EN4 Number of Missed Bins	<b>2024/25</b> <b>Q3: 1,060 (0.06%)</b> *not including Scarborough Locality. Q2: 2,799 (0.08%) Q1: 4,622 (0.21%) <b>2023/24</b> Q4: 2,461 (0.12%)		2023/24 Q3: 2,087 (0.10%)	The number of missed bins for Q3 was 1,060 (0.06%). However, Q3 figures do not include Scarborough locality, due to issues with accessing the data (which is currently being addressed). Green waste collections concluded for the season on 6 December 2024, thereby reducing the number of scheduled bin collections this quarter. Harrogate locality has implemented several service improvements which has resulted in a significant reduction in the number of missed bins. In Harrogate locality there were 255 missed bins in Q3 compared to 1096 missed bins in Q2. RAG rating is green.		

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
EN5 Number of fly tipping incidents reported per quarter	<b>2024/25 Q3: 407</b> 2024/25 Q2: 785 2024/25 Q1: 731 2023/24 Q4:819		2023/24 Q1: 719  RAG rating amber due to the increase in incidents and associated costs compared to Q1 and an increase compared to Q2 2023-2024 (770)  The figures are based on Defra and Waste Data Flow use for the national stats on Fly Tipping.	A total of 407 fly-tipping incidents was reported for Q3, however this figure does not include Harrogate and Scarborough's information so is not a true reflection of the quarter. A full update will be included in Q4  <b>Note: data incomplete for Q3 due to problems with reporting.</b>		
EN6 National Highways Transportation Survey: satisfaction with the condition of highways	36 (2020 – 2 <sup>nd</sup> quartile) 32 (2021 – 2 <sup>nd</sup> quartile) 34 (2022 – 2 <sup>nd</sup> quartile) 29 (2023 – 1 <sup>st</sup> quartile)		The score of 29 places us in quartile 1 of 41 similar authorities.	<b>Updated annually. Next update Q4 2024-25</b> 2023's survey saw drops in the public satisfaction scores across the whole of the country.  Looking at ourselves and 40 other similar highways authorities the average measure for condition of highways fell from 30.5 in 2022 to 22.7 in 2023. As with a number of measures in 2023, North Yorkshire's score fell by a smaller amount (34 in 2022 to 29 in 2023) meaning that we moved into quartile 1 for the first time.  The main report has a short focus on the results with more details on key satisfaction scores.	N/A	



Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:																																													
					Quarter	Year																																												
EN7 % of principal A roads where maintenance should be considered	4% (2018/20 survey) 3% (2020/21 survey) 2.8% (2021/22 survey) <b>2.6% (2022/23 survey)</b>			<p><b>This indicator is updated annually. Next update Q4 2024-25</b></p> <p><b>RAG rated green because it is lower than the available average of other authorities.</b></p> <p>This is a national indicator (NI130-1). The comparable data below is based on the results from 30 other county councils and large unitary authorities</p> <p>The 2021/22 average is 4% however of the 151 expected data returns only 111 have been received at present.</p> <p style="text-align: center;"><b>% roads where maintenance should be considered</b></p> <table border="1"> <caption>Data for % roads where maintenance should be considered</caption> <thead> <tr> <th>Year</th> <th>Principal A</th> <th>Non-principal B&amp;C</th> <th>Less well used</th> </tr> </thead> <tbody> <tr><td>12/14</td><td>3%</td><td>7%</td><td>25%</td></tr> <tr><td>13/15</td><td>3%</td><td>7%</td><td>25%</td></tr> <tr><td>14/16</td><td>2%</td><td>5%</td><td>22%</td></tr> <tr><td>15/17</td><td>2%</td><td>5%</td><td>18%</td></tr> <tr><td>16/18</td><td>3%</td><td>5%</td><td>16%</td></tr> <tr><td>17/19</td><td>3%</td><td>5%</td><td>18%</td></tr> <tr><td>18/20</td><td>4%</td><td>5%</td><td>17%</td></tr> <tr><td>20/21</td><td>3%</td><td>3%</td><td>15%</td></tr> <tr><td>21/22</td><td>3%</td><td>3%</td><td>14%</td></tr> <tr><td>22/23</td><td>3%</td><td>3%</td><td>12%</td></tr> </tbody> </table>	Year	Principal A	Non-principal B&C	Less well used	12/14	3%	7%	25%	13/15	3%	7%	25%	14/16	2%	5%	22%	15/17	2%	5%	18%	16/18	3%	5%	16%	17/19	3%	5%	18%	18/20	4%	5%	17%	20/21	3%	3%	15%	21/22	3%	3%	14%	22/23	3%	3%	12%	N/A	
Year	Principal A	Non-principal B&C	Less well used																																															
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EN8 % of Non- principal B and C roads where maintenance should be considered (NI 130-2)	3% (2022/ 23 survey)			<p><b>This indicator is updated annually. Next update Q4 2024-25</b></p> <p><b>RAG rated green because it is lower than the available average of other authorities.</b></p> <p>This is a national indicator (NI130-1). The comparable data below is based on the results from 30 other county councils and large unitary authorities</p> <p>The 2022 /23 average is 6% however of the 151 expected data returns only 110 have been received at present.</p>	N/A																																													
EN9 % of lesser used roads where maintenance should be considered	17% (2018/20 survey) 15% (2020/21 survey) 14% (2021/22 survey) 12% (2022/23 survey)		Local indicator and not directly comparable. For unclassified roads in 2021/21 (RDC0130), the overall figure for England is 15%	<p><b>This indicator is updated annually. Next update Q4 2024-25</b></p> <p><b>RAG rated green because it is an improvement on the previous year.</b></p>	N/A																																													

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
EN10 Highways Customer Service requests responded to within timescale (10 days or less)	<b>2023/24</b> Q4 94.5% Q3 96.3%		Q4 23/24 97.8%	Data for Q's 1-3 has not been published due to the introduction of the upgraded Aurora Symology IT System which is showing data that is not a true reflection of the service area performance. Target 90%	N/A	N/A
EN11 Highways inspections carried out within timescale	<b>2024/25</b> Q3 94.9% Q2 91.4% Q1 93.4% 2023/24 Q4 95.1%		Q4 23/24 95.1%	In Q3 there were 8,269 Highways inspections completed	N/A	N/A
EN12 Highways dangerous defects made safe within 2 hours	<b>2023/24</b> Q4 98.3% Q3 97.9%		Q4 23/24 97.7%	Data for Q's 1-3 has not been published due to the introduction of the upgraded Aurora Symology IT System which is showing data that is not a true reflection of the service area performance. <b>Rag rating relates to Q4 23/24</b> Target 99%	N/A	N/A
EN13 Average length of road works on-site occupancy	<b>2023/24</b> Q4 8.8 Days Q3 6.8 Days		Q3 23/24 6.8	Data for Q's 1-3 has not been published due to the introduction of the upgraded Aurora Symology IT System which is showing data that is not a true reflection of the service area performance. Target 7.5 Days <b>Rag rating relates to Q4 23/24</b> Annual figure within target	N/A	N/A
EN14 Street light defects repaired within 7 days	<b>2023/24</b> Q4 96.3% Q3 95.1%		Q3 23/24 95.1%	Data for Q's 1-3 has not been published due to the introduction of the upgraded Aurora Symology IT System which is showing data that is not a true reflection of the service area performance. <b>Rag rating relates to Q4 23/24</b> Target 92%	N/A	N/A
EN15 Highways successful insurance repudiation rate on closed cases	<b>2023/24</b> Q3 66% Q2 70.4% Q1 70.3% Q4 70.9% Q3 74.7%		Q3 23/24 74.7%	Previously reported 1 quarter in arrears. This has now changed to real time. Target 80% Figure fluctuates significantly from one quarter to the next. As at Q3 there have been a total of 325 cases received this year, this is higher than the overall 23/24 total of 291, and higher than the same period 22/23 of 282. This quarter there were 123 cases closed, this is the highest amount of closed cases over a 2 year period with 108 being the second highest in Q2 this year.		
CD1 % Major planning applications within statutory or extension of time	Q3: 83.72%		Q2: 75.00% Q1: 83.72% 2023/24 Q4: 92.31% Q3: 91.04% Q2: 80.00% Q1: 78.85%	Statutory Target – 60% The service continues to deliver well ahead of the statutory target despite a reduction in the rate of timely processing compared to last year. The Q3 return shows an improvement on Q2 returning to the level of performance evidenced in Q1; however remains slightly behind results for Q's 3 and 4 in the 2023/24 financial year. There is a lag between local data collection and publication of national figures.		

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD2 % Minor planning applications within statutory or extension of time	Q3: 83.02%		Q2: 78.63% Q1: 76.14% 2023/24 Q4: 82.34% Q3: 79.31% Q2: 84.43% Q1: 81.97%	Statutory Target – 70% Performance is well ahead of the statutory target and continues to show improvement; being just behind the peak for 2023/24 of Q2 (84.43%).		
CD3 % Other planning applications within statutory or extension of time	Q3: 88.71%		Q2: 83.90% Q1: 86.50% 2023/24 Q4: 87.40% Q3: 85.99% Q2: 86.32% Q1: 87.87%	Statutory Target – 70% This is another area that has shown improvement compared to Q2 and even exceeds Q1; with the 88.71% reported performance the highest since NYC was formed.		
CD4 County matter planning applications determined within 13/ 16-week timescales or within agreed extension of time 2- year rolling measure	Q3: 100%		Q2: 92.60% Q1: 82.05% 2023/24 Q4: 79.30% Q3: 79.3% Q2: 83.7% Q1: 78%	Statutory Target – 60% All county matters applications were processed in target time in Q3. Again, this is the best reported performance since unitarisation, and reflective of the ongoing improvements reported in this KPI over the last 2 years.		
CD5 Decisions on applications for major developments made during the previous 2 years that are overturned at appeal				The service is working to establish how to collate additional KPIs relating to determinations being overturned at appeal. This will necessitate reliable case tracking over the course of years and across geographical boundaries, which will be enabled by the ongoing IDOX technology project.		
CD6 Decisions on applications for minor developments made during the previous 2 years that are overturned at appeal				The service is working to establish how to collate additional KPIs relating to determinations being overturned at appeal. This will necessitate reliable case tracking over the course of years and across geographical boundaries, which will be enabled by the ongoing IDOX technology project.		

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:																					
					Quarter	Year																				
CD7 Housing affordability: Ratio of median house price to median gross annual (where available) residence- based earnings	NY 8.01	County wide economic indicators	2023 median house price in North Yorkshire £263,000, compared to £290,000 for England.  Median wages in 2023 were £32,824 in NY compared to £35,100 for England.	<b>This indicator is updated on an annual basis. Data next released in March 2025.</b> <b>Not RAG rated because this indicator is for information only. This is market data intelligence and not a reflection on the council performance.</b>  Affordability ratios are calculated by dividing house prices by gross annual earnings, based on the median quartiles of both house prices and earnings. A higher figure means the housing is less affordable in that area. For example, a figure of 9 means a resident would 9 x their annual salary to buy a house in that area, (based on median salary and median house prices).  <table border="1"> <thead> <tr> <th></th> <th>2020</th> <th>2021</th> <th>2022</th> <th>2023</th> </tr> </thead> <tbody> <tr> <td>North Yorkshire</td> <td>7.63</td> <td>8.51</td> <td>8.37</td> <td>8.01</td> </tr> <tr> <td>York's &amp; Humber</td> <td>5.9</td> <td>6.56</td> <td>6.22</td> <td>6.08</td> </tr> <tr> <td>England</td> <td>7.87</td> <td>9.06</td> <td>8.47</td> <td>8.26</td> </tr> </tbody> </table> Source: ONS ratio of median house price median gross residents-based earnings. Table 1c, 3c, 5c		2020	2021	2022	2023	North Yorkshire	7.63	8.51	8.37	8.01	York's & Humber	5.9	6.56	6.22	6.08	England	7.87	9.06	8.47	8.26	N/A	
	2020	2021	2022	2023																						
North Yorkshire	7.63	8.51	8.37	8.01																						
York's & Humber	5.9	6.56	6.22	6.08																						
England	7.87	9.06	8.47	8.26																						
CD8 Number of affordable homes delivered (gross)  Number of additional HRA properties	2023/24: 661  77	No RAG rating	2022/23: 717 2021/22: 889 2020/21: 881	<b>This measure will be calculated annually and therefore will not be RAG rated.</b>	N/A																					
CD9 Number of additional homes provided	<b>2022/23:</b> 2,660	No RAG rating		<table border="1"> <thead> <tr> <th>2018/19</th> <th>2019/20</th> <th>2020/21</th> <th>2021/22</th> <th>2022/23</th> </tr> </thead> <tbody> <tr> <td>2,230</td> <td>2,740</td> <td>2,570</td> <td>2,890</td> <td>2,660</td> </tr> </tbody> </table> Verified data for 2022/23 released October 2023. Despite the slight reduction from 2021/22, North Yorkshire has seen more additional homes completed than any other unitary authority for the last four years running, reflecting its larger size. 2,660 corresponds to 1% of North Yorkshire's total dwellings, putting us in the top quartile of unitary authorities. <b>This measure will be calculated annually.</b>	2018/19	2019/20	2020/21	2021/22	2022/23	2,230	2,740	2,570	2,890	2,660	N/A											
2018/19	2019/20	2020/21	2021/22	2022/23																						
2,230	2,740	2,570	2,890	2,660																						
CD10 True current arrears at the end of the month (%)	0.87%		Q2: 1.29% 2024/25 Q1: 1.28% 2023/24 Q4: 1.36%	The Council housing rent and arrears collection rate for Q2 2023/24 stands at 99.13% which is higher than the rates recorded in the previous two quarters. We are starting to get a better grip on the cycles of payments and are now linking in with Housemark to undertake ongoing monthly benchmarking around arrears recovery to better understand the authority's performance.																						

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD11 Average re-let time in days (standard re-lets in month)	Oct: 135.00 Nov: 119.69 Dec: 142.07		Q2: 90.62 Q1: 73.52 2023/24 52.1 days 2022/23 51.9 days 2021/22 43.5 days	Homes are vacant for longer between tenants while energy efficiency and renovation works are carried out. A very small number of homes that had been unoccupied for some time are being brought back into use, which skews this measure upwards.  Benchmarking across local authority landlords at the end of Q3 places North Yorkshire in the fourth quartile. Average re-let times increased from October (135.00 days) to December (142.07 days).		
CD12 Percentage of homes with a valid gas safety certificate	99.79%		Q2: 99.73 2024/24 Q1: 99.87% 2023/24 Q4 99.79%	Just fifteen homes did not have a valid gas safety certificate at the end of Q3. This puts North Yorkshire in the fourth quartile of landlords nationally.  <b>Homes with a valid gas safety certificate (%)</b>  Legend: Your result (blue), Median (green), Quartile 3 (purple), Quartile 1 (brown)		
CD13 Percentage of domestic properties with EICR certificates up to 5 years old	52.12%	N/A	N/A	Confirmed 4,369 assets have valid certificates across the county, from an asset list of 8383. Work is underway to validate Richmondshire data which is still paper-based. In-house testing regime is active in Harrogate, and a programme is in development for Richmondshire and Selby, with recruitment underway.	N/A	N/A
CD14 % of responsive repairs to council houses completed within their target timescale	76.66%		Q2: 65.31% Q1: 61.26%	Performance at the end of Q3 corresponds to the fourth quartile among similar benchmarking organisations.  After amending repair volumes to reflect one standard definition, North Yorkshire Council completed 192.62 repairs per 1,000 properties, which was less than other smaller Local Authority and Arms-Length Management Organisation landlords.  Rated amber because performance has dropped from the third to the fourth quartile in Q3, decreasing from 79.19% in October to 71.43% in December.		N/A
CD15 New ASB cases reported in month per 1,000 properties	2.63		Q2: 6.72 Q1: 2.54	Nationally, ASB shows seasonal patterns, and small absolute case numbers in North Yorkshire are associated with wide variation from month to month. The local average in Q3 is in the second quartile, very slightly higher than the median.  Work is underway to establish a clear internal definition of anti-social behaviour to replace the conflicting definitions inherited from legacy authorities.	N/A	N/A



Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD16 Formal stage 1 and stage 2 complaints received in month per 1,000 properties	4.02		Q2: 7.00 Q1: 7.43	<p>The apparent drop in this measure is due to a previous process error that has now been corrected: the number of complaints formerly included complaints pertaining to the Housing service write large, and not to the Housing Revenue Account, as this measure requires.</p> <p>The regulator requires landlords to report complaints assiduously; as more rigorous processes become embedded, the authority gains better insight into how services are received by its customers.</p>	N/A	N/A
CD17 Percentage of stage 1 and stage 2 complaints resolved within timescale in month	60.74%		Q2: 58.23% Q1: 70.89%	<p>As more complaints are formally recognised, in accordance with guidance, the rate of timely resolution has fallen. Although this measure fluctuates significantly from month to month, timely resolution has been in the fourth quartile of similar authorities throughout Q2 and Q3. The efficacy of complaints processes will improve with work currently in train to bring classifications in line with how services are now delivered, and with the introduction of the new complaints management software.</p> <p><b>Stage 1 and Stage 2 complaints resolved within timescale (%)</b> December 2024 National</p>	N/A	N/A
CD18 Households assessed as threatened with homelessness per 1000 households	0.74		Q2: 0.76 Q1: 0.83 2023/24: Q4: 1.09 Q3 0.88 Q2: 0.99 Q1 1.06	<p>The proportion of households assessed by the Council as threatened with homelessness is slightly smaller this quarter than last quarter, or this time last year. 209 households were accepted as threatened with homelessness between October and December 2024, down from 218 in Q2.</p> <p>The household total is based on the latest ONS projection, which estimates the number of households in each local authority area for a given year. (For 2024, this is 280,548.) This tends to exaggerate change between calendar years, i.e. between Q3 and Q4 each year.</p> <p>Regional and national data reporting lag: the latest comparison data show that in Q1 2024/25 North Yorkshire's rate was slightly above the mean for unitary authorities (1.75).</p>		
CD19 Households assessed as homeless per 1000 households	1.24		Q2: 1.46 Q1: 1.30 2023/24: Q4: 1.35 Q3 1.17 Q2: 1.26 Q1: 1.32	<p>The proportion of households that were assessed and found to be homeless in Q3 was smaller than the previous quarter but above last year's Q3 level. 347 households were accepted as homeless between October and December 2024, down from 414 in Q2.</p> <p>The household total is based on the latest ONS projection, which estimates the number of households in each local authority area for a given year. (For 2024, this is 280,548.) This tends to exaggerate change between calendar years, i.e. between Q3 and Q4 each year.</p> <p>Regional and national data reporting lag: the latest comparison data show that in Q1 2024/25 North Yorkshire's rate was about two thirds of the mean for unitary authorities (2.00)</p>		

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD20 % of homelessness preventions and reliefs successful	37.18%	No RAG rating	Q2: 36.15% Q1: 43.17% 2023/24: Q4: 44.07% Q3: 43.88% Q2: 40.55%	In Q3 the volume of duties ending was about 7% lower than the previous quarter (falling from 794 in Q2 to 659 in Q3.) Although the absolute number of households who were successfully supported to secure accommodation for at least six months fell from 287 to 245, this represents a higher proportion of duties that ended. Compared to Q3 last year, fewer duties ended (659 rather than 743) and fewer were successful (245 rather than 326.) Increasingly, households are not approaching the council for help early enough to ensure a successful resolution. A particular challenge is that many of the households who now need help are not in contact with other council services who could signpost to housing services.		
CD21 Total number of households in temporary accommodation	252		Q2: 251 Q1: 233 Q4: 240 Q3: 238 Q2: 219 Q1: 213	This is a snapshot of the number of households in temporary accommodation at the end of each quarter, collated from housing systems. Verified figures are published nationally with some delay.  This data undergoes external verification and therefore the Q3 results are preliminary and could require future revision.		
CD22 Total number of households in Bed and Breakfast and Hotels	109		Q2: 117 Q1: 103 Q4: 101	This is a new indicator, chosen to reflect growing local and national pressure on temporary accommodation leading to households needing to be housed in expensive B&B or hotel accommodation.  RAG rated green to reflect that the absolute number of households in B&B fell in Q3.		N/A








## Economy

- Economically sustainable growth that enables people and places to prosper
- Culture, heritage, arts and sustainable tourism all play their part in the economic growth of the county
- New and existing businesses can thrive and grow
- North Yorkshire has a high profile, is influential nationally and receives its fair share of resources

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:																																	
					Quarter	Year																																
CD23 Total employee jobs in North Yorkshire  Source: NOMIS Area Profile: total jobs – FT+PT.  (Excludes self-employed, HM Forces and farm based agriculture.)	2022: 268,000	County wide economic indicators	<b>Using job density (the ratio of total jobs to resident population aged 16-64) as a comparator (see table in the comments column).</b>	<b>This indicator is updated on an ad hoc basis. 2023 data not yet available.</b>  <b>Not Rag rated as this indicator is for information only.</b>  <table border="1"> <thead> <tr> <th></th> <th>NY</th> <th>Y&amp;H</th> <th>GB</th> </tr> </thead> <tbody> <tr> <td>2016</td> <td>0.96</td> <td>0.80</td> <td>0.85</td> </tr> <tr> <td>2017</td> <td>0.95</td> <td>0.81</td> <td>0.86</td> </tr> <tr> <td>2018</td> <td>0.96</td> <td>0.81</td> <td>0.86</td> </tr> <tr> <td>2019</td> <td>0.94</td> <td>0.81</td> <td>0.87</td> </tr> <tr> <td>2020</td> <td>0.89</td> <td>0.79</td> <td>0.84</td> </tr> <tr> <td>2021</td> <td>0.93</td> <td>0.81</td> <td>0.86</td> </tr> <tr> <td>2022</td> <td>0.93</td> <td>0.82</td> <td>0.87</td> </tr> </tbody> </table> Data for 2022 showed an increase in the total number of employees in North Yorkshire, increasing from 266,000 full and part time jobs in 2021 to 268,000 in 2022.		NY	Y&H	GB	2016	0.96	0.80	0.85	2017	0.95	0.81	0.86	2018	0.96	0.81	0.86	2019	0.94	0.81	0.87	2020	0.89	0.79	0.84	2021	0.93	0.81	0.86	2022	0.93	0.82	0.87	N/A	
	NY	Y&H	GB																																			
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Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:																													
					Quarter	Year																												
CD24 % those aged 16-64 who are economically active	All people economically active – 302,100 81.0% of working age population (16-64)			<b>Data as of June 2024.</b> 81.0% of working age population economically active compared with 75.4% for Yorkshire & Humber and 78.4% for Great Britain. Between March and June 2024 North Yorkshire's economic activity rate increased while the rate decreased overall in the region and country. This is in spite of the absolute number of 16-64 year-olds who were economically active decreasing from 302,600 to 302,100. 2.2% claimant count (8,135 people), September 2024. Compared with 4.8% for Yorkshire & Humber and 4.3% for Great Britain.	N/A																													
CD25 Earnings (Gross weekly pay FT workers) by place of residence	<b>2023</b> £633.8			<b>This indicator is updated on an annual basis. The next update will be Q4 2024/25.</b> The long-term trend shows gross full time weekly wages continuing to rise in North Yorkshire. <table border="1" data-bbox="703 750 1123 976"> <thead> <tr> <th>£</th> <th>NY</th> <th>Y&amp;H</th> <th>GB</th> </tr> </thead> <tbody> <tr> <td>2018</td> <td>529.7</td> <td>520.4</td> <td>570.5</td> </tr> <tr> <td>2019</td> <td>568.2</td> <td>540.8</td> <td>587.5</td> </tr> <tr> <td>2020</td> <td>548.4</td> <td>539.7</td> <td>587.4</td> </tr> <tr> <td>2021</td> <td>584.6</td> <td>568.5</td> <td>613.1</td> </tr> <tr> <td>2022</td> <td>589.6</td> <td>594.1</td> <td>642.2</td> </tr> <tr> <td>2023</td> <td>633.8</td> <td>631.5</td> <td>682.6</td> </tr> </tbody> </table> In 2023 the gross weekly pay for full-time workers was £633.8 up from £589.6 in 2022 however it should be noted this is below the national average.	£	NY	Y&H	GB	2018	529.7	520.4	570.5	2019	568.2	540.8	587.5	2020	548.4	539.7	587.4	2021	584.6	568.5	613.1	2022	589.6	594.1	642.2	2023	633.8	631.5	682.6	N/A	
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CD26 GVA per head of population	<b>2022:</b> £31,063		NY: 2021-£26,938 2020-£24,622	<b>The next release is March 2025.</b> <b>Not RAG rated as indicator for information only.</b> GVA per head of population in North Yorkshire is above the Yorkshire and The Humber average of £27,309, but below the national England average of £33,976.	N/A	N/A																												
CD27 New Businesses starts	Q3:533 (oct & Nov only)		<b>2022:</b> 2,740 <b>2021:</b> 2,725 <b>2020:</b> 2,325 <b>2019:</b> 2,535	<b>Target 2024:</b> 3,785 The Economic Development Service has invested in new technology to be able to track and understand business growth across the region. This will allow for more regular reporting of new business starts and deaths of enterprises. Data for December is currently unavailable.	N/A																													
CD28 % Businesses survival rate (3 year)	<b>TBC</b>			<b>This indicator is updated on an annual basis.</b> <b>No RAG rating for information only.</b>	N/A	N/A																												
CD29 Funding secured-running total	£200,000		N/A	£200,000 awarded in April 2024 for Capacity Funding under the Long Term Plan for Towns. Applications for funding remain ongoing. A full update will be included in the Q4 summary.																														










Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:																
					Quarter	Year															
CD30 Open Air Theatre No. of shows (annual)	<b>2024/25:</b> No. shows - 18		<b>2023/24:</b> No. shows - 18  2022/23 No. shows – 15	2024/25 results calculated at the end of the season (expected Q3)  The 2024/25 seasons closed in late summer and was clearly a success. Average numbers per show had increased to 6,478 (the highest since the venue reopened in 2010).  A review of the season was presented to Executive in November which highlighted that the economic benefit (minus ticket sales) was equivalent to £8.5M to the local economy.  <table border="1"> <thead> <tr> <th>YEAR</th> <th>NUMBER OF SHOWS</th> <th>TICKETS SOLD</th> </tr> </thead> <tbody> <tr> <td>2024</td> <td>18</td> <td>116,606</td> </tr> <tr> <td>2023</td> <td>18</td> <td>104,077</td> </tr> <tr> <td>2022</td> <td>15</td> <td>90,196</td> </tr> <tr> <td>2021</td> <td>12</td> <td>71,846</td> </tr> </tbody> </table>	YEAR	NUMBER OF SHOWS	TICKETS SOLD	2024	18	116,606	2023	18	104,077	2022	15	90,196	2021	12	71,846	N/A	
YEAR	NUMBER OF SHOWS	TICKETS SOLD																			
2024	18	116,606																			
2023	18	104,077																			
2022	15	90,196																			
2021	12	71,846																			
CD30a Open Air Theatre No. of attendances (annual – based on ticket sales no. s)	<b>2024/25</b> <b>Tickets sold – 116,606</b>		2023/24: Tickets sold– 104,381  2022/23: Tickets sold - 90,196	Ticket sales																	
CD31 Visitor numbers to cultural venues	Q3: 62,687		<b>2024/25:</b> Q2: 87,634 Q1: 85,828 <b>2023/24:</b> Q4: 67,164 Q3: 62,237 Q2: 64,061 Q1: 72,913	Q3 performance has dipped in comparison to quarters 1 and 2; however is ahead of the corresponding period in the 2023/24 financial year.  The biggest contributor to this downturn is the ongoing closure of the Royal Pump Room Museum, which has remained closed for the vast majority of Q3 due to a faulty boiler.																	
Outreach, livestream & community / project engagement numbers	Q3: 2,620		<b>2024/25</b> Q2: 1,974 Q1: 1,623 <b>2023/24</b> Q4: 902 Q3: 1,387	Despite physical visits being adversely affected because of the Royal Pump Room Museum closure the outreach, livestream and community project engagement numbers have continued to grow with significant improvement reported in comparison to the corresponding period in 2023/24.																	
Satisfaction with cultural engagement experience	Q3:93.38%		<b>2024/25</b> Q2: 97.5% Q1: 98.10% <b>2023/24</b> Q4: 96.25% Q3: 100%  Internal target 80%	Whilst overall satisfaction with the cultural engagement experience has dipped slightly performance remains good significantly ahead of the internal target of 80%. As the reduction is within 5% and the performance remains well ahead of the annual target this has been identified as static when comparing against the quarter; however has been rated red against the same period in the 2023/24 financial year and the RAG status remains Green on account of the ongoing levels of performance ahead of target.																	






Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
Cultural engagement experiences as value for money	Q3: 98.94%		<b>2024/25</b> Q2: 99.00% Q1: 93.39% <b>2023/24</b> Q4: 100% Q3: 95%  Internal target 80%	Generally satisfaction across the cultural experiences has been positive since these indicators were introduced last year. This remains the case with value for money showing a change of just 0.6% compared to Q2. Performance is also slightly ahead of the same period last year; up by 3.94%		 N/A
Cultural engagement experiences as 'very accessible / responsive to needs'	Q3: 96.55%		<b>2024/25</b> Q2:99.0% Q1: 98.13% <b>2023/24</b> Q4: 100% Q3:86%  Internal target 80%	Satisfaction with accessibility has shown some fluctuation over the year; and whilst remaining well ahead of the internal target it has dropped marginally this quarter (down 2.45%). As with the other satisfaction measures for the Culture service this is a marginal change and within the 5% tolerance level. Therefore, this is rated as remaining static; however the comparison to the same period last year shows considerable improvement (up 10.55%)		 N/A
CD35 Libraries: total issues per 1000 population (including books, e-books, e-audio)	<b>2024/25</b> Q3: 733.00		<b>2024/25</b> Q2: 882.07 Q1: 783.40  <b>2023/24</b> Q4 784.2 Q3 725.9 Q2 917.4 Q1 746.4	Indicator includes both physical books (353,929) and E-Books/E-Audio (103,102) books.  Results for this quarter mirror established trends (and therefore the indicator will remain RAG rated as Green); especially as performance is ahead of the same period last year despite the reduction from Q2 to Q3.  Interestingly despite the reduction the number of ebooks / audio book issues has increased for the second consecutive quarter (Q1 – 98,658 / Q2 – 102,888 / Q3 – 103,102) albeit marginally. This will be an useful indicator to continue tracking over coming months as it is clear the digital offer is starting to show ongoing development.		
CD36 Libraries: active users per 1000 population  (Cumulative figure)	<b>2024/25</b> Q3: 102.24		<b>2024/25</b> Q2: 88.23 Q1: 62.68  <b>2023/24</b> Q4: 119.52 Q3: 104.27 Q2: 91 Q1: 59.6	Whilst Q1 was marginally better when compared to its corresponding quarter in 2023/24 the performance for Quarters 2 and 3 is slightly behind the previous year. Levels of growth between quarters remains relatively stable and therefore it would be anticipated that the years outturn will be representative of the previous years performance.	N/A	
CD37 Libraries: physical visits to libraries per 1000 population	<b>2024/25</b> Q3: 706.89		<b>2024/25</b> Q2: 790.78 Q1: 719  <b>2023/24</b> Q4: 690.42 Q3: 672.7 Q2: 789.6 Q1: 707.7	Again, performance in relation to this indicator is similar to that reported last year regarding the trends; with Q2 showing a substantial peak before reducing in Q3. Inevitably this is a seasonal impact driven by colder darker days and nights over the Autumn and Winter months. Despite this the performance is substantially better than the corresponding period last year (an increase of 34.19).		

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CD38 Libraries: virtual visits to Libraries per 1000 population	<b>2024/25</b> Q3: 1037.11		<b>2024/25</b> Q2: 1,140.76 Q1: 1,088  <b>2023/24</b> Q4: 1,381.08 Q3: 968.3 Q2: 961.5 Q1: 752.4	Q3 performance has dipped slightly compared to Quarters 1 and 2, however performance remains positive compared to last year. Q4 results will be interesting given the spike witnessed in Q4 last year and this will help determine if this is a seasonal impact or potentially an anomaly within the data.		
CD40 Libraries: assisted IT sessions	<b>2024/25</b> Q3:5,687		<b>2024/25</b> Q2: 6,986 Q1: 5,422  <b>2023/24</b> Q4: 4,968 Q3: 4376 Q2: 4,179 Q1: 3211	Given the seasonal impacts witnessed across the library KPIs it is no surprise the assisted IT sessions have shown a similar reduction. Again, performance is ahead of the corresponding quarter last year but behind Q2. As stated elsewhere this is likely an impact of the poorer weather and darker nights encouraging people to stay home. It is hoped that an improvement may be witnessed in Q4.		
EN16 Trading standards: % of high-risk inspections undertaken	<b>2024/25</b> <b>Q3: 66%</b> Q2: 40% Q1: 30% <b>2023/24</b> Q4: 98% Q3: 67% Q2: 39% Q1: 11% <b>2022/23</b> Q4: 98% Q3: 45% Q2: 26% Q1: 7%		Local measure – no comparative data available 23/24 98% 22/23 98% 21/22 79% 20/21 17% 19/20 78% 18/19 99%	The high-risk inspection profile (target) is as follows: Q1 - 15% Q2 - 40% Q3 - 75% Q4 - 100%  At the end of Q3 66% of high-risk inspections had been undertaken. This is similar to the same period last year (67%). The majority of the inspections outstanding this financial year relate to animal health functions which are not due until Q4. Although performance is slightly down in comparison to the inspection profile, we are confident that the deficit will be made up by the end of the year. RAG rated green.	N/A	

## Health and Wellbeing





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

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH1 Life expectancy at birth (male / female)	<b>2020-22</b> Male: 80.2 Female: 84.0		M: England = 78.9 CIPFA: 78.2 to 81.2  F: England = 82.8 CIPFA: 82.2 to 84.8	This indicator was updated in 2023/24.  RAG rated green because life expectancy at birth for both males and females are significantly higher compared with England, from 2001-03 to 2018-20.  For males, North Yorkshire is 6 <sup>th</sup> highest among 16 similar areas, and for female, it is 5 <sup>th</sup> highest. The LE have dropped slightly from the previously period (2019-2021), -- 0.2 for females and -0.1 for males.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	M:  F: 
PH2 Slope index of inequality in Life Expectancy at birth (male / female)	<b>2018-20</b> Male: 6.3 Female: 4.9		M: England = 9.7 CIPFA: 6.0 to 9.0  F: England = 7.9 CIPFA: 3.9 to 7.9	This indicator was updated in 2022/23.  RAG rated: 1 <sup>st</sup> (best) quintile.  The slope index of inequality in life expectancy at birth for both male and female are within the 1 <sup>st</sup> (best) quintile in England.  For males, North Yorkshire is 3 <sup>rd</sup> lowest among 16 similar areas, and for females, it is joint 3 <sup>rd</sup> .  Data as currently shown on Public Health Profiles – Fingertips.	N/A	M:  F: 
PH3 Suicide rate	<b>2021-2023</b> 12.2 per 100,000		England = 10.7 per 100,000 Nearest statistical neighbours (NHS England): 10.6 to 19.0	This indicator was updated in Q2 2024/25.  RAG rated amber because the suicide rate in North Yorkshire is similar compared to England.  It is 7 <sup>th</sup> lowest in a group of 16 similar areas. There were 16 more suicides in 2021-2023 compared to 2020-2022.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH4 Under 18 conceptions	<b>2021</b> 10.8 per 1,000		England = 13.1 per 1,000 CIPFA: 8.1 to 16.2 per 1,000	This indicator was updated in Q1 2023/24.  RAG rated green because the under 18 conception rates in North Yorkshire is significantly better compared with England.  North Yorkshire has the 6 <sup>th</sup> lowest rate amongst 16 similar areas.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH5 Face-to-face new birth visits undertaken within 14 days by a health visitor (%)	<b>2023/24</b> 92.7%		England = 83.0% Nearest statistical neighbours (NHS England): 70.6% to 97.6%	<b>New data - This indicator has been updated in Q3 2024/25.</b>  RAG rated green because the percentage of face-to-face new birth visits undertaken within 14 days by a health visitor in North Yorkshire is significantly better compared to England.  It is the 3 <sup>rd</sup> highest among 16 similar areas (one area without data due to data quality reasons). There was a decrease from 94.6% to 92.7% (2022/23 to 2023/24), however there is no significant change in recent trend.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	







Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH6 Proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme or integrated review	2023/24 99.5%		England: 93.3% Nearest statistical neighbours (NHS England): 71.1% to 100%	<b>New data - This indicator has been updated in Q3 2024/25.</b> RAG rated green because the proportion of children aged 2-2.5 years old receiving ASQ-3 as part of the Healthy Child Programme in North Yorkshire is significantly better compared to England.  It is the 2 <sup>nd</sup> highest among 16 similar areas (two areas without data due to data quality reasons). The percentage for North Yorkshire was not published in 2022/23 due to data quality reasons. It has increased by 0.2% from 2021/22.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	 Compared with 2021/22
PH7 Excess weight in adults	2022/23 64.6%		England = 64.0% Nearest statistical neighbours (NHS England): 57.9% to 71.2%	This indicator was updated in Q1 2024/25. RAG rated amber because the excess weight in adults in North Yorkshire is not significantly different compared with England.  Among 16 similar areas, North Yorkshire has the 7 <sup>th</sup> lowest rate.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH8 The percentage of children aged 4 or 5 (reception) who have excess weight	2023/24 23.9%		England = 22.1% Nearest statistical neighbours (NHS England): 20.8% to 25.2%	<b>New data - This indicator has been updated in Q3 2024/25.</b> RAG rated red because the proportion of children in Reception classes with excess weight is significantly higher compared to England.  North Yorkshire is ranked 5 <sup>th</sup> highest out of 16 similar areas.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH9 The percentage of children aged 10 or 11 (year 6) who have excess weight	2022/23 33.1%		England = 35.8% Nearest statistical neighbours (NHS England): 30.7% to 37.2%	<b>New data - This indicator has been updated in Q3 2024/25.</b> RAG rated green because the proportion of children in Year 6 classes with excess weight is significantly lower compared with England.  North Yorkshire is ranked 6 <sup>th</sup> lowest out of 16 similar areas.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH10 The percentage of physically active adults	2022/23 71.8%		England = 67.1% Nearest statistical neighbours (NHS England): 66.8% to 74.3%	This indicator was updated in Q1 2024/25. RAG rated green because the proportion of physically active adults in North Yorkshire is significantly higher than England.  North Yorkshire is ranked 5 <sup>th</sup> highest among 16 similar areas. The percentage has been significantly higher compared to England from 2015/16 to 2022/23.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH11 Cumulative % of the eligible population aged 40- 74 who received an NHS Health check	<b>2019/20 - 2023/24</b> 28.6%		England = 28.1% Nearest statistical neighbours (NHS England): 4.8% to 34.3%	This indicator was updated in Q1 2024/25. RAG rated green because the cumulative percentage of the eligible population aged 40-74 who received an NHS Health Check in North Yorkshire is significantly higher compared with England. Amongst 16 similar areas, North Yorkshire has the 4 <sup>th</sup> highest rate. There has been a marked decrease compared to previous years: 34.7% in 2017/18 - 21/22, 37.9% in 2016/17 - 20/21, 45.2% in 2015/16 - 19/20, in line with the national trend. Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH12 Flu vaccination coverage 65+	<b>2023/24</b> 83.4%		England = 77.8% Nearest statistical neighbours (NHS England): 78.1% to 83.8%	This indicator was updated in Q2 2024/25. RAG rated green because the benchmarked goal is: <b>&lt;75%</b> <b>&gt;=75%</b> Government policy is to recommend immunisation for people aged 65 years and over and those under 65 years in at risk groups. The ambition is to achieve 75% uptake in those aged 65 years and over, which North Yorkshire has achieved. It is ranked 3 <sup>rd</sup> highest among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH13 Hospital admissions caused by unintentional and deliberate injuries to children under 15 years per 100,000	<b>2022/23</b> 96.6 per 10,000 (900 admissions)		England = 75.3 per 10,000 Nearest statistical neighbours (NHS England): 60.6 to 130.1 per 10,000	This indicator was updated in Q1 2024/25. RAG rated red because North Yorkshire is significantly worse compared to England. There were 900 admissions for injuries in children aged 0-14. Some individuals may have been admitted on more than one occasion, so the number of children admitted is likely to be lower. North Yorkshire has the 5 <sup>th</sup> highest rate among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH14 The rate of children and young people admitted to hospital as a result of self-harm (10-24 years)	<b>2022/23</b> 284.3 per 100,000 population		England = 319.0 per 100,000 Nearest statistical neighbours (NHS England): 216.4 to 1058.4 per 100,000	This indicator was updated in Q4 2023/24. RAG rated amber because North Yorkshire's rate of admissions is similar compared with England's. North Yorkshire is the 3 <sup>rd</sup> lowest among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH15 The rate of children and young people admitted to hospital for mental health conditions per 100,000 (under 18s)	<b>2022/23</b> 105.1 per 100,000 population (120 admissions)		England = 80.8 per 100,000 Nearest statistical neighbours (NHS England): 64.1 to 308.5 per 100,000	This indicator was updated in Q4 2023/24. RAG rated red because North Yorkshire's rate of admissions is significantly higher compared with England's. There were 120 admissions for mental health conditions in 2022/23. Some individuals may have been admitted on more than one occasion, so the number of children admitted is likely to be lower. North Yorkshire is the 5 <sup>th</sup> lowest among 16 similar areas. Data as currently shown on Public Health Profiles – Fingertips.	N/A	

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH16 Smoking prevalence in adults	<b>2023</b> 9.8%		England = 11.6% CIPFA: 7.3% to 13.5%	This indicator was updated in Q2 2024/25.  RAG rated amber because the smoking prevalence in North Yorkshire is not significantly different compared to England average.  Among 16 similar areas, North Yorkshire has the 4 <sup>th</sup> lowest rate.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH17 Smoking at time of delivery	<b>2023/24</b> 6.7% (equates to 309 women)		England = 7.4% Nearest statistical neighbours (NHS England): 6.4% to 11.0%	<b>New data - This indicator has been updated in Q3 2024/25.</b>  RAG rated green because the percentage for smoking at time of delivery in North Yorkshire is significantly lower compared with England.  Smoking status at time of delivery continues to fall. Among 16 similar areas, North Yorkshire is ranked 3 <sup>rd</sup> lowest.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH18 Successful quitters at 4 weeks (smokers)	<b>2022/23</b> 1,534 per 100,000 smokers aged 16+ (774 quitters)		England = 1,620 per 100,000 CIPFA: 249 to 2,733 per 100,000	This indicator was updated in 2022/23.  RAG rated amber because the rate of smokers successfully quitting at 4 weeks in North Yorkshire is similar than England.  It is 11 <sup>th</sup> of 16 similar areas (one area without data). The rates have been significantly lower compared to England from 2013/14 to 2019/20 and have been similar to England since 2021/2022 to 2022/23. The quit rate was lower in 2022/23 compared with the previous year.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH19 Successful completions of treatment for opiate use	<b>2023</b> 10.7%		England = 5.1% Nearest statistical neighbours (NHS England): 2.9% to 10.7%	<b>New data - This indicator has been updated in Q3 2024/25.</b>  RAG rated green because the percentage of successful completion of treatment for opiate use in North Yorkshire is significantly higher than England.  Amongst 16 similar areas, North Yorkshire has the highest percentage. The completion rate has increased from the previous year (6.8% in 2022), and is the highest compared with percentages in the past 13 years.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH20 Successful completions of treatment for non-opiate use	<b>2023</b> 31.8%		England = 29.5% Nearest statistical neighbours (NHS England): 21.0% to 44.5%	<b>New data - This indicator has been updated in Q3 2024/25.</b>  RAG rated amber because the successful completion of treatment for non-opiate use is not significantly different compared with England.  Amongst 16 similar areas, North Yorkshire is the 6 <sup>th</sup> highest. The completion rate has increased from the previous year (27.3% in 2022), with a static long-term trend.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	







Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
PH21 Successful completions of alcohol treatment	<b>2023</b> 37.0%		England = 34.2% Nearest statistical neighbours (NHS England): 28.5% to 51.2%	<b>New data - This indicator has been updated in Q3 2024/25.</b> RAG rated green because the successful completion of treatment for alcohol use is significantly higher than England.  Amongst 16 similar areas, North Yorkshire is the 7 <sup>th</sup> highest. The completion rate has increased from the previous year (30.9% in 2022, which was significantly lower than England).  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
PH22 New STI diagnoses (excluding chlamydia aged <25)	<b>2023</b> 226 per 100,000		England = 520 per 100,000 Nearest statistical neighbours (NHS England): 177 to 323 per 100,000	This indicator was updated in Q1 2024/25. RAG rated green because North Yorkshire has a significantly lower STI diagnosis rate compared with England.  Amongst 16 similar areas, North Yorkshire is the 5 <sup>th</sup> lowest. The rate has increased from 202 per 100,000 in 2022.  Data as currently shown on Public Health Profiles – Fingertips.	N/A	
CD41 Number of visits to leisure centres: 'No. of people participating in an activity'	<b>2024/25</b> Q3: 515,192		<b>2024/25</b> Q2: 459,458  Q1: 326,297 <b>2023/24</b> Q4- unable to provide an update this quarter due to data issues. Q3: 410,835 Q2: 389,985 (revised) Q1: 400,262 (revised)	As with previous reports there was some concern regarding the accuracy of this data and its reporting due to the differences in definitions used by the different services. Whilst a standard definition is now in use it is impossible to accurately validate the data therefore its accuracy remains in doubt. Should the figure remain accurate it again shows a substantial jump from the Q2 return (mirroring the change from Q1).  As the service undergoes restructure and merger there are anomalies in the data emerging depending on measurement inconsistencies. Consequently, as more clearly defined KPIs are produced and benchmarking with Sport England becomes standard there are expected to be fluctuations in the reported figures		



Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
<p>CD42a</p> <p>Number of people participating in public/casual swimming sessions</p>	<p><b>2024/25</b></p> <p>Q3: 129,334</p>		<p><b>2024/25</b></p> <p>Q2: 145,952</p> <p>Q1:159,737</p> <p><b>2023/24</b></p> <p>Q4 136,518</p> <p>Q3 134,042</p> <p>Q2 158,832</p> <p>Q1 139,097</p>	<p>Performance across these indicators is mixed. Whilst casual usage is down compared to the previous quarter and corresponding period last year swim lessons is up compared to the comparable period in 2023/24 (although down compared to the previous quarter)</p> <p>It should also be flagged that typically there is a perceived seasonality to pool usage and with a few more quarters data it would be hoped that these trends will become more evident; consequently there are no concerns attached to the data.</p>		
<p>CD42b</p> <p>Number of people attending swimming lessons</p>	<p><b>2024/25</b></p> <p>Q3: 10,043</p>		<p><b>2024/25</b></p> <p>Q2:10,553</p> <p>Q1: 11,884</p> <p><b>2023/24</b></p> <p>Q4: 10,202</p> <p>Q3: 9,729</p> <p>Q2 8,870</p> <p>Q1 8,793</p>			
<p>CD43</p> <p>Number of memberships at combined leisure centres</p>	<p><b>2024/25</b></p> <p>Q3: 24,039</p>		<p><b>2024/25</b></p> <p>Q2: 24,055</p> <p>Q1: 24,969</p> <p><b>2023/24</b></p> <p>Q4: 26,053 (revised)</p> <p>Q3: 24,426 (revised)</p> <p>Q2: 22,698 (revised)</p> <p>Q1: 21,056 (revised)</p>	<p>One of the areas where significant work has been undertaken concerns the classification and recording of members across the sites. As with much of the leisure service data there has been an accepted difference in how specific items are categorised. This is being resolved and ultimately there is a growing confidence in the data that is being reported. In terms of the return for Q3 is marginally down on the previous quarter (down just 16 memberships). Consequently this has been marked as static when compared across the quarters and there are no concerns attached to the RAG rating.</p>		
<p>CD44</p> <p>Leisure Services financial indicator</p>	<p><b>TBC</b></p>			<p>TBC</p>	<p>TBC</p>	
<p>ASC1</p> <p>Admissions to residential and nursing care homes, per 100,000 population for people aged 18-64</p>	<p><b>2024/25</b></p> <p>Q3: 19.3</p> <p>Q2: 22.8</p>		<p><b>Bench-marking</b></p> <p>Nat: 15.2</p> <p>YHR: 18.7 (2023/24 full year)</p> <p>Q3 2023/24: 22.6</p>	<p>This indicator is updated quarterly.</p> <p>Ranked as RAG amber in Q3 as local performance shows an improvement between quarters and year on year but remains above the most recently published comparator averages.</p>		






Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
ASC2 Admissions to residential and nursing care homes, per 100,000 population for people aged 65+	<b>2024/25</b> Q3: 675 Q2: 720		<b>Bench-marking</b> Nat: 566.0 YHR: 616.1 (2023/24 full year)  Q3 2023/24: 701	This indicator is updated quarterly.  Performance is ranked as RAG amber in Q3 as local performance remains on an improving trajectory, with improvement between quarters and year on year. Current projections indicate year-end performance would exceed the target limit (630).  The local admission rate remains well above the most recently available comparator averages.		
ASC3 % of hospital discharges to adult social care managed on pathways 0 or 1, i.e. home first	<b>2024/25</b> Q3: 69.4% Q2: 68.7%		<b>Bench-marking</b> n/a Q3 2023/24: 66.3%	This indicator is updated quarterly.  Ranked as RAG green in Q3 as performance continues to show improvement between quarters and year on year.  Performance for the quarter also remained above the target level of 67%.		
ASC4 People waiting for an initial assessment as a % of current service users	<b>2024/25</b> Q3: 3.3% Q2: 4.3%		<b>Bench-marking</b> n/a Q3 2023/24: 2.1%	This indicator is updated quarterly.  Ranked as RAG green in Q3 as performance is better than the maximum target level of 4%, and performance improved significantly between quarters.		
ASC5 % of reablement clients not receiving a subsequent package of social care support within 91 days	<b>2024/25</b> Q2: 68.3% Q1: 65.3%  <b>2023/24</b> Q4: 70.6%		<b>Bench-marking</b> n/a Q2 2023/24: 72.0%	This indicator is updated quarterly but is a quarter in arrears due to the 91-day timescale.  This data reflects the position at the end of Q2 for 2024/25  Reporting issues have been identified, which are making it difficult to report on the outcomes for people's reablement involvements.  Ranked as RAG amber in Q2 as activity levels sustained improvement and this outcome measure shows improvement between quarters.		
ASC6 Reablement packages delivered per 10,000 of adult population (Cumulative over the year)	<b>2024/25</b> Q3: 37.1 Q2: 23.5		<b>Bench-marking</b> n/a Q3 2023/24: 27.4	This indicator is updated quarterly and is a cumulative measure.  Ranked as RAG green in Q3 as performance continues to show significant improvement year on year and improvement between quarters.  Performance has shown increased stability over the last 10 months by consistently being close to the 3.99 target each month.		
ASC7 Clients receiving long term support for 12+ months who have received an annual review the last 12 months	<b>2024/25</b> Q3: 67.3% Q2: 66.2%		<b>Bench-marking</b> Nat: 59% YHR: 57% (2023/24 full year) Q3 2023/24: 58.8%	This indicator is updated quarterly.  Ranked as RAG green in Q3 as performance improved between quarters and year on year and is on track to achieve the year-end target of 70%.  Local performance remains significantly better than the most recent comparator averages.		

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
ASC8 % of people receiving long term support who are in a community-based setting	<b>2024/25</b> Q3: 63.1% Q2: 62.8%		Bench-marking n/a  Q3 2023/24: 62.5%	This indicator is updated quarterly.  Changes have been made to basis of the calculation to reflect the national guidance for new data collection and reporting arrangements.  Ranked as RAG green in Q3 as performance has improved between quarters and year on year.  This is an overarching KPI for the directorate's improvement work in 2024/25		
ASC9 Direct payments per 100,000 of population	<b>2024/25</b> Q3: 172.4 Q2: 170.0		Bench-marking n/a  Q3 2023/24: 161.8	This indicator is updated quarterly.  Ranked as RAG green as performance in Q3 shows improvement both between quarters and years.  North Yorkshire has historically compared poorly with other local authorities in national data sets, which has made this an improvement priority.		
ASC10 Average weekly cost for new admissions to residential and nursing beds for older people (65+)	<b>2024/25</b> Q3: £1109 Q2: £1171		Bench-marking n/a  Q3 2023/24: £1078	This indicator is updated quarterly.  Ranked as RAG amber in Q3 as the average cost showed improvement between quarters as part of a downward trajectory since August.  The average cost remains higher year on year and above the average actual cost of care rate.  The permanent admission rate and the current number of permanent placements is also down, reducing the total cost burden.		
ASC11 Average community-based personal budget (PB) weekly cost 65+	<b>2024/25</b> Q3: £445 Q2: £441		Bench-marking n/a  Q3 2023/24: £432	This indicator is updated quarterly.  Ranked as RAG amber in Q3 as the increase in the average cost year on year remains below the inflation award for 2024/25 and shows a small increase between quarters.		
ASC12 % of CQC care home ratings- 'Good' or better	<b>2024/25</b> Q3: 82.6% Q2: 83.0%		Bench-marking Q3 Nat: 81.5% YHR: 78.5%  Q3 2023/24: 84.1%	This indicator is updated quarterly.  Ranked as RAG green in Q3 as performance remains well above the comparator averages despite a very small reduction between quarters.  The main report includes a summary of quality work undertaken with care providers during Q2.		
ASC13 Living Well involvements per 100,000 population	<b>2024/25</b> Q3: 139 Q2: 141		<b>Bench-marking</b> n/a Quarterly target: 196  Q3 2022/23: 171	This indicator is updated quarterly.  Ranked as RAG amber in Q3 as recorded activity remains below target and down year on year.  A deep dive highlighted that new areas of activity undertaken by the service are not captured in the case management system, which is leading to under-reporting. Work underway to identify mechanisms for improving the collection and collation of the wider set of activity data.		

Primary indicators	Latest data/figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS49 The percentage of children in care with an up-to-date health assessment	<b>2024/25</b> Q1 83.5% Q2 85.4% Q3 83.5%  <b>2023/24</b> Q1 85.3% Q2 86.5% Q3 84.0% Q4 85.5%		<b>North Yorkshire 2022/23</b> Q1 85.3% Q2 85.2% Q3 83.3% Q4 87.5% <b>National 2022/23</b> 89% <b>Statistical Neighbours 2022/23</b> 87.9%	This indicator is updated Q3 2024/25  The overall percentage of children and young people in care with an up-to-date health assessment continues to be a challenge for the service, with high numbers of children coming into care requiring initial health assessments and a record overall number of children in care. This is placing pressures on wider partners, including colleagues in primary and secondary care who undertake the assessments.  At the end of Q3 2024/25 there has been an decrease of 1.9% in the proportion of children in care with an up to date health check, although performance was similar to Q3 2023/24 (83.0%) Performance remains lower than that recorded nationally or across statistical neighbours.		
CYPS50 The percentage of children in care with an up-to-date dental check	<b>2024/25</b> Q1 72.0% Q2 70.2% Q3 75.2%  <b>2023/24</b> Q1 66.2% Q2 65.9% Q3 68.0% Q4 69.0%		<b>North Yorkshire 2022/23</b> Q1 66.2% Q2 72.4% Q3 70.0% Q4 68.5%  <b>National</b> 76.0% <b>Statistical Neighbours</b> 76.5%	This indicator is updated Q3 2024/25  Access to NHS dental services is a national issue affecting many residents. To help to overcome this issue for children in our care, the service has developed a flexible commissioning agreement with dental providers.  We are seeing benefits from this innovative arrangement, and at the end of Q3 2024/25 75.2% of children in care had an up to date dental check. This is higher (better) than in any quarter post-Covid and over 7% better than at the end of Q3 2023/24.  When looking at the current data there has been a significant improvement Year on year (+4.3%), at Q2 2024/25 this has experienced a decrease of (-1.8%). Also currently below National and statistical neighbours.		
CYPS51 The percentage of children in care with up-to-date immunisations	<b>2024/25</b> Q1 76.7% Q2 71.9% Q3 71.8%  <b>2023/24</b> Q1 63.3% Q2 64.9% Q3 66.7% Q4 73.2%		<b>North Yorkshire 2022/23</b> Q1 63.3% Q2 65.9% Q3 64.8% Q4 66.2%  <b>National</b> 83% <b>Statistical Neighbours</b> 76%	This indicator is updated Q3 2024/25  The percentage of children in care with up-to-date immunisations was stable at the end of Q3 at 71.8%. However, this represents a marked improvement compared with the position at the end of Q3 2023/24 (66.7%)  The service continues to work closely with health partners to continue to ensure all children and young people in care receive up to date immunisations. This includes a "catch up" programme for those children and young people who historically have not received their immunisations (e.g. 2 <sup>nd</sup> MMR dose etc.)		





## People

- People are free from harm and feel safe and protected.
- People can achieve their full potential through lifelong education and learning.
- People are better supported, by strengthening families or other appropriate networks.
- In times of hardship, support is provided to those that need it most.



Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS1 The % of children achieving a good level of development at Early Years Foundation Stage Profile	<b>2023/24</b> 71.2% <b>2022/23</b> 70.3%		England 2023/24 67.7% England 2022/23 67.2%	This is a key indicator in relation to school readiness. The percentage of children reaching a Good Level of Development in the Early Years Foundation Stage (EYFS) Profile is significantly better compared to England. This is the third publication since the 2021 to 2022 EYFS reforms were introduced in September 2021. As part of those reforms, the EYFS profile was significantly revised.  <b>The percentage of children receiving a good level of development in North Yorkshire increased by 0.9% on the previous year.</b>  <b>This data has been taken from Nexus and may change when the official Department for Education (DFE) data is released.</b>  <b>Data as at Q2 24/25</b>	N/A	
CYPS2 School Readiness: the % of children with free school meal status achieving a good level of development at the end of reception	<b>2023/24</b> 47.6% <b>2022/23</b> 51.4%		England 2023/24 51.6% England 2022/23 51.6%	The percentage of children with free school meal status achieving a good Level of development at the end of reception is lower when compared to England. This is the third publication since the 2021 to 2022 EYFS reforms were introduced in September 2021. As part of those reforms, the EYFS profile was significantly revised.  <b>The percentage of Free School Meal eligible children receiving a good level of development in North Yorkshire decreased by 3.8% on the previous year.</b>  <b>Data as at Q2 24/25</b> <b>This data has been taken from Nexus and may change when the official DFE data is released.</b>  <b>Data is as of Q1 24/25</b>	N/A	
CYPS3 The % of pupils achieving the expected level or above in reading, writing and maths combined Key Stage 2	<b>2023/24</b> 57.8% <b>2022/23</b> 55.6%		England 2023/24 60.5% England 2022/23 59.5	The percentage of children achieving the expected level in Reading, Writing and Maths has increased by 2.2% and the gap between North Yorkshire and National has reduced to 2.7% which is an improvement on the previous year where the gap was 4%.  <b>This data has been taken from the Nexus and may change when the official DFE data is released.</b>  <b>Data is as of Q2 24/25</b>	N/A	
CYPS4 Average Attainment 8 score at Key Stage 4	<b>2022/23</b> 46.7		<u>2022/23 national</u> 46.4	The Attainment 8 average score at Key Stage 4 is above the national average but has the score has dropped by 3.6 since 2021/22. This reduction is also seen at a national level and will be mostly due to this year's grade boundaries being tighter after grade inflation following Covid  <b>Data is as of Q4 23/24</b>	N/A	
CYPS5 Progress 8 score at Key Stage 4  <b>(No update for next 2 years)</b>	<b>2022/23</b> 0.04 0.00		<u>2022/23 national</u> -0.03	The progress 8 score at Key Stage 4 is above the national average but has reduced by 0.04 since 2021/22.  <b>Data as of Q4 23/24</b>	N/A	



Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
<p>CYPS6</p> <p>Overall attendance rate</p>	<p><b>Primary</b></p> <p>2024/25 to end Q3 95.2%</p> <p>2023/24 (provisional) 94.8%</p> <p>2022/23 94.7%</p> <p>2021/22 93.8%</p> <p><b>Secondary</b></p> <p>2024/25 to end Q3 93.5%</p> <p>2023/24 (provisional) 90.6%</p> <p>2022/23 90.9%</p> <p>2021/22 90.6%</p>		<p>National</p> <p>Primary</p> <p>2023/24</p> <p>2022/23</p> <p>94.1%</p> <p>2021/22</p> <p>93.8%</p> <p>Secondary</p> <p>2022/23</p> <p>91.0%</p> <p>2021/22</p> <p>94.6%</p>	<p>In North Yorkshire schools, attendance overall has been gradually increasing following a sharp drop during 2021/22. Attendance has generally been following national trends across primary and secondary schools. Attendance in primary schools is typically higher than in secondary schools.</p> <ul style="list-style-type: none"> <li>94.8% in primary schools in 2023/24 (provisional)                             <ul style="list-style-type: none"> <li>94.5% National</li> </ul> </li> <li>90.9% in secondary school in 2023/24 (provisional)                             <ul style="list-style-type: none"> <li>91.1% National</li> </ul> </li> </ul>	=	=
<p>CYPS7</p> <p>Severe Absence rate</p>	<p><b>Primary</b></p> <p>2024/25 to end Q3 0.6%</p> <p>2023/24 (provisional) 0.6%</p> <p>2022/23 0.6%</p> <p>2021/22 0.6%</p> <p><b>Secondary</b></p> <p>2024/25 to end Q3 3.3%</p> <p>2023/24 (provisional) 4.3%</p> <p>2022/23 3.8%</p> <p>2021/22 2.9%</p>		<p>National</p> <p>Primary</p> <p>2023/24</p> <p>0.8%</p> <p>2022/23</p> <p>0.7%</p> <p>2021/22</p> <p>0.6%</p> <p>Secondary</p> <p>2022/23</p> <p>3.4%</p> <p>2021/22</p> <p>2.7%</p>	<p><b>Absence from 50% or more of sessions in period.</b></p> <p>Severe absence in primary schools slightly better than national rates (provisionally).</p> <ul style="list-style-type: none"> <li>0.6% in 2023/24</li> <li>0.8% National in 2023/24</li> </ul> <p>Level of primary school severe absence appeared to continue into 2023/24. 0.6% with official DfE statistics yet to be published.</p> <p>Severe absence in secondary schools above national rates (provisionally).</p> <ul style="list-style-type: none"> <li>4.5% in 2023/24</li> <li>3.8% National in 2023/24</li> </ul> <p>Level of secondary school severe absence appeared to continue into 2023/24. 4.3% with official DfE statistics yet to be published.</p> <p>Severe absence in secondary schools considerably higher than in primary schools as is case nationally.</p>	=	=



Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS8 % of young people with a qualification by age 19 (Level 2 / Level 3)	<b>2022/23</b> Level 2: 86.5% Level 3: 61.3% <b>2021/22</b> Level 2: 84.8% Level 3: 56.9%		2022/23 National Level 2: 85.5% Level 3: 61.3% 2021/22 National Level 2: 82.9% Level 3: 62.9%	North Yorkshire remains above the national average for Level 2 but is now in line with the national average for Level 3. <b>This data has been taken from the latest DFE SFR April 24.</b> <b>Data is as of Q1 24/25</b>	N/A	L2  L3 
CYPS9 The % of young people who are not in education, employment, or training (NEET) in academic year 12 and year 13	<b>2024/25</b> <b>Q1 188 (1.6%)</b> <b>Q2 1.1%</b> <b>Q3 1.6%</b>  <b>2023/24</b> Q1 234 (2%) Q2 No Number available as there was an issue with the software (0.7%) Q3 194 (1.7%) Q4 190 (1.6%)		National NEET 3.2% (June 2023) Y&H NEET 3.8% (June 2023) National Situation Not Known 1.8% (June 2023) Y&H Situation Not Known 1.8% (June 2023) NYC Situation Not Known 1.5% (June 2023) <u>NY 2022/23</u> Q1 185 (1.6%) Q2 120 (1%) Q3 179 (1.5%) Q4 251 (2.1%)	The percentage of young people who are not in education, employment, or training (NEET) in academic year 12 and year 13 in North Yorkshire is still below the national and regional figures.  The percentage of Unknown young people is currently 33.9% and this is above both the National figure and the regional figure (1.8%). This higher percentage is due to the time of year and teams will be contacting young people and will be collecting young people's circumstances at the start of the new academic year.		
CYPS10 The % of care leavers aged 19, 20 and 21 that are in education, employment, or training	<b>2024/25</b> <b>Q1 61.0%</b> <b>Q2 59.3%</b> <b>Q3 59.8%</b>  <b>2023/24</b> Q1 67.5% Q2 64.6% Q3 64.1% Q4 61.0%		<b>2022/23</b> Q1 68.1% Q2 66.4% Q3 66.9% Q4 67.2%	This indicator updated as of Q3 2024/25  The percentage of care leavers in EET has been stable over the last 2 quarters at 59%. This remains lower than the pre-pandemic peak of 72% in 2019/20 and is 7.1% lower than in Q3 last year.  It should be noted that UASC undergoing age assessment adversely impact on this measure, as colleges cannot offer provision until the young person's age has been verified.  Nevertheless, our performance remains better than the national average of 56%.		
CYPS11 The % of pupils who attend a good or outstanding school (primary/ secondary)	<b>2024/25</b> 86.0%		<u>National 2024/5</u> 90.1%	The percentage of pupil who attend a good or outstanding school in North Yorkshire has increased by 1.6% whereas nationally the figure increased by 0.2%.  <b>This data has been taken from the latest Ofsted MI data August 24.</b>  <b>Data is as of Q2 24/25</b>		






Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
<p>CYPS12</p> <p>Number of children who are EHE</p>	<p><b>2024/25</b></p> <p>Q3 1314 (Approx. 1.5% of school population)</p> <p>Q2 1142 (Approx. 1.3% of school population)</p> <p>Q1 1267</p> <p><b>2023/24</b></p> <p>Q1 939 Q2 845 Q3 945 Q4 1093</p>		<p><b>% of school population EHE (Autumn 2023/24 EHE Census, DfE)</b></p> <p><b>National</b> 1.4%</p> <p><b>North Yorkshire</b> 1.5%</p>	<p>1314 children EHE in North Yorkshire at end Q3 of 2024/25.</p> <p>this compares with 945 at the same point of last year, a 36% increase (+369).</p>		
<p>CYPS13</p> <p>The % of Education Health and Care Plans (EHCP) issued within 20 weeks</p>	<p><b>2024/25</b></p> <p>Q3 7.7% Q2 11.6% Q1 8.8%</p> <p><b>2023/24</b></p> <p>Q1 59.5% Q2 33.8% Q3 10.4% Q4 20.9%</p> <p><b>2022/23</b></p> <p>Q1 22.6% Q2 50.4% Q3 43.0% Q4 55.7%</p> <p><b>2023 calendar:</b> 45%</p>		<p><b>National</b></p> <p><b>2023 calendar:</b> 50%</p>	<p>Over 2023 we saw timeliness of EHC plans improve with 45% issued within 20 weeks. This is significantly better than timeliness in 2022 (33%) but still much worse than pre-pandemic (90% in 20 weeks).</p> <p>However, there was a dip in timeliness in quarters Q2 and Q3 of 2023/24. This low relative performance has continued into the past Quarter, averaging 8% in Q3 of 2024/25</p> <p>National rate reported for 2023 calendar year was 50%. Statistical Neighbour rate for 2023 calendar year was 40% 820 new EHC plans issued in 2024 compared to 665 issued in 2023 when timeliness was 45%.</p> <p><b>Updated Q3 2024/25</b></p>		






Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:													
					Quarter	Year												
<p>CYPS14</p> <p>Rate of children with an Education Health Care Plan as % of school population</p>	<p><b>Jan 2024</b></p> <p>Primary: 2.5% of school population</p> <p>Secondary: 2.6% of school population</p>		<p><b>National</b></p> <p>Jan 2024</p> <p>Primary 3.0% of school population</p> <p>Secondary 2.7% of school population</p> <p>Jan 2023</p> <p>Primary 2.5% of school population</p> <p>Secondary 2.4% of school population</p> <p>Jan 2022</p> <p>Primary 2.3% of school population</p> <p>Secondary 2.2% of school population</p> <p>Jan 2021</p> <p>Primary 2.1% of school population</p> <p>Secondary 2.2% of school population</p>	<p>As of January 2024, the % of the primary school population with EHC plans was 2.5% up from the 2.3% in January 2023. Current gap to national rate of -0.5pp (3.0%).</p> <p>As of January 2024, the % of the secondary school population with EHC plans was 2.6% up from the 2.5% in January 2023. Current gap to national rate of -0.1pp (2.7%).</p> <table border="1"> <thead> <tr> <th></th> <th>Primary</th> <th>Secondary</th> </tr> </thead> <tbody> <tr> <td>Jan 2024</td> <td>2.5%</td> <td>2.6%</td> </tr> <tr> <td>Jan 2023</td> <td>2.3%</td> <td>2.5%</td> </tr> <tr> <td>Jan 2022</td> <td>1.9%</td> <td>2.0%</td> </tr> </tbody> </table> <p>*% of school population</p>		Primary	Secondary	Jan 2024	2.5%	2.6%	Jan 2023	2.3%	2.5%	Jan 2022	1.9%	2.0%	N/A	
	Primary	Secondary																
Jan 2024	2.5%	2.6%																
Jan 2023	2.3%	2.5%																
Jan 2022	1.9%	2.0%																
<p>CYPS15</p> <p>The number of children receiving SEN Support as a % of school population</p>	<p><b>Jan 2024</b></p> <p>Primary: 13.7% of school population</p> <p>Secondary: 12.1% of school population</p>		<p><b>National</b></p> <p>Jan 2024</p> <p>Primary 14.1% of school population</p> <p>Secondary 12.9% of school population</p> <p>Jan 2023</p> <p>Primary: 13.5% of school population</p> <p>Secondary: 12.4% of school population</p> <p>Jan 2022</p> <p>Primary: 13.0% of school population</p> <p>Secondary: 11.9% of school population</p> <p>Jan 2021</p> <p>Primary: 12.6% of school population</p> <p>Secondary: 11.5% of school population</p>	<p>As of January 2024, the % of the primary school population recorded as receiving SEN Support was 13.7% up from the 13.2% in January 2023. The gap to the National rate is -0.4pp (14.1%).</p> <p>As of January 2023, the % of the secondary school population recorded as receiving SEN Support was 12.1% up from the 11.6% in January 2023. The gap to the National rate is -0.8pp (12.9%).</p> <table border="1"> <thead> <tr> <th></th> <th>Primary</th> <th>Secondary</th> </tr> </thead> <tbody> <tr> <td>Jan 2024</td> <td>13.7%</td> <td>12.1%</td> </tr> <tr> <td>Jan 2023</td> <td>13.2%</td> <td>11.6%</td> </tr> <tr> <td>Jan 2022</td> <td>12.8%</td> <td>10.8%</td> </tr> </tbody> </table> <p>*% of school population</p>		Primary	Secondary	Jan 2024	13.7%	12.1%	Jan 2023	13.2%	11.6%	Jan 2022	12.8%	10.8%	N/A	
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Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS16 GCSE 9-5 pass in English and Maths (Basics) at KS4	<b>2022/23</b> 45.7%		<u>National</u> 45.4%	The percentage achieving Basics at Key Stage 4 is above the national average but has reduced since 2021/22. This reduction is also seen at a national level and will be mostly due to this year's grade boundaries being tighter after grade inflation following Covid  <b>Data as of Q4 2023/24</b>		
CYPS17 Persistent absence as % of school population (primary/secondary)	<b>North Yorkshire Schools:</b> <u>2023/24</u> (provisional)  Primary: 12.4% Secondary: 27.4%  <u>2022/23</u> Primary: 12.1% Secondary: 25.2%		<b>National:</b>  <u>2023/24</u> (provisional) Primary: 14.7% Secondary: 25.1%  <u>2022/23</u> Primary: 15.5% Secondary: 25.8%	Rates of persistent absence into 2023/24 appeared to be largely in line with rates witnessed nationally but again it is well above pre-pandemic rates.  In 2018/19, 7.3% of children in North Yorkshire primary schools were persistently absent, rising to 16.0% by 2021/22, in North Yorkshire secondary schools the rise in this period was 14.3% to 28.7%.  Persistent absence in North Yorkshire primary schools was 12.4% in the 2023/24 academic year, lower (better) than the National rate of 14.7%. Persistent absence in secondary schools was higher (worse) than the National rate and persistent absence  These increases have been very similar to what has been witnessed nationally.  DfE yet to publish validated figures for full 2023/24 academic year.  <b>Updated Q3 2024/25</b>	N/A	







Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS18 % of school population suspended at least one in academic year to date	<p><b>Children Fixed term excluded at least once:</b></p> <p><b>Academic Year to 2024/25 to end Q3:</b> 1475</p> <p><b>Academic Year to 2023/24 to end Q3:</b> 1599</p> <p><b>Academic Year 2023/24:</b> 3098</p> <p><b>2022/23:</b> 2685</p> <p><b>2021/22:</b> 2019</p> <p><b>2020/21:</b> 1574</p>		<p><b>National</b></p> <p><u>2022/23</u> Children Suspended: 3.61% Suspensions: 9.33%</p> <p><u>2021/22</u> Children Suspended: 3.02% Suspensions: 6.91%</p> <p><u>2020/21</u> Children Suspended: 2.20% Suspensions: 4.25%</p> <p><b>North Yorkshire</b></p> <p><u>2022/23</u> Children Suspended: 3.38% Suspensions: 9.88%</p> <p><u>2021/22</u> Children Suspended: 2.51% Suspensions: 6.45%</p> <p><u>2020/21</u> Children Suspended: 1.91% Suspensions: 4.32%</p>	<p>Comparisons with national rates of children suspended are available up to the 2022/23 academic year and show that North Yorkshire has had fewer children suspended at least once as a percentage of the school population historically. The rate for North Yorkshire primary schools in 2022/23 was 0.74%, below the National (0.82%) and Regional (0.87%) rates. The rate for North Yorkshire secondary schools in 2022/23 was 6.51%, below the National (7.12 %) and regional rates (8.99%).</p>		

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS19 % of school population permanently excluded in academic year to date	<b>Permanent Exclusions</b> : <b>Academic Year</b> to 2024/25 to end Q3: 39  <b>Academic Year</b> to 2023/24 to end Q3: 52  <b>2023/24</b> 122 <b>2022/23</b> 96 <b>2021/22</b> 55 <b>2020/21</b> 26		<b>National</b> <u>2022/23</u> 0.11% <u>2021/22</u> Permanent: 0.08% <u>2020/21</u> Permanent: 0.06%  <b>North Yorkshire</b> <u>2022/23</u> 0.09%  <u>2021/22</u> Permanent: 0.06% <u>2020/21</u> Permanent: 0.03%	Comparisons with national rates of permanent exclusions, show that North Yorkshire has had fewer permanent exclusions as a percentage of the school population historically. The rate for North Yorkshire primary schools in 2022/23 was 0.03%, similar to the National and Regional rates of 0.03%. The rate for North Yorkshire secondary schools in 2022/23 was 0.16%, below the National (0.22%) and Regional rates (0.24%). 2023/24 National comparisons are yet to be published.		
CYPS20 Adult Learning - 19+ Adult Skills funded learners - Overall Achievement Rates	<b>2023/24</b> 77.1%  <b>2022/23</b> 80.6% (End of Academic Year)		<b>All figures from end of academic year</b> <b>2021/22</b> Q2 77.3% <b>2020/21</b> 76.9% (End of academic year) National <b>85.8%</b>	The Adult Learning and Skills Service end of year overall achievement is below 2022/23 -3.5%. Also, below the national average of 85.8%. Maths continues to be an issue which contributes to the lower overall rate, this is a national picture.  National figures have now been released for the first time since pre-covid last set dated 2018/19, this was due to qualifications being awarded teacher assessed grades. At the end of 2022/23, the national average rate for Education and Training Qualification Rate was reported at 84.2%.	N/A	
CYPS21 Adult Learning- 19+ Adult Skills funded learners- Overall Retention Rates	<b>2023/24</b> 86.1%  <b>2022/23</b> 91.2% (End of Academic Year)		<b>2021/22</b> 91.6% (End of Academic Year) <b>2020/21</b> 88.8% National 90.6%	At the end of academic year 2022/23 the service retention rate was just below the national rate by -4.5%.	N/A	
CYPS22 Adult Learning- Apprenticeship Overall Achievement Rate	<b>2023/24</b> 80.0% (End of Academic Year)  <b>2022/23</b> 52.2% (End of Academic Year)		<b>North Yorkshire</b> <b>2021/22</b> 47.8% <b>2020/21</b> 78.6% (End of academic year) National 65.0%	At the end of the academic year 2023/24 the service significantly above the national average +15% this is a credit to the hard work of training and learning and adult education teams.	N/A	









Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS23 Adult Learning-Apprenticeship Overall Retention Rate	<b>2023/24</b> <b>80.0%</b> <b>(End of Academic Year</b> <b>2022/23</b> 52.2% (End of Academic Year)		<b>2021/22</b> 52.2% (End of academic year) <b>2020/21</b> 78.6% (End of academic year)  <b>National</b> 65.0%	At the end of the academic Year 2023/24 the service has achieved +15% above the national rates in retaining their apprentices in the year.	N/A	
CYPS24 Number of Education, Health and Care Plans discontinued as needs met within a plan, for children of school age	<b>2023</b> 228 discontinued in year 4.6% of all current EHC plans <b>2022</b> 386 (4427) 228 discontinued in year 8.7% of all current EHC plans	N/A	<b>2023</b> 6.8% of all current EHC plans <b>2022</b> 6.7% of all current EHC plans	Reported annually. Number of discontinued EHC plans in calendar year.  Proportion of plans discontinued in year reduced to 4.6% (228) of all current EHC plans down from 8.7% (386). Below national rate of 6.8% in 2023.	NA	NA
CYPS25 % of pupils with EHC plans who are in independent/ AP/ special settings	42.1%			Reported in arrears	NA	NA
CYPS26 Number of appeals to SEND tribunal	Academic Year <b>2023/24</b> 258  <b>2022/23</b> 149			149 appeals received for Tribunal in 2022/23 a higher number than any previous year. <b>258</b> received in 2023/24 academic year.  In 2023/24 to date the most common reason for appeal was the content of the EHC plan issued, 187 (72% of all appeals).  180 (96%) of these appeals were at least partly due to the placement named in the plan.  The appealable rate i.e. the total number of appeals as a proportion of appealable decisions (e.g. total statutory requests, decisions to assess and total number of EHC plans) has been increasing following a dip below national rates in 2021 to 1.4%. Since 2021 the rate has increased to be beyond national rate of <b>2.3%</b> to <b>2.7%</b> . The 2023 estimate is <b>3.2%</b> with national data yet to be released.		
CYPS27 Total pupils on SEND transport	1508 (September 2024)			Increase of 5% (n=+78) from 1430 at same point in 2023	NA	NA
CYPS28 Total pupils on solo SEND transport	226 (September 2024)			Similar to 224 at same point in 2023	NA	NA







Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS29 Proportion of Local Authority funded EHC plans placed in mainstream	2024: 44%		2024: 43%	Annual	NA	
CYPS30 First time entrant rate	<b>2023/24</b> Oct23-Sep24 188 per 100,000 (105 young people)		England = 160 per 100k Region = 189 per 100k Family Group average = 119 per 100k	The 12 months ending September 2024 saw an increase in the rate of First Time Entrant's in North Yorkshire compared with the rate of 177 12 months earlier. The current rate is very similar to the regional rate but worse than the national rate.		
CYPS31 Number of households open to early help	<b>2024/25</b> Q3 1,401		<b>2023/24</b> Q3 1,545 Q4 1,565 <b>2024/25</b> Q1 1,550 Q2 1,441	The number of ongoing households receiving support from the Early Help Service has decreased in each of the last 3 quarters and is currently very similar to the levels seen in Q4 2019/20. The current total of 1,401 Households relates to 2,691 children and young people. A significant factor in the reduced level of ongoing Households has been a focus on closing cases as soon as appropriate and stepping them down to universal services.		
CYPS32 Timeliness of initial assessments (Early Help)	<b>2024/25</b> Q3 97.2%		<b>2023/24</b> Q3 93.9% Q4 95.4% <b>2024/25</b> Q1 97.8% Q2 95.6%	The percentage of Initial Assessments completed within 20 working days remained very high. 760 of the 782 completed, were completed within the target timescale.		
CYPS33 Timeliness of assessment reviews (Early Help)	<b>2024/25</b> Q3 98.1%		<b>2023/24</b> Q3 97.2% Q4 97.2% <b>2024/25</b> Q1 97.8% Q2 98.0%	The percentage of Review Assessments completed within 6 weeks increased to 98.1% in Q3 2024/25. 2,165 of the 2,208 completed, were completed within the target timescale.		
CYPS34 The total number of children subject to a child protection plan (rate per 10,000)	<b>2024/25</b> Q1 41.2(469) Q2 46.0 (523) Q3 51.4 (586)		<u>2023/24</u> Q1 34.2 (390) Q2 33.0 (376) Q3 30.7 (351) Q4 36.7 (419) <u>2022/23</u> Q1 35.3 (415) Q2 35.0 (411) Q3 32.9 (363) Q4 31.9 (375)	This indicator is updated Q3 2024/25 RAG rated amber because the number of open CPP has risen sharply this quarter and is above the range of what would be considered "normal" in North Yorkshire (between 350 and 430 open CPP) The increase is reflective of an increase in the number and proportion of children presenting to services meeting the threshold of risk of significant harm necessitating a statutory child protection plan		

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS35 Rate of second or subsequent child protection plans	<b>2024/25</b> Q1 29.7% Q2 18.8% Q3 21.2%		<u>2023/24</u> Q1 23.4% Q2 22.9% Q3 32.4% Q4 22.1%  <u>2022/23</u> Q1 25.0% Q2 19.8% Q3 25.7% Q4 17.1%	This indicator is updated Q3 2024/25  RAG rated amber because the rate of repeat CPP remains volatile, with marked variation in performance between quarters		
CYPS36 The number of children in care (Excluding Unaccompanied Asylum Seeker Children (UASC))	<b>2024/25</b> Q1 450 Q2 473 Q3 511  <b>2023/24</b> Q1 427 Q2 422 Q3 441 Q4 447		<u>2021/22</u> Q1 410 Q2 403 Q3 402 Q4 405  <u>2022/23</u> Q1 406 Q2 398 Q3 417 Q4 412	This indicator is updated Q3 2024/25  The number of Children in Care has increased by 35 this quarter to 511.  The number of UASC in our care Unaccompanied Asylum seekers fell by 4 to 49 at the end of the quarter. This is also 4 less than at the end of Q3 2023/24  The total number of children in care (including UASC) climbed by 34 to 560.		
CYPS37 The number of admissions to children in care	<b>2024/25</b> Q1 55 Q2 68 Q3 64  <b>2023/24</b> Q1 58 Q2 56 Q3 48 Q4 63		<u>2022/23</u> Q1 45 Q2 33 Q3 61 Q4 53	This indicator is updated Q3 2024/25  This quarter saw 64 children and young people admitted to care. Although this is 4 fewer than in Q2 it is 10 more than in Q3 2023/24. For the year to date there have been 187 admissions to care, 25 more than in the same period in 2023/24  However, it is worth noting that our rate of admissions to care of 23 per 10,000 population remains lower than that reported nationally (29 per 10,000).		
CYPS38 The number of discharges from children in care	<b>2024/25</b> Q1 48 Q2 41 Q3 27  2023/24 Q1 40 Q2 43 Q3 26 Q4 63		<u>2022/23</u> Q1 34 Q2 31 Q3 30 Q4 38	This indicator is updated Q3 2024/25  The number of discharges has reduced again this quarter to 27, 14 fewer than in Q2 but similar to the 26 reported in Q3 2023/24 and 30 reported in Q3 2022/23. This suggests that Q3 may see a seasonal lull in the number of children discharged from care.		

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
<p>CYPS39</p> <p>The percentage of referrals to children's social care that are repeat referrals</p>	<p><b>2024/25</b></p> <p>Q1 – 19.6%</p> <p>Q2 – 20.3%</p> <p>Q3 – 20.7%</p>		<p><u>2021/22</u></p> <p>Q1 15.7%</p> <p>Q2 17.0%</p> <p>Q3 15.4%</p> <p>Q4 14.1%</p> <p>Full Year – 15.9%</p> <p><u>2022/23</u></p> <p>Q1 12.4%</p> <p>Q2 18.9%</p> <p>Q3 18.3%</p> <p>Q4 18%</p> <p>Full Year – 17.0%</p> <p><u>2023/24</u></p> <p>Q1 – 17.1%</p> <p>Q2 -18.5%</p> <p>Q3 – 20.0%</p> <p>Q4 – 22.7%</p> <p>Full Year – 19.8%</p>	<p>This indicator is updated Q3 2024/25</p> <p>RAG rated red because of the deterioration in performance over 2023/24, which has seen a statistically significant increase in rate between Q1 and Q4. Although Q1 24/25 had seen a decrease in the rate, it remained much higher than across 2021/22 and 2022/23. Q3 24/25 also saw an increase to 20.7%</p> <p>We've seen a slow deterioration in performance throughout 2023/24 continuing into 2024/25, indicative of the pressures faced by vulnerable families across North Yorkshire.</p>		
<p>CYPS40</p> <p>The percentage of children with an up-to-date SDQ</p>	<p><b>2024/25</b></p> <p><b>Q1 70.6%</b></p> <p><b>Q2 73.3%</b></p> <p><b>Q3 68.2%</b></p> <p>2023/24</p> <p>Q1 81%</p> <p>Q2 76.4%</p> <p>Q3 73%</p> <p>Q4 76.3%</p>		<p><u>2022/23</u></p> <p>Q1 78%</p> <p>Q2 74%</p> <p>Q3 72%</p> <p>Q4 70.9%</p>	<p>This indicator is updated Q3 2024/25</p> <p>The percentage of children with an up-to-date SDQ fell by 5.1% compared to the previous quarter and is also 5% worse than at the end of Q3 2023/24</p>		
<p>CYPS41</p> <p>The average Strengths Difficulties Questionnaire (SDQ) score for children in care</p>	<p><b>2024/25</b></p> <p><b>Q1 16.9</b></p> <p><b>Q2 17.2</b></p> <p><b>Q3 16.7</b></p> <p>2023/24</p> <p>Q1 16.9</p> <p>Q2 17.1</p> <p>Q3 17.0</p> <p>Q4 16.8</p>		<p><u>2022/23</u></p> <p>Q1 17.9</p> <p>Q2 18.2</p> <p>Q3 17.2</p> <p>Q4 17.5</p> <p>National 13.8</p> <p>Statistical Neighbours 14.1</p>	<p>This indicator is updated Q3 2024/25</p> <p>The average SDQ score improved by 0.5% this quarter and is the lowest (best) recorded in the last 3 years. However, the average SDQ score for children and young people in our care remains higher (worse) than the national or statistical neighbour average</p>		



Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS42 The number of Care Leavers receiving support from the leaving care team	<b>2024/25</b> Q1 520 Q2 528 Q3 525  2023/24 Q1 495 Q2 505 Q3 503 Q4 511			This indicator is updated Q3 2024/25  At the end of Q3 2024/25 the number of care leavers is similar to Q2 2024/25 (-3) but 22 more than at the end of Q3 last year. UASC young people will be contributing to the increases in numbers crossing over from children in care when they turn 18.		
CYPS43 % of Care Leavers (aged 19, 20 or 21) that the local authority is 'in-touch' with	<b>2024/25</b> Q1 99.5% Q2 99.5% Q3 99.4%  <b>2023/24</b> Q1 99.5% Q2 99.5% Q3 100% Q4 99.4%		<u>2021/22</u> Q2 97.7% Q3 100% Q4 96.6% <u>2022/23</u> Q1 97.3% Q2 95.1% Q3 95.2% Q4 98.9%	This indicator is updated Q3 2024/25  Performance for Care Leavers in-touch with the local authority is remaining stable and strong at the end of Q3 2024/25 at 99.5% compared to 99.5% at the end of the previous quarter and 100% at the ends of Q3 last year  Comparing the same point last year (Q2 2023/24 99.5%). Whilst it does fluctuate from one Quarter to the next, it is stronger than the latest national figure of 95% (based on 5% not in touch).		
CYPS44 % of Care Leavers (aged 19, 20 or 21) in suitable accommodation	<b>2024/25</b> Q1 97.0% Q2 98.3% Q3 94.7%  <b>2023/24</b> Q1 95.4% Q2 95.8% Q3 97.2% Q4 94.5%		<u>2021/22</u> Q1 96.8% Q2 95.9% Q3 92.3% Q4 92.1% <u>2022/23</u> Q1 95.6% Q2 93.9% Q3 94.7% Q4 95.3%	This indicator is updated Q3 2024/25  This quarter has seen performance dip by 3.6% to 94.7%, and this is also 2.5% lower than at the end of Q3 last year.  However, North Yorkshire continues to perform strongly compared to the latest national average (88%) and the latest statistical neighbour average (92%).		
CYPS45 % of respondents who were either satisfied or very satisfied with the involvement from the Children & Families Service	<b>2024/25</b> Q1 87% Q2 89%  <b>2023/24</b> Q1: 97.6% Q2 100% Q4 90%		<u>2021/22</u> Q2: 98% Q3: 96% Q4: 96.1% <u>2022/23</u> Q1: 94.0% Q3: 96%	In Q2 there has been an increase in family feedback satisfaction score up to 89%, there have been 37 respondents compared to 37 in Q1 2024/25.  Looking at an annual comparison the overall feedback is — 11%,  Overall, service user feedback is positive. We consistently see more than 90% of service users completing family feedback responding that they are either satisfied or very satisfied with the service that they receive.  <b>To be updated in Q4.</b>		

Primary indicators	Latest data/ figures	RAG	Bench-marking data	Comments	Improvement since last:	
					Quarter	Year
CYPS46 Number of contacts received by MAST	<b>2024/25</b> Q1 - 7661 Q2 – 7489 Q3 - 8055		<b>2023/24</b> Q1 7432 Q2 7516 Q3 7667 Q4 8207  <b>2022/23</b> Q1 6371 Q2 6656 Q3 6874 Q4 7806  <b>2021/22</b> Q1 5849 Q2 4865 Q3 5556 Q4 6034	This indicator is updated Q3 2024/25  RAG rated red because of the ongoing increase in the number of contacts at the front door.  Year to date data points to a plateau in the number of contacts received, with 23,205 received, This is an 2.6% increase (n=590) on the number of contacts received in the same period in 2023/24. It's worth noting the first 6 months of 2023/24 saw an 11% increase (n=1,471) compared with the same period in 2022/23.		
CYPS47 Number of referrals to Children's Social Care	<b>2024/25</b> Q1 1526 Q2 1340 Q3 1417		<b>2023/24</b> Q1 1285 Q2 1428 Q3 1519 Q4 1513  <b>2022/23</b> Q1 1157 Q2 1219 Q3 1205 Q4 1409  <b>2021/22</b> Q1 1300 Q2 895 Q3 1115 Q4 1122	This indicator is updated Q3 2024/25  Despite Q3 24/25 receiving fewer referrals than the previous year, this is RAG rated red because of the ongoing high number of referrals to CSC.		
CYPS48 Percentage of Children and Families assessments completed in 45 working days	<b>2024/25</b> Q1 96.6% Q2 94.8% Q3 97.7%		<b>2023/24</b> Q1 96.7% Q2 98.5% Q3 96.6% Q4 96.3%  <b>2022/23</b> Q1 98.1% Q2 97.8% Q3 98.0% Q4 97.0%  <b>2021/22</b> Q1 99.3% Q2 99.1% Q3 98.8% Q4 98.6%	This indicator is updated Q3 2024/25  RAG rated green because performance in respect of this indicator remains excellent and much better than the national average (82.5%) or the statistical neighbour average (82.2%).		
ASC14 Rate of safeguarding concerns per 100,000 population	<b>2024/25</b> Q3: 420 Q2: 395		Nat: 1,313 (2022/23 full year)  331 Q3 2023/24	This indicator is updated quarterly.  Ranked as RAG amber in Q3 as changes to recording practice continue to result in increased the number of people with multiple concerns raised around safeguarding issues. Activity levels are levelling off and there continues to be no corresponding increase in the number of concerns progressing to a safeguarding enquiry.  Timescales for responses to safeguarding concerns remained in line with the 15-day target in Q3.	