



AREA SELF EVALUATION – NORTH YORKSHIRE STRATEGIC PARTNERSHIP

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1.0 EXECUTIVE SUMMARY

The North Yorkshire Strategic Partnership (NYSP) partners have worked together to develop this self assessment which provides a position statement (both backward and forward looking) for the year 2008/09. In order to set a baseline it aims to capture evidence across all the themes in the Sustainable Communities Strategy and from the diverse places that make up North Yorkshire. Inevitably this makes for a long document. The Executive Summary seeks to capture the headlines and the Action Plan sets out how we will address the areas for improvement we have identified.

1.1 UNDERSTANDING LOCAL NEEDS AND TRANSLATION INTO LOCAL PRIORITIES

The NYSP has successfully brought together the public sector partners with the voluntary sector and the business community to deliver improved outcomes which are making North Yorkshire an even better place to live, work or visit.

The public sector agencies and district Local Strategic Partnerships (LSPs) have strategically aligned their priorities with the ten priorities for North Yorkshire set out in the North Yorkshire Sustainable Communities Strategy (SCS). Partners are fully engaged in and committed to working towards the targets set out in the Local Area Agreement 2008-2011 (LAA).

County and District Council members recognise their key role as community leaders and actively provide the important two-way link between the NYSP partners, district LSPs and local communities.

We work together with our communities themselves to get a clear picture of their needs, to identify inequalities and vulnerable groups. We are developing our knowledge of our communities using national statistical demographic information and local outcomes data to create locality profiles which inform strategic and service planning. These Neighbourhood Profiles are the first stage in the development of a Local Information System which will provide access to a much wider range of information for the partnership and which will also provide sound, easily accessible on line information for the public. The aim is to use this data to better understand our communities and create sustainable communities for the future.

In addition to the good use of data, community consultation and on going dialogue with citizens is embedded in what we do. It informs the priorities and actions of the all of the partners. Recent examples include the consultations used to develop the Joint Strategic Needs Assessment, the Children and Young People's Plan and to commission services for the Gypsy and Traveller Community. Citizens are involved on an ongoing basis in Citizens' Panels, Area Forums, Youth Councils and the Older People's Partnership Board among many others. Citizens have been involved in developing community / parish plans and in deciding how community safety money should be spent.

To improve community engagement and avoid duplication the NYSP has developed a Community Engagement and Neighbourhood Management framework setting out the strategic vision and guiding principles for North Yorkshire. Developing the

framework has raised the profile of community engagement and neighbourhood management principles across the partnership. As learning and practice develops so will the framework.

1.2 DELIVERY OF IMPROVEMENTS AND OUTCOMES IN THE AREA

We are successfully delivering on improvement across most of our LAA targets. Two thirds of the year end targets have been met or exceeded and we are projecting achievement of over three quarters of the stretch targets eligible for performance reward grant next year.

1.2.1 ACCESS TO SERVICES AND PUBLIC TRANSPORT

We are constantly trying to improve access to services and opportunities because this is a key aspect of sustaining communities and ensuring a good quality of life is possible in all parts of the county.

We have for example improved access to services for citizens by:

- ensuring over three quarters of residents live within 5 miles of a Joint Access Centre, up from 27% two years ago;
- enabling 600 young people to access education, work and training;
- developing a “welcome pack” for new arrivals to the area;
- setting up the York and North Yorkshire Credit Union;
- increasing the number of passengers carried by community transport in rural areas by 90% since 2006/07; and
- increasing access to high speed broadband.

Best Practice Recognition:

- NYnet - established with Yorkshire Forward support to provide higher quality and faster broadband - have been appointed as technology consultants to a major new €3.5 million project to improve internet access and IT systems across Europe.

1.2.2 AFFORDABLE HOUSING

We have put major efforts and significant financial support into providing affordable housing because of its importance to local people dependent on the generally low wage economy. However, we are concerned that the economic climate has negatively impacted on the delivery of affordable housing. Nevertheless, we have:

- delivered 377 affordable homes;
- developed plans to mitigate the impact of the economic downturn;
- supporting people strategy initiatives provided housing support services for over 13,500 people to either provide a service in an emergency situation / or help maintain independence;
- provided 159 extra care housing developments;
- reduced the overall number homeless 16 and 19 years by 36%;
- reduced the number of homeless 16 to 19 year olds in temporary accommodation by 50%; and
- prevented 1877 households from becoming homeless.

1.2.3 ALCOHOL

Our Alcohol Harm Reduction Strategy is a priority because alcohol consumption in the county is about the national average and because of the cross-cutting impact that alcohol misuse has on other priorities. We are at an early stage of implementing the strategy but we have already:

- reduced the assaults with less serious injury offences;
- reduced drink driving commencements; and
- introduced a wide range of local initiatives targeting alcohol related issues with evidence of success such as decreased criminal damage and rowdy and nuisance behaviour, piloted in Bedale and now being rolled out across the county.

1.2.4 CHILDREN AND YOUNG PEOPLE

Ofsted (2008) assessed overall services for children and young people in North Yorkshire as good and said that services were making an outstanding impact on improving the lives of children and young people in relation to Enjoying and Achieving and in Achieving Economic Wellbeing. We are further improving outcomes to reduce inequalities through a range of targeted support for children and young people who are vulnerable or disadvantaged. We have:

- reduced the number of conceptions in under 18s;
- improved attainment by vulnerable groups; attainment by Looked After Children is well ahead of national and statistical neighbour averages;
- improved the proportion of supervised young offenders in education, training and employment; and
- achieved targets for participation in sports and physical activity.

Best Practice Recognition:

- Pathfinder Authority for Aiming Higher for Disabled Children.

1.2.5 COMMUNITY COHESION

Although North Yorkshire has low numbers of people from ethnic minority groups, we nonetheless have a priority to promote community cohesion. We have worked hard to ensure that people from all backgrounds feel welcome here, and that the new groups of migrant workers can readily access information and support. As a result we can show that:

- four out of five people in the county believe people from different backgrounds get on well together in their local area;
- over two thirds of people feel they belong to their neighbourhood;
- almost three fifths of schools in North Yorkshire achieved the Inclusion Quality Mark; and
- almost a third of people in North Yorkshire volunteer regularly.

Best Practice Recognition:

- Scarborough Intergenerational learning - cited as best practice by the Think Community - discussion paper calling for increased learning opportunities that purposely bring different generations together, within and outside the family.
- North Yorkshire Libraries - cited as best practice by the Communities and Local Government Museums, Libraries and Archives Council in relation to supporting new communities and responding to migration trends.

1.2.6 COMMUNITY SAFETY

North Yorkshire has low levels of crime and is one of the safest places to live in the country. Our continuing development of good practice is shown in the further improvements below:

- the proportion of young offenders engaged in education, training or employment has increased from 51.9% to 56.3%;
- the percentage of people who perceive anti-social behaviour as an issue in their local area has reduced significantly, from 24% to 11% over two years;
- people out socialising on Friday and Saturday nights in Selby and Scarborough felt safer on the streets as a result of Night Wardens; and
- the number of people killed and seriously injured on the roads has reduced by 25% in the last year.

Best Practice Recognition:

- The Ryedale and Scarborough Making Safe Partnership - supporting victims of domestic abuse to remain safe in their homes whilst challenging the perpetrators' abusive behaviour and encouraging them to seek alternative ways of resolving conflict. Winner of the 2008 Butler Trust Award for innovative offender management services.

1.2.7 ECONOMY AND ENTERPRISE

We have taken concerted action to mitigate the impact of the current economic downturn. Unemployment has risen but remains lower than the region and national figures. The indications are that tourism is benefiting as the current exchange rate is deterring people from holidaying abroad, whilst encouraging foreign visitors to the area. We promote an enterprising culture in the county and are successfully stimulating and supporting enterprise, as evidenced by:

- significantly more than the national level of VAT registered businesses per head of population;
- utilised the Yorkshire Forwards' Renaissance Towns /Market Towns project to make improvements to the economies of towns;
- created jobs and improved the fortunes of local businesses in Scarborough, reducing out seasonal unemployment and attracting £200 million-worth of private sector investment;
- improved the percentage of the working age adults in North Yorkshire

- qualified to L3; and
- provided the fastest broadband in Europe through NYnet.

Best Practice Recognition:

- Scarborough - National Enterprising Town award 2008 (Department for Business Enterprise and Regulatory Reform) and Most Enterprising Town in Europe 2009 (European Commission Enterprise and Industry Directorate)
- Richmond - Great Town of the Year 2009 (Academy of Urbanism)
- Skipton High Street - Great Street of the Year 2009 (Academy of Urbanism)
- NYCC Apprenticeship - 'high-achieving' authority with the National Apprenticeship Service.

1.2.8 ENVIRONMENT

We are working together to respond to the demands of climate change, protect the natural environment and to mitigate the particular risks relating to flooding. Progress is shown by:

- carbon emissions below the regional average (10.1 tonnes per capita compared to 10.4);
- the quantity of household waste sent to landfill decreased by 7% in 2007/08;
- 46.35% of household waste was sent for reuse, recycling and composting;
- 53.62% of municipal waste went to landfill;
- 65% satisfaction with doorstep recycling and 68% satisfaction with local tips / recycling centres;
- 65 Sites of Importance for Nature Conservation in positive management (8.9% of North Yorkshire total) an increase of twelve on the previous year; and
- the new £18 million flood defence scheme in Selby has reduced the flood risk to 2,500 properties.

1.2.9 HEALTH AND WELLBEING

Overall health in North Yorkshire and York is good. Our focus is on prevention of ill health and reducing health inequalities. By working together with our communities we have:

- reduced the mortality rates gap between Harrogate and Scarborough;
- reduced the prevalence of children at risk of obesity in Year 6;
- increased the proportion of carers' receiving a specific carers' service by 7.3% to 18.8%;
- helped 409 people aged 18+ to live independently at home for a period of at least 12 months and prevented admissions to residential care through assistive technology equipment achieving the LAA performance grant a year early;
- developed an improved care pathway for people with mental health problems particularly those with dementia and their carers; and
- modernised Learning Disability Day Services to enable people to access

universal services, including employment, and to reduce dependency on building-based services.

1.2.10 OLDER PEOPLE

In 2007/8, the Commission for Social Care Inspection (now the Care Quality Commission) awarded Adult Community Services (ACS) the top 3 star rating with a judgement of “good” of the delivery of outcomes for the people of North Yorkshire and “excellent” for leadership, Commissioning/Use of Resources. This reflects the real, significant, and measurable improvements in services for older and vulnerable people, in particular helping more older people to live independently in their own homes. In 2008/9 services to older people have demonstrated continued improvement:

- nine in ten people over 65 are satisfied with both home and neighbourhood;
- more older people have been helped to live at home, up by 600 in the last year;
- 1320 households receiving intensive home care packages;
- more people are receiving help due to the reduction of the Adult Social Care Services’ FACS (Fair Access to Care Services) eligibility criteria from “substantial” to “moderate”;
- the additional number of adults and older people receiving direct payments increased by 740 to 3000 in total;
- 1200 people helped to live independently at home with the help of Telecare; and
- an additional 1300 carers were supported through carer’s specific services.

1.3 GAP ANALYSIS AND PLANNING FOR THE FUTURE

The self evaluation has identified a number of areas where further improvements can be made. The gap areas and areas of focus listed below form the basis for our improvement [action plan](#):

Partnership structures	- Improve communication across thematic partnerships and LSPs
Community engagement	- Improve working together through implementation of the Community Engagement and Neighbourhood Management Framework - Improve empowerment through the duty to involve - Communicate of actions resulting from engagement - Ensure engagement with all groups
Local intelligence	- Improve Joint Strategic Intelligence Assessment Process - Develop a Local Information System - Build knowledge of vulnerable communities
Community leadership	- Improve co-ordination of community leadership
Economic downturn	- Implement plan to mitigate impact - Focus on affordable housing - Focus on employment for vulnerable young people
Safeguarding	- Review in line with national guidance in relation to children and adults
Community cohesion	- Implement Homelessness Strategy - Expand intergenerational work
Alcohol	- Implement Alcohol Harm Reduction Strategy

Environment	- Focus on climate change - Focus on flooding
Healthier communities	- Implement Healthy Weight, Active Lives Strategy - Focus on smoking in pregnancy
Governance	- Make performance management more outcome focused

2.0 INTRODUCTION

This document presents an evaluation of our performance as the North Yorkshire Strategic Partnership (NYSP). It sets out how well we are doing against our ambitions and targets, how progress will be sustained in the future and how the outstanding challenges will be addressed.

2.1 BACKGROUND TO THE COUNTY

North Yorkshire is England's largest geographical county stretching from Scarborough on the North Sea coast to Bentham in the West, and from the edge of Teesside to south of the M62. Whilst the county offers a high quality of life to many with superb scenery and vibrant local towns, it is generally a low wage economy, with pockets of serious urban disadvantage and extensive but scattered rural deprivation.

The population of 595,000 is spread across 3,102 square miles. Only 21% live in the two major urban centres of Harrogate and Scarborough and most of the population live in 28 small market towns or very many small villages. The population is growing and getting older. There is a very small black minority ethnic population but a growing immigrant population from Eastern Europe. The population increases substantially through tourism from Easter to October.

North Yorkshire is in the Yorkshire and the Humber region. The Leeds and Tees City Regions play a role as economic drivers which benefit North Yorkshire. Settlements in the south of the county have close economic ties to the Leeds City Region, and those in the most northern parts of county have economic ties to the Tees City Region. The City of York is an economic driver both for employment and also as a provider of further and higher education to large parts of the county. There is also significant co-ordination with the City of York Council with North Yorkshire Police, North Yorkshire Fire and Rescue and NHS North Yorkshire and York operating across the sub region. A number of partnerships, including 95 Alive, cover North Yorkshire and York.

2.2 BACKGROUND TO THE PARTNERSHIP

The North Yorkshire Strategic Partnership (NYSP) brings together the principal public sector agencies responsible for promoting the economic, social and environmental wellbeing of communities in the county, together with the voluntary and community sector, business community and each of the district level strategic partnerships.

The NYSP consists of four key elements:

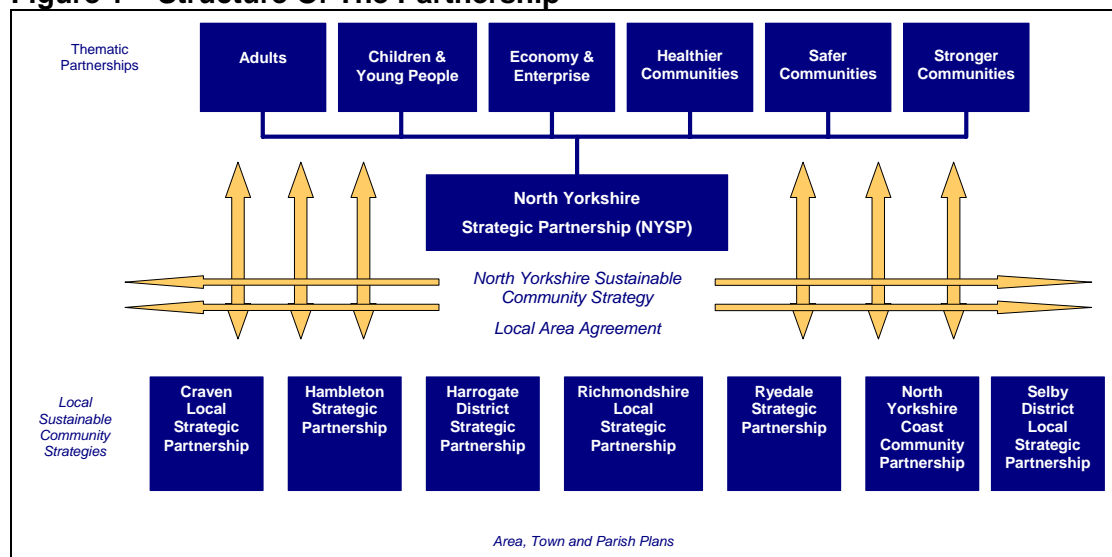
- the Wider Partnership - open to all interested organisations from the public, private, community and voluntary sectors, meeting at least once a year in conference style;

- the NYSP Partnership - which establishes and maintains the policy framework for the work of NYSP and includes amongst its members those under a duty to co-operate along with other locally identified partners;
- the NYSP Executive - which ensures that the priorities of the NYSP are taken forward; and
- the six Thematic Partnerships (Adults, Healthier Communities, Children and Young People, Development Board (economy and enterprise), Safer Communities, and Rural Partnership) - which provide strategic partnership arrangements including creating detailed plans and ensuring their delivery.

Across the county there are seven Local Strategic Partnerships providing a more local focus on the needs of communities, these are:

- Craven Local Strategic Partnership
- Hambleton Strategic Partnership
- Harrogate District Strategic Partnership
- Richmondshire Local Strategic Partnership
- Ryedale Strategic Partnership
- North Yorkshire Coast Community Partnership
- Selby District Local Strategic Partnership

Figure 1 – Structure Of The Partnership



2.3 METHODOLOGY OF THE SELF EVALUATION

Strong self awareness about our current performance, capacity and future challenges is vital to delivering sustained improvement in the future. The NYSP therefore commissioned a self evaluation of our work to be conducted.

The IDeA's self evaluation tool was used to support the development of an informed view of how the area was doing against our ambitions and targets. It also addressed how progress was to be sustained in the future – balancing risks with available resources. In addition, it considered the role of local political leadership and politically-led dialogue with citizens and communities.

The self evaluation involved representatives from across the partner organisations including all seven district councils, the county council, police, fire, national parks and the voluntary sector.

The process began by bringing together the partners in a workshop to discuss how best to approach self-evaluation. A further three workshops were held to facilitate a shared assessment of the self evaluation questions:

- local needs and the translation of these into local priorities
- the extent of improvements and outcomes achieved
- what gaps need to be addressed and future improvement planning.

These workshops allowed participants to identify where we are performing well and to highlight where action is necessary to ensure that we will achieve the outcomes we want for local citizens.

The draft Area Self Evaluation document went to the NYSP Executive on 30th April and was then sent out for consultation. There was a good level of response to the consultation with responses from thematic groups and partner organisations. An improvement plan was also developed to take forward the priorities for improvement (see [5.0 Gap Analysis and Action Plan](#)).

Work is also being undertaken at LSP level. Hambleton LSP was a national pilot self evaluation site, and has also undertaken a Peer Review facilitated by the IDeA of their evaluation. Learning from Hambleton has been shared and fed into the NYSP process. Scarborough is in the process of undertaking a self evaluation; Harrogate is undertaking a governance review of the LSP and Richmondshire is planning to undertake a self evaluation. Selby have recently undertaken a self evaluation as part of the CPA process.

Additional case study documents providing more detail on examples contained within this document are to be produced.

3.0 UNDERSTANDING LOCAL NEEDS AND TRANSLATION INTO LOCAL PRIORITIES

This section considers our understanding of local needs and aspirations and how we use this knowledge to develop local priorities. It also recognises the role played by the political leadership of the area in balancing aspirations, risks and available resources in developing local priorities.

3.1 COMMUNITY ENGAGEMENT

Our Aim - We recognise the importance of community engagement to provide an accurate understanding of the diverse needs and interests of our community. We aim to encourage and support our communities to feed their views into our priority-setting, decision making, service development and evaluation processes.

Overall Outcome - 29.7% of people in North Yorkshire feel that they can influence decisions in their locality.

(Place Survey 2008)

3.1.1 COMMUNITY ENGAGEMENT STRUCTURE AND CO-ORDINATION

The NYSP Executive, Partnership and Thematic Groups include representatives of the voluntary and community sector to support the debate on community inclusion. The Wider Partnership is open to all interested organisations from the public, private, community and voluntary sectors. The Wider Partnership meets annually, conference-style. In 2007, this event was designed to enable all members to identify what they thought the key priorities for the county should be over the next ten years. In 2008, the event was aimed at considering how these key priorities could be achieved in partnership. The Sustainable Communities Strategy priorities were developed through engagement with representatives of organisations with an interest in promoting economic, environmental and social wellbeing in North Yorkshire. The seven Local Strategic Partnerships also include representatives of the voluntary and community sector.

We have organisational tools in place to ensure that we consider the views of particular groups and engage fully. Most organisations have consultation/engagement strategies and/or toolkits. A number of organisations also have consultation/engagement databases. The Children and Young People's Thematic Partnership have a partnership toolkit, HyBRid, based on Hear By Right standards, developed to improve the ways in which service providers engage children and young people in decisions about service provision.

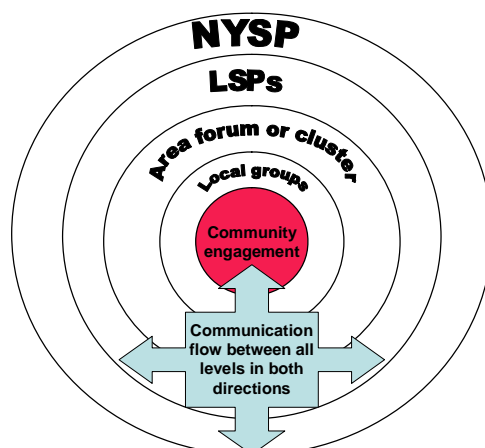
Officers from across the county liaise to ensure the highest standards of community engagement are maintained. The North Yorkshire, East Yorkshire and City of York Community Engagement Officers Group exists to:

- share information, experience, expertise and good practice on community engagement methodologies and mechanisms, on emerging policies, initiatives and guidance and on benchmarking results, research findings and other data;
- take advantage of economies of scale in procuring research, training and other services; and
- provide peer group support, mentoring and advice.

This group has facilitated joint working on the Place Survey ensuring value for money was achieved on the procurement of a research agency.

The NYSP and the district Local Strategic Partnerships play an important role in helping co-ordinate community engagement and neighbourhood management in their areas. In 2008 a framework setting out the strategic vision and guiding principles for community engagement and neighbourhood management within North Yorkshire was developed. This framework will assist in co-ordinating engagement across the county so to avoid duplication. It was approved by the NYSP in April 2009. The diagram below illustrates the many different levels of community engagement within the partnership.

Figure 2 – Community Engagement levels within the NYSP



Source: Community Engagement and Neighbourhood Management Framework for North Yorkshire.

3.1.2 COMMUNITY ENGAGEMENT ACTIVITIES AND FEEDBACK

Citizens in North Yorkshire have been consulted on numerous occasions in 2008/2009 to help in the development of strategies, plans, and service improvements. These consultations included:

- The Joint Strategic Needs Assessment (JSNA), which uses the “voice” of over 1000 of North Yorkshire’s citizens. The results are being used to inform the commissioning plans and long term provision for health and social care services across North Yorkshire for the next 25 years. Work is underway to develop a locality based JSNA in the districts. The aim here is to reflect the needs of not just the North Yorkshire community but also those of their localities to reflect distinct social and cultural characteristics and to address particular needs. Results will be fed back to the community and partners through the district LSPs
- The Children and Young People’s Plan (CYPP) 2008-11 priorities are based a variety of consultations with children and young people (~6000 collated over 3 years), parents and carers (1100), frontline practitioners and other staff from Children and Young People’s Service (CYPS) and partner agencies (~200). It also includes Parish Councils feedback (50) and comments from the general public through the open consultation in NY Times.
- A North Yorkshire wide Gypsy and Traveller Accommodation assessment on the current and future housing and support needs of the Gypsy and Traveller Community. As a result Horton Housing has been commissioned to provide a Gypsy and Traveller Accommodation Related Support Service across the North Yorkshire Authorities and an officer has been appointed to take this forward.
- NY Police consulted with Young People as part of the Development of the North Yorkshire Police Youth Strategy which has changed the way Police officers interact with young people.
- Consultation on the District Community Strategy (Selby State of Area Address, Richmondshire ‘Plan Our Future’ campaign, Imagine Ryedale), and Local Development Framework includes a wide range of groups, including

those at risk of disadvantage or social exclusion (e.g. people with disabilities, gay group, women, older people, etc.).

- The Harrogate District Youth Participation Action Plan is the result of a consultation with Young People of the District where young people were asked for their views about living in the district, what they like about living here and what could be improved. As a result a joint project with North Yorkshire Extended Schools was initiated 'Actively involving children and young people' and a Children and Young Persons Participation Worker was employed on a one year contract.
- As part of the implementation of the Local Transport Plan, local communities have been engaged in the preparation of Service Centre Transportation Strategies (SCTS) through Stakeholder Workshops and postal surveys. To date nine of the twenty eight strategies have been completed and another 13 are in progress. The SCTS seeks to involve the local community in the provision of solutions to transport problems in the local area.
- Citizens' Panels at county and district level are used to consult on an ongoing basis.
- Additionally a large number of surveys have been conducted including the Health-Related Behaviour Questionnaire for children and young people, the annual Richmondshire State of the District Debate, the Public Library User Survey, Older People in receipt of Home Care Satisfaction Survey, Survey of users of community equipment, the Police Public Attitude Survey, Fire Service post incident surveys and Tenants Panels.

Citizens in North Yorkshire are involved on an ongoing basis in a variety of ways including:

- Area Forums / Groups in Craven, Hambleton, Richmondshire and Scarborough aim to engage local people. In Richmondshire a neighbourhood engagement forum is being piloted in the Colburn Area of Richmondshire with plans to roll this out across the district. .
- Tadcaster and Villages Community Engagement Forums (CEF) pilot allows Councillors and statutory agencies to engage directly with the community on issues of local concern.
- Four Learning Disability Partnership Boards (Hambleton and Richmondshire, Craven and Harrogate, Scarborough, Whitby and Ryedale and Selby) made up of key stakeholders in the area who have an interest in developing services for people with a learning disability, including service users, carers and voluntary agencies.
- Physical and Sensory Impairment (PSI) Partnership Board aims to collect the voice and views of the service user in the strategic development of services and to promote a user-led approach. The board is supported by four 'user led' groups made up of elected representatives with a variety of physical and sensory impairments. Here, disabled people have provided an accurate insight into the different challenges they face on a daily basis, across such diverse areas as Housing, Passenger Transport and Education with written personal accounts as to how the design of services often impacts and affects the lives of disabled people.
- The Voice, Influence and Participation (VIP) Group are a long-standing multi-agency group in North Yorkshire to co-ordinate engagement with children and young people. During 2008/09 a specific VIP group has been developed for children and young people with learning difficulties and disabilities.
- Youth Councils across the county engage children and young people, including the development of a virtual Youth Council for children and young people with learning difficulties and disabilities (LDD) and the establishment

of the Young People's Council, for children and young people Looked After by the Local Authority.

- Older People's 'Our Future Lives' Task Group led by elected members supported by older people have scrutinised how far each directorate has engaged with people 50+ to contribute in policy and service formulation, implementation, feedback on results, and empowerment.
- Older People's Partnership Board was formed in 2008 to ensure the voice of older people (50+), including seldom heard groups, directly influence the priorities, commissioning and service developments. The group chaired by an older person is focusing on financial wellbeing, loneliness and isolation, transport and access and sustainable funding for Voluntary and Third Sector Organisations. Each District LSP has representation on the Board. For example, in Hambleton there is an Older Persons Sub Group of the LSP which has developed an Action Plan to address local issues and feed in to the work of the Board.
- North Yorkshire Police have four Independent Advisory Groups (IAGs), these are community led groups who help the police and police authority to gain a better understanding of the different effects that their policies and functions
- North Yorkshire Police's Young Persons Group (IAG) for young offenders and those at risk of offending help to identify issues that are affecting young people
- Police Key Individual Networks (KINs) provide a direct interaction with key members of society, providing a two way exchange of concerns/ideas and information.
- A range of forums for mental health service-user involvement such as the Mental Health Awareness Group Input Committee (It's MAGIC) and the Craven Elderly Mentally Infirm Reference Group.
- Work is ongoing with a number of User Lead Organisations to create a North Yorkshire Centres for Independent Living building on the skills and competencies of users' experiences in the system.
- CDRP Theme Groups.
- North Yorkshire Local Involvement Network (LINK) was launched in September 2008 and will encourage and support more people to get involved in shaping local services by bringing people and groups together.

Citizens' have collaborated with / been empowered by public sector partners in a variety of ways including:

- Following the successful Big Lottery Fund bid, the Harrogate Library Management Board has been formed, to ensure community involvement in strategic planning and decision-making particularly with regard to the wider health and wellbeing agenda. This will be supported by a Liaison Committee of local interested individuals who will meet twice a year to facilitate wider community engagement and to act as a conduit for information in shaping the development of library services.
- Community/parish planning across the county has involved local communities working with councils to develop local community action plans (22 in Hambleton plus 5 Area Group Plans, 53 in Ryedale, 13 in Harrogate, 40 in Richmondshire, 19 in Selby plus 6 Community Investment Plans). Ryedale has been recognised as one of the few areas in the country to be supporting a comprehensive programme of community led planning working towards achieving the vision of 'A Plan for Every Parish' - currently over 70% of the population has had the opportunity to participate.

- Renaissance Town teams made up of local people and other stakeholders working to determine and deliver change. In Hambleton these has been integrated into the existing LSP Area Group structure.
- Police led participatory budgeting pilot in Eastfield, Scarborough involving officers, elected members and community representatives considering which community safety projects money should be spent on.
- Fire and Rescue Service work closely with Parishes in support of their Parish Plans around speeding and other road safety issues and as a result have deployed speed matrix signs in areas of historical accident problems and where there is wider community concern.
- Police Safer Neighbourhoods consultation model where local neighbours identify the top three crime and disorder related issues affecting them and hold a Joint Area Group (JAG) to account by reporting back on what the partners have done to resolve their issues. JAGs are currently in place in Selby and Hambleton and these lead to Problem Solving Plans (PSPs).
- Problem Solving Groups (PSGs) have been established in areas where anti-social behaviour has been identified as a problem, these bring together a range of partners to work together to tackle local issues.

Feedback to our communities on what we have done is provided through a range of newsletters, press releases, websites and meetings. The NYSP uses newsletters and NY Times (produced monthly) to report back on achievements and consultation results on a regular basis. Regular feedback is provided at local level meetings such as partnership boards, town, parish and district council and Joint Action Group (JAG) meetings. Of particular note and in response to the economic downturn, a series of county wide road shows for those over 50 took place in early 2009 and more are being planned. For specific projects, such as the JSNA, launch events are organised to promote the results of consultation.

Priorities for improvement:

11. Given the wide range of engagement activities that take place across the county the Community Engagement and Neighbourhood Management Framework has been agreed and developed to improve how we work together on community engagement. This should reduce the chances of citizens receiving numerous consultations from various partners within a relatively short timescale. We also need to share the output of engagement with each other to reduce the risk duplication between partners.

12. We recognise that we need to improve how we communicate with each other. We need to ensure that there is not just good communication within Thematic Groups but also communication between Thematic Groups and with the NSYP and the seven LSPs. There is a need for greater understanding of the structure and various groups involved in the partnership.

13 We recognise that we are more advanced on engagement in terms of consulting and on going engagement than on empowerment. We need to work together to implement the empowerment / duty to involve agenda more fully across the county.

14 We need to be more joined up in communicating more detail about the changes made as the result of engagement rather than just the results of the engagement exercise.

Partners need to consider how we communicate with communities and what each organisation is communicating separately and what we do together. We need to ensure we feed back the outcomes that result from engagement not just the raw

[results.](#)

[15 We need to ensure that we know if we are effectively engaging with all groups including the voluntary sector and business across the county. Currently we feel that engagement may vary across the county between organisations but we currently do not have the information to prove or disprove this theory.](#)

3.2 LOCAL INTELLIGENCE

The evidence base for the North Yorkshire Sustainable Community Strategy (SCS) 2008/18 includes detailed data analysis of national statistics and local data to form an overview of the county. Similarly district level evidence bases, including parish plans and community led planning, have been used to produce district LSP Sustainable Community Strategies (SCSs). Across the county, locality profiles provide demographic and outcome data to inform service planning.

Information and intelligence is shared across the partnership through a network of multi-agency groups, through the website, wider partnership events, thematic groups and particular task groups. Intelligence concerning the Local Area Agreement (LAA) 2008-11 is shared with partners through the multi-agency LAA Target Lead Officer group.

A variety of 'local intelligence' is already developed and shared across the partnership:

- Local economic intelligence is shared through the York and North Yorkshire Data Intelligence Partnership including the annual publication of the Progress in the Sub Region Report.
- The 95 Alive Partnership use data on road traffic collisions gathered by the police, fire and local authority to shape action plans covering educational activities and road safety improvements.
- The Fire Service Emergency Cover Toolkit framework is used to identify vulnerable groups who are then be targeted with educational campaigns and activities.
- NHS North Yorkshire and York, childhood obesity intelligence is being used by partners to target delivery of activities to reduce the increase in child obesity rates.
- The Joint Strategic Needs Assessment (JSNA) incorporates Public Health data, national demographic data, data from Adult and Community Services, the Children and Young People's plan, citizens' panel and 'voice' information and is being used to shape future commissioning of health and social care needs.
- The Alcohol Harm Reduction Strategy 2008-2011 brings crosscutting issues together at a countywide level, including harms to health and well-being, antisocial behaviour, violent crime, social harms and the harms caused to the development, achievement and well-being of young people and families. It is based on detailed analysis of alcohol related intelligence for the county as a whole but breaks down this evidence to district level.
- The Joint Strategic Intelligence Assessments (JSIAs) identify areas of greatest need in relation to community safety so allowing greater targeting of partnership resources. This intelligence led to the Night Marshals scheme in Selby and Scarborough. Government Office Yorkshire and Humberside have identified improvement areas related to the JSIA process which have been acted upon on 2008/2009 and which we will focus greater attention on in 2009.

- The CYPP 2008-11 priorities are based on local intelligence contained in the CYPP Needs Assessment including consultation responses, performance data, robust intelligence and data organised around various geographic units including county, district, Integrated Service Management areas, Integrated Service Locality, and schools. Ofsted's 2008 APA judgement noted that "the CYPP is based on an accurate analysis of needs and high levels of consultation."
- Information Sharing is a key element of Every Child Matters delivery. A General Framework for Information Sharing has been established since 2006 across agencies to facilitate the development of inter-agency information sharing protocols, and is embedded in the Governance Arrangements for the North Yorkshire Children's Trust (Strategic Partnership). This is supported by an information sharing e-learning training package, which has recently been re-launched and is available to all partners. . ContactPoint implementation will facilitate joint-working between practitioners through easy identification of other agencies working with a child or young person.
- The Adult Community Services (ACS) priorities for the coming years, as set out in the Service Performance Plan (SPP) and in the JSNA are based on robust local information obtained from 23 localities and supplemented with demographic trend information from organisations such as IDeA and the Audit Commission.
- The North Yorkshire Adult Social Care 15 year Commissioning Strategy was developed based on national policy, research on national evidence and analysis of local trends and predictions of future needs. This has been recognised nationally as an example of good practice.
- NY Police share 6 monthly Strategic Assessment data to local CDRPs and representatives are invited to attend the Police led National Intelligence Model fortnightly tasking meetings.
- At the District level through the development of Local Development Frameworks (LDF) a detailed evidence base has been established in relation to housing needs and the economy, future development and infrastructure requirements

North Yorkshire County Council (NYCC) is the lead partner on the development of Neighbourhood Profiles, which will dovetail into the idea of a district based evidence base. These are a single, robust source of small area/neighbourhood data (quantitative) and intelligence (both quantitative and qualitative). Work was initially undertaken with Scarborough Borough Council to develop a framework for the profiles, work has then been undertaken with each district to tailor the profiles to local needs.

Priorities for improvement:

[16 We are working together to improve our processes for future Joint Strategic Intelligence Assessments \(JSIAs\). The need to improve arrangements to develop the JSIAs was highlighted by the Government Office in their LAA Annual Review Report. This has been acknowledged, taken forward and the full set of seven JSIAs was delivered in March 2009. Further recommendations have been made for improving the process for 2009 including improving data recording and reporting.](#)

[17 We recognise that we need to share our data more systematically and are already working towards improving with a commitment to the development of a comprehensive Local Information System project.](#)

3.3 COMMUNITY LEADERSHIP

County and District Council members have a key role as community leaders and provide an important two-way link between the NYSP partners and the local community. Members fulfil their community leadership role in a variety of ways including the provision of ward surgeries, member liaison/task groups, attendance at area forums, committees and involvement in Parish Planning. County Council Executive Members additionally have a portfolio for particular service areas. In this role the Members ensure that the views of local people are represented in Council decisions concerning service provision. In addition some County / District members act as Champions for particular vulnerable groups e.g. Older People, Children, Equality and Diversity. These champions ensure that the interests of that vulnerable group are represented in all aspects of the council's activities. There are informal links between county and district council councillors but we recognise that these could be improved.

Councillors are responsible for ensuring that the views and interests of local people are represented in strategic, multi-agency commissioning and decision-making concerning services at forums on which they sit including the NYSP Partnership, the district LSPs, the Children and Young People's Strategic Partnership Board, Local Safeguarding Boards for Children and Adults, York and North Yorkshire Partnership Unit and the Yorkshire Tourist Board.

The County Council has established seven Area Committees, each of which deals with County Council business within each District Council area. These forums allow councillors to reflect the views of local people and also allow local people to put forward their views. As part of the annual monitoring of progress on the older people's strategy, (Our Future Lives) an input is requested from each Area committee as part of the process, and on most occasions local Older people's networks /forums have attended to put their perspective. This is then fed into the Overview and Scrutiny evaluation process (see below).

Districts hold public meetings or events (Area Forums in Craven, Hambleton, Richmondshire and Scarborough, Joint Action groups in Selby and Hambleton, Community Engagement Forums in Selby) which are attended by representatives of both district and county council, police and other agencies.

The Overview and Scrutiny functions of both the county and the district councils provide a 'challenge' process. The NYCC Scrutiny of Health Committee has representation from all seven district councils and the County Council. Two of the County Council's Scrutiny Committees include voluntary sector representatives. Overview and Scrutiny Committees of members represent the interests of local people and consider views and information from a wide range of sources including the police and NHS Trusts, community and voluntary groups, members of the public and local businesses. Numerous scrutiny exercises are conducted each year, recent examples include:

- 'Our Future Lives' which focuses on engagement with older people. The review has assessed whether there is meaningful 'engagement' in the planning and the delivery of all services, not just those elements where older people are the user group.
- The Transport and Telecommunications Overview and Scrutiny Review of Winter Maintenance which had strong public input.

- The Young People's Overview and Scrutiny Review on Young people affected by domestic abuse involved schools, young people and school nurses, among other CYPS employees.
- The joint scrutiny task group set up to look at flooding across the county.
- Members of the Care and Independence Overview and Scrutiny Committee have completed groundbreaking work in the area of dementia.
- The Richmondshire Review into the GP Out of Hours Service which involved NHS North Yorkshire and York, doctors, the Ambulance Service, the Air Ambulance Service, First Responders (voluntary group) the parishes and the public which included written and verbal communication with users of the service both young and old .

District and County councillors and NY Police Authority Members are involved in LSPs, CDRPs, Community Engagement Forums and Joint Action Group meetings.

There have been a number of other activities / projects undertaken with active member involvement, these include:

- the LSP Action Learning sets work
- the library event of the 'voice' element of JSNA development,
- Renaissance Town meetings
- Area Groups in Hambleton have elected members from District and County Councils who are involved in specific project groups
- Climate change councillor event for County, District and City of York this practical workshop, equipped councillors with the skills and knowledge to get involved in community led interventions.
- the consultation process informing the development of local priorities in the CYPP 2008-11 including proactive in dialogue with Parish Councils concerning their priorities for children and young people
- the Eastfield community safety participatory budgeting pilot.

Priority for improvement:

[18 Community leadership activities involve a range of informal and formal links and aspects of this need better coordination. Work to improve the coordination of overview and scrutiny is being progressed, particularly in relation to the new powers to scrutinise partnership working, including community safety partnerships. We will also need to ensure that District and County Scrutiny is actively involved in the self evaluation process.](#)

3.4 PRIORITY SETTING AND THE SUSTAINABLE COMMUNITY STRATEGY

The local priorities identified at the 2007 NYSP Wider Partnership conference and through the analysis of local data were agreed to be:

- Access to services and public transport
- Affordable housing
- Alcohol
- Children and young people
- Community cohesion
- Community safety
- Economy and enterprise
- Environment

- Health and wellbeing
- Older People

The Local Area Agreement 2008-2011 (LAA) sets out actions and outcomes required to deliver the North Yorkshire Sustainable Community Strategy (SCS). The indicators included focus on those things which are best delivered through partnership. The emphasis has been on the causal drivers behind improved outcomes, rather than “single partner” issues, or those that are more about service processes to achieve enhanced two tier working. The identification of key outcomes involved extensive engagement with the public, voluntary and community sectors, key theme partnerships, district LSPs and elected members.

Each District LSP has its own Sustainable Community Strategy. These local strategies whilst reflecting those priorities identified at a county level focus on local priorities. A number of the North Yorkshire indicators have been disaggregated, thus identifying targets for the District LSPs. Routine monitoring of the LAA targets takes place at the NYSP Executive and partners have identified which LAA targets they need to contribute to. LAA monitoring reports which focus on the targets which are relevant to the local area are also presented to a number of District LSP Boards including Hambleton, Richmondshire and Ryedale.

3.5 DIVERSITY

We work together and with our communities themselves to get a clear picture of the needs of our communities, to identify inequalities and vulnerable groups. An evidence base of the minority ethnic community within North Yorkshire was developed as part of the development of the North Yorkshire SCS. All our thematic partnerships have undertaken work to identify diversity issues within their work and developed priorities for tackling inequality and disadvantage. A NYSP Equalities Task Group was set up to look at issues in this area.

We have recognised the gaps arising from traditional/existing data sets e.g. census data and population trends, and have identified additional data sets to supplement our understanding e.g. of inward migration from the enlarged EU.

3.5.1 Adults and Healthier Communities Thematic Partnerships

Vulnerable groups have been identified and mapped by the JSNA, through the use of established networks such as the Physical and Sensory Impairment Board and the Better Government for Older People Board and by research into the needs of Black and Minority Ethnic (BME) Communities by Adult Social Care.

We are focusing actions on the identified equality issues in the community, in particular:

- accessing services and employment;
- the need to improve take up of social care amongst BME population;

and health inequality issues for people:

- with low literacy levels;
- with low incomes;
- from disadvantaged communities (geographically);
- with learning disabilities; and
- with mental health problems

as key vulnerable groups within the county.

The Healthier Communities local LAA targets all focus specifically on tackling health inequalities within the county (reducing the gap in all-age all-cause mortality between our best and worst performing districts, reducing teenage pregnancy rates in our worst performing district, and reducing smoking in pregnancy).

Adult Social Service priorities include work on reaching those communities with “seldom heard voices” whether they be geographical or cultural.

3.5.2 Children and Young people

We have a wealth of diversity information on children and young people, which is used to inform planning and delivery including:

- the Children and Young People’s Service has detailed knowledge of the school pupil population (ages 4/5 to 16)
- Integrated Youth Support holds data on all 13-19 year olds with whom it has contact
- Children’s Social Care holds data on the children, young people and families who access social care services, including vulnerable groups such as Looked After Children, children with a Child Protection Plan, and children with severe and complex disabilities.

The CYPP 2008-11 includes various actions and targets to address inequality amongst vulnerable groups with a particular focus on Looked After Children, BME groups, Travellers and Gypsy/Roma, and children with special educational needs (SEN) / learning difficulties and disabilities (LDD).

3.5.3 Economy and Enterprise

York and North Yorkshire Partnership Unit (Y&NYPU) has a wide knowledge of the profile of the area and access to relevant data. The Unit provides this type of data and intelligence to the Partnership on a regular basis.

Diversity issues include skill development in adults, financial exclusion, affordable housing / homelessness, reducing the percentage of population living in the most deprived areas, disadvantage in specific locations (largely focused in Scarborough and Selby but with small pockets elsewhere), fuel poverty in deprived communities and families on low income.

Over the past few years an emphasis has been placed on the identified issues relating to communities within Scarborough Town. This has directed investment to address exclusion issues.

3.5.4 Safer Communities

The five priority areas for attention within North Yorkshire most at risk of community breakdown have been identified in the JSIA utilising the Vulnerable Localities Index (VLI), developed by the Jill Dando Institute.

The 95 Alive Partnership analyse incident data to identify diversity issues. For example, migrant Workers were identified as having a disproportionately high level of accidents. This information was used to develop an educational campaign amongst this minority group. The Fire Service has provided Community Safety Vehicles crewed by Fire fighters to deliver community safety advice in hard to reach rural areas that have traditionally not received such services.

The Fire Service have established links with the Moslem community in Skipton to both increase the number of home risk assessments carried out in these households and to broaden understanding of the contribution that they can make to the emergency services in the local area and the county.

3.5.5 Stronger Communities

We have identified that factors in unequal outcomes include geographic isolation / rurality, access to services for the travelling community, the increase in migrant workers and particular geographic areas of need (e.g. third party reporting centres based in libraries for hate crimes piloted in Scarborough with the aim of rolling it out to the rest of the county).

Work to gain a greater understanding of diversity needs includes the review by the NYSP Equalities Strategic Group of the impacts of the recent migration, the North Yorkshire Gypsy and Traveller Research and research into the needs of the BME communities by the strategic Housing Board.

Other activities include:

- Community cohesion workers provide information, advice and guidance to BME and migrant worker communities. The focal point is in Scarborough, but this is a countywide project.
- BME/migrant worker volunteers provide advocacy and support in dealing with issues and agencies.
- The NYSP “welcome pack”, available in 19 languages, for people moving to North Yorkshire from overseas, which is also useful for people moving from within the UK. This provides essential information on laws, rights and culture to assist in their integration.
- The use of local interest groups (e.g. Police Independent Action Groups, Selby Together, Ryedale Together, MESMAC, Disability Action Groups Links) with BME communities e.g. Asian Community in Skipton, Chinese community in Harrogate to give an insight into issues and needs.
- Harrogate District Strategic Partnership appointed a Minority Ethnic Project worker and established a multi-agency (including public and community and voluntary sector) Minority Ethnic Forum for the Harrogate District to engage with and strengthen links with Minority Ethnic Groups.
- An Eastern European link work at Selby has direct links to employers and agencies arranging work for Eastern European workers. This provides a sound knowledge of numbers of this group within the community, made up largely of Polish, Latvian and Slovakian nationals.
- Regular meetings are held at York University with NY Police, the Student Union, the International Students Co-ordinator and Security to share any concerns relating to their diverse student population.
- In Hambleton the LSP has provided funding to Volunteering Hambleton to support activity to engage hard to reach groups in volunteering.

Priority for improvement:

[19 We need to build on our existing knowledge of our vulnerable communities to ensure it is always up to date and accurate, and to ensure we are not missing out any groups who need extra help.](#)

4.0 THE DELIVERY OF IMPROVEMENTS AND OUTCOMES IN THE AREA

4.1 SUCCESSFUL DELIVERY OF OUTCOMES AGAINST THE PRIORITIES FOR THE LOCAL AREA

87.1% of people in North Yorkshire are satisfied with their local area.

(Source: Place Survey 2008)

This section looks at the outcomes achieved against the SCS priority areas. This is not an exhaustive list of achievements but simply a flavour of the work going on by the partners across the county and in some areas across a wider partnership area. Some achievements may be relevant in more than one priority but for brevity these are not always repeated in all relevant areas.

4.1.1 Access to Services and Public Transport

Our aim – Enable people of all ages to live independently by increasing access to services and opportunities through the development of a network of joint service centres and by making fuller use of established services where suitable.

77.7% of citizens live within 5 miles of a joint access centre - an increase from 27% in March 2007.

(Source: LAA Q4 2008/09)

Access to services is improving for citizens:

- Joint Access Centres enable local citizens to access the services provided by councils and their partners no matter where in the county they live. These centres include District Council premises and libraries including Selby, Northallerton, Hawes, Reeth, Nidderdale Plus in Pateley Bridge, Mashamshire Community Office and Helmsley Library.
- The Connect Partnership is bringing together the customer facing work from across the county (face to face, telephone and website) to improve access, ensure greater consistency and develop consistent customer measures.
- The Yorkshire Dales and the North Yorkshire Moors Coast and Hills LEADER programmes will support projects with aims to improve accessibility to services for remote rural communities.
- Video Linking in Richmondshire is an innovative service delivery scheme focused on rural areas with no service access points. The service currently has up to five electronic service access points allowing an individual to speak to an officer live via webcam. The service also has interactive form filling facilities allowing the processing of a number of service requests.
- Libraries are being developed to provide access for citizens as set out in the strategy “New Look, No Shush” for the service for the next 15 years. They are to be a 'one stop shops' for information about anything, with knowledgeable staff working with volunteers and other partners to deliver a service that is

relevant and can be easily accessed by all members of the community. Ensuring that Libraries strengthen their role as community hubs and remain at the heart of sustainable communities.

- In 2007/08 nearly 300,000 people used our library services and the number of Active Borrowers continued to rise, from 112,710 the previous year to more than 123,000 and 94.8% of all users were satisfied.
- Libraries are now able to take bus enquiries. In November 2008 the libraries had 253 bus enquiries these accounted for approximately one quarter of total number of enquiries. The highest levels reported were from Filey, Ripon, Skipton and Whitby.
- Good progress has been made in the development of integrated children's services in localities, including Children's Centres, Extended Schools clusters, and Integrated Youth Support hubs. North Yorkshire's model of integrated children's services has been recognised as an exemplar by the Training and Development Agency.
- The Equitable Access centre in Scarborough will be providing core GP services every day from 8 am - 8pm. In addition specialist services for homeless people, patients requiring mild to moderate mental health interventions, sexual health services and service for drug and alcohol dependent patients will also be offered. These services have been defined by NHS North Yorkshire and York, local stakeholders and patient groups as being under provided in the Scarborough area.
- The Wheels 2 Work scheme has enabled 600 young people living in isolated rural areas to access education, training and work in the last two years. The scheme provides short-term loans of mopeds / electric bikes to enable young people to travel to work. Initially developed in 2001 as local level schemes, following its success work is now taking place to develop Wheels 2 Work as a North Yorkshire wide scheme.
- All partners are working to make information more accessible: website, alternate languages, large print, Braille, audio, etc
- Home Library Service membership doubled to 2,200 this year. The Home Library and Information Service provides free home delivery of books and audio books to people who find it difficult to get to their local library and information centre. Local volunteers visit users once a fortnight which ensures that they feel socially included and also acts as a wellbeing monitor.
- 381 people have registered for the emergency card for carers (March 2009). The scheme reassures carers and enables the cared-for to stay in their homes by helping to arrange short-term, home-based cover for up to 72 hours in case of an emergency such as the carer's admission to hospital, a family crisis or transport delay.
- The NYSP have developed a "welcome pack" to help new arrivals to the area. This brings together information from many organisations across the county to support new arrivals. Whether living, working or studying in the area, this guide should provide all the information people need to be involved in their community and access services. The pack is available in 19 languages at www.nysp.org.uk/welcomepack .
- Through the implementation of the Accessibility Strategy in the Local Transport Plan, schemes have been supported to deliver services more closely to rural communities and particularly those that do not have ready access to transport. Successful schemes include a Veggie Box Scheme in the Selby area, the provision of facilities for Adult Learning in Craven and a remote learning scheme in Swaledale and Wensleydale.
- The Service Centre Transportation Strategies which, through engagement with the local communities seek to improve access to services in the market

towns from the surrounding rural areas. This is mainly through the improvement of existing, or the provision of new infrastructure.

- The 'ryepod' a new, multi-purpose vehicle travels from village to village in Ryedale bringing a whole range of valuable community services to local people previously excluded from some mainstream community services. The vehicle was specifically designed for use as a community resource able to provide facilities for youth clubs, helping to stage music events, providing information, training opportunities, health services and clinics as well as acting as a focus for village fetes and galas.
- The development of a York and North Yorkshire Credit Union to reduce financial exclusion is due to open in April 2009. Linked to the development of the Credit Union, Trading Standards have set up an agency arrangement with Birmingham City Council who run a nationally funded project called "Loan Sharks" to tackle loan sharking enforcement.
- Countywide work to tackle fuel poverty including the Hotspots campaign.
- Harrogate District Strategic Partnership identified access to leisure services for young people living in rural areas as an issue. 4 Youth Travel has subsequently helped 19 young people access leisure services.
- Home-Start Rural Richmondshire will be a community-based service offering informal, friendly and confidential support using highly trained volunteers. The aim is to help families in their own homes with children under five years old with a focus on early intervention - lending a hand before a crisis point is reached.

Our aim - Develop a network of high-quality, affordable public and community transport, infrastructure and information services. Increase the availability and use of community transport.

The number passengers carried by community transport in rural areas has increased from 140,194 in 2006/07 to 265,739 in 2008/09.

(Source: LAA Q4 2008/09)

More citizens have been able to access bus services. This has been achieved by:

- Purchasing 8 accessible community minibuses and infrastructure improvements at Bentham and Settle Stations as part of the Craven Hubs initiative.
- Providing 15 new vehicles for use by community transport operators. In Ryedale this has resulted in a new Wolds Ring and Ride service combing services around the market towns of Malton and Norton and the rural hinterland where conventional local bus provision is recognised to be difficult.
- The improved 40 Easingwold-York service, including improved infrastructure, created with Kickstart pump priming funding. Passenger numbers increased from 93,000 in 2005 to 135,500 in 2006/7 and 136,300 in 2007/8.
- Seasonal services to reduce car use by tourists and locals in our national parks and areas of outstanding national beauty (AoNB). The Moorsbus Network serving the North York Moors, the Nidderdale bus services and the 'Ingleborough Pony' service in the Yorkshire Dales National Park.
- Investing over £600k over three years through the Harrogate Punctuality Improvement Partnership (PIP), improving traffic signalling and layout at junctions identified as being a major cause for delays, or reliability on bus routes. Bus patronage in Harrogate has increased by 22%.

- Craven District Council and Harrogate Borough Council have worked with METRO through the Leeds City Region to extend METRO ticketing to both Skipton (zone 7) and Harrogate, (zone 6). This means regular train users can now purchase Zone 6 or Zone 7 tickets, to take advantage of cheaper travel from Skipton or Harrogate to West Yorkshire, includes unlimited train travel within West Yorkshire.
- Ryedale District Council allows the use of bus passes on RYECAT community Transport services
- Over 1,800 people registered for the 'Timetables by Post' services service which allows people to register details of services for which they would like to receive timetables. Customers are then automatically sent updates when services change.

Our aim - Maximise access to services electronically through deployment of a high-speed broadband network and user-friendly content.

Many communities in rural areas of North Yorkshire still have little or no access to high speed broadband. NYnet (www.nynet.co.uk), established by North Yorkshire County Council to provide higher quality and faster broadband with £4m of funding from Yorkshire Forward has been cited as a best practice exemplar by the EU. By creating a world class, high-speed communications infrastructure across North Yorkshire, it offers Service Providers the ability to supply new broadband services to approximately 330,000 households and 50,000 small businesses in the sub region. These services will enable North Yorkshire to be at the forefront of the next wave of technological advancement, transforming the economy of the county.

Citizens are able to access internet through the local library network. In 2008, 375 computers in our libraries on the Wide Area Network provided 350,000 hours of internet usage. In 2007-08 participants in adult ICT learning sessions more than doubled from 1,938 to 4,290.

The public sector bodies and their partners in North Yorkshire are increasing the use of their internet sites to provide access to services:

- The www.gimi.co.uk website acts as a 'virtual' one stop shop for young people (aged 13 -19 and up to 24) to see what is happening in their area, advise how they can get there and signposting them to a wide range of information and advice.
- The www.nyparentpartnership.co.uk website offers parents and carers who have a child with Special Educational Needs (SEN) advice and support independent of the council.
- The North Yorkshire Families Information Service website (www.northyorks.gov.uk/index.aspx?articleid=6528), is a directory of services providing information on childcare, children's centres, etc.
- People can find such things as libraries, schools, wards, etc on maps on the "Where's my nearest?" application on the NYCC website and the 'My Property' application on the Harrogate Borough Council website.
- North Yorkshire Police Authority website gives users access to local crime information and mapping available down to Ward Level. The site also gives details of local Safer Neighbourhood Officers.
- By visiting the website www.northyorks.gov.uk/libraries people can access a wide range of information about our library services. They can join a library using our quick and easy to complete online form, book a room at the library, find their nearest local library, arrange a home visit, and pay their late book fines. If they would like to keep the same book for a little longer they can

renew their loan online, search the library catalogue for their next big read or find out where the mobile libraries stop. There is also access to the Unnetie and Rowley Collection historical pictures archives.

- “Engage in North Yorkshire” (www.northyorks.gov.uk/engage) is an online, community directory that allows people and groups to organise, create and publish details of their events, organisations and groups. “Engage” harnesses the combined efforts of County Council staff, voluntary sector partnerships and local people, providing a single place for them to access information and promote the services that bind North Yorkshire communities together.
- The Social Care section of the North Yorkshire County Council website www.northyorks.gov.uk/social care provides information on Council social care services. Safeguarding adults features prominently in this section which raises awareness as well as signposting people who are concerned about abuse. People can make informed decisions about their relative’s care, apply for Blue Badge parking, view British Sign Language video clips on essential services, apply for social care support and advice, provide feedback on social care services and download an application form for a Carers Emergency Card.
- The Councils’ websites all provide residents with the ability to conduct their business with the council on line, applications include planning applications, a benefits calculator and the facility to pay for Council services and Council Tax. Visitors to all the council websites have increased over the last year

4.1.2 AFFORDABLE HOUSING

Our aim - increase the amount of affordable housing available to local people, in particular first-time buyers and key workers, to ensure that they have the choice and opportunity to live and work in their community and also seek to retain its affordability.

806 affordable homes delivered between April 2007 and April 2009.

(Source: LAA Q4 2008/09)

377 people / families have new homes. Between April 2008 and March 2009 49 affordable units have been delivered in Craven, 87 in Hambleton, 93 in Harrogate, 25 in Richmondshire, 67 in Ryedale, 38 in Scarborough and 18 in Selby.

The North Yorkshire Rural Housing Partnership aims to increase the delivery of affordable housing in all the rural areas of the county. This programme works to increase the capacity and ensuring sustainability of the Rural Housing Enabler (RHE) Programme (each district in the county now has its own RHE whose role it is to work with local communities to deliver affordable homes in villages).

Land supply is one of the key barriers to developing more housing, therefore we are looking at alternative methods of delivering new homes including:

- Harrogate Borough Council has converted an empty commercial property into affordable homes and there are schemes in place to bring 119 empty homes back into use each year across the county between 2008-2012.
- In Hambleton unspent planning approvals are being identified and approaches made to landowners to release sites for social housing.

- In recognition of the current economic slowdown and the consequent downturn in house building market Craven Council has directed capital resources into the acquisition of 9 houses for use as affordable housing in 2008/09.
- Craven District Council has reviewed its own land holdings and has resolved to gift 4 sites to Registered Social Landlord (RSL) partners to provide an additional 85 affordable homes.
- Hambleton District Council has also supported a programme of the purchase and repair of 10 empty homes by a local RSL.
- The Yorkshire Dales National Park Authority has recently asked its local community where land might be available, to develop affordable housing. It is hoped this 'call for sites' will assist in dealing with the acute problem of finding appropriate land in a protected area.

Strategic Housing Land Availability Assessments (SHLAA) have been completed by Hambleton, Harrogate and Scarborough and it is expected that all will be in place by 2010. Core Strategies are in place for Hambleton and Harrogate and Hambleton is approaching submission of its LDF Allocations document.

The economic climate has meant that we are unlikely to achieve our targets on affordable housing. A number of actions have been taken to try to mitigate the impact, these include:

- Sharing of best practice in the form of the planning negotiation guide
- Introduction of Financial Viability Appraisals to assist Planning Officers in negotiating units from private developments
- Development of a single Housing Strategy for North Yorkshire and York <http://www.northyorkshirehousingstrategy.co.uk/>
- Purchase and Repair to increase unit output as well as meeting private sector renovation targets.
- Converting low cost home ownership to rent.
- Supported housing and homelessness prevention.
- Research has been commissioned on empty and underused property (holiday homes, second homes, under occupied homes etc), and whether they can form a contribution to housing stock and if so, how.

Priority for improvement:

[110 We recognise that in the current economic climate we are not likely to achieve our targets for affordable housing. Therefore affordable housing is a focus area for 2009, to ensure we maximise delivery despite the downturn.](#)

Our aim - Provide older people and vulnerable groups with affordable accommodation and appropriate support to enable independent living and integration. These include young people at risk, people who have complex needs, including people with substance misuse problems, mental health and learning disabilities, ex-offenders, gypsies and travellers, women experiencing domestic abuse and migrant workers in poor-quality tied accommodation.

Over 13,500 people accessed a housing support service to either provide a service in an emergency situation or to help maintain independence.

(Source: Supporting People 2007/08)

159 additional extra care housing units provided between April 2008 and March 2009.

(Source: LAA Q4 2008/09)

The North Yorkshire Supporting People Strategy aims to improve the planning and delivery of housing related support services to enable vulnerable people to live independently in their own home. There are a number of Supporting People schemes in place to address the short and longer term housing needs of older people, young people at risk, people with learning disabilities, mental health, women at risk of domestic violence, offenders, gypsy and traveller communities, etc. In 2007/8, over 13,500 people accessed a housing support service to either provide a service in an emergency situation e.g. homeless hostel or to help maintain independence e.g. community support for older people. A range of new services were commissioned to meet identified need such as Making Safe services to provide support to victims of domestic abuse, for higher risk offenders and for gypsies and travellers.

NYCC has made available a capital pot of £5.5m to support the development of housing for vulnerable groups and this is to be coordinated by the county housing authorities through the North Yorkshire Chief Housing Officers Group.

An additional 159 extra care housing units have provided accommodation for vulnerable people. An additional £1.3M funding was agreed in April 2008 for schemes in Tadcaster and Richmond. We continue to develop our programme of extra care developments and are on track to achieve the LAA target of 363 new or upgraded units by 2010. Extra Care enables vulnerable people to maintain their independence whilst being able to access 24/7 care.

Over the past year the number of those between 16 and 19 years accepted as homeless reduced by 36%, (from 78 to 50), and the number of homeless 16 to 17 year olds in bed and breakfast accommodation also reduced by 50%, (from 10 to 5). There have been a variety of schemes to support vulnerable young people at risk of homelessness:

- Harrogate Youthbuild Mentor Project provides “at risk”/vulnerable young people with the skills and qualifications to prepare them for work whilst providing them with a secure home.
- HowzTalk in Harrogate works with Barnardo's Crashpad to provide intensive housing related support for young people (16 to 19 years) who are threatened with homelessness. During 2007/2008, 24 young people were given accommodation at Crashpad – a service to support young people and their families who are experiencing conflict. Of these only two eventually declared themselves as being homeless at the end of their stay.
- Hambleton District Council have developed Crashpad to add to their suite of young people's homelessness prevention initiatives. This includes the extension of Hambleton Time Out to curriculum based sessions in local secondary schools, the development of a specialist website and the employment of a specialist young peoples housing options worker.
- Craven Youth Homelessness Prevention Scheme and Scarborough Time Out Scheme engage young people at the earliest opportunity in order to prevent homelessness.
- A new women's refuge has been developed in Hambleton to address the

specific needs of women and children fleeing abuse. This high quality facility will provide accommodation and support in a bespoke environment to women from across the sub region and beyond.

Our aim - Work to prevent homelessness occurring, through advice services, mediation and support.

1877 households were prevented from becoming homeless compared to 989 the previous year.

(Source: LAA Q4 2008/09)

The number of households becoming homeless is falling and the number of households who have had their homelessness prevented is increasing:

- 130 households in Scarborough, Ryedale and Richmondshire were prevented from becoming homeless in 2007/2008 through the HARP drop-in prevention service.
- 6 households in the Richmondshire and Scarborough areas had their homelessness prevented in 2007/2008 through Mortgage Rescue Schemes, a partnership of district council, local money advice providers and Home Housing Association and 11 families in Hambleton benefited from their local mortgage rescue scheme
- In recognition of the increasing role debt has to play in homelessness prevention Hambleton DC has commissioned a specialist debt hotline project. This initiative increases the debt and money advice capacity in Hambleton, and provides a single point of contact for people seeking help, including offering services outside office hours.

Overall levels of rough sleeping across the county are low. It is estimated that there are less than 20 people sleeping rough on any given night across North Yorkshire. Recorded incidence of rough sleeping in the rural districts of Craven, Hambleton, Richmondshire, Ryedale and Selby are negligible.

The vast majority of children and young people live in secure, decent and affordable housing:-

- The use of B&Bs or hostels for households with dependent or expected children has been eliminated in all but emergency cases;
- The use of B&Bs or hostels for young people has been greatly reduced; and
- The number of care leavers aged 18-20 accepted as homeless is very low.

Projects to prevent homelessness include 'Safe Moves', HIA Handyman Services, floating support services, Centres for Independent Living and the supported Housing project in Richmond for Ex Military Personnel.

Priority for improvement:

[I11 We recognise that access to housing for vulnerable groups remains an issue for the county particularly for groups such as ex-offenders and drug users. The further implementation of the countrywide Homelessness Strategy in 2009 will be key to delivering in these areas.](#)

4.1.3 ALCOHOL

Our aim - Implement and use the North Yorkshire Alcohol Harm Reduction Strategy to make a difference to improving quality of life and the security of our communities; in particular focusing on

- ***reducing harm to health,***
- ***alcohol related crime (including alcohol-related domestic abuse),***
- ***anti social behaviour as a result of alcohol misuse, and***
- ***loss of productivity in the workplace.***

21.4% of people perceive drunk and rowdy behaviour as a problem

(Source: Place Survey 2008)

2,230 assaults with less serious injury offences were recorded (1 April 2008 – 31 January 2009) resulting in North Yorkshire being ranked 1st when compared to the most similar group.

(Source : iQuanta)

Drink driving commencements in 2008/09 are estimated to be 194 a decrease on the 237 in 2007/08 (if achieved)

(Source: iQuanta)

Alcohol related crime appears to be reducing. Police have found that calls for service are reducing in relation to the night time economy. The number of 'assaults with less serious injury' (including racially and religiously aggravated) offences per 1,000 population is used as a proxy for alcohol related violent offences. The latest data available from iQuanta shows that 1 April 2008 – 31 January 2009 a total of 2,230 assaults with less serious injury offences were recorded. When compared to the most similar group North Yorkshire is ranked 1st (where 1st denotes best performance and 8th worst performer within the group).

The North Yorkshire and York Safer Communities Forum developed the Alcohol Harm Reduction Strategy 2008-2011 which brings together at a countywide level, crosscutting issues, including harms to health and well-being, antisocial behaviour, violent crime, social harms and the harms caused to the development, achievement and well-being of young people and families. Delivery is embedded into the SCS and LAA for North Yorkshire and York. The JSIA documents have incorporated a section in relation to alcohol issues. As part of the assessment it has been acknowledged that there is a requirement for more detailed information relating to alcohol at a local level in order to understand the issues further and target resources more effectively.

In order to achieve our aims of reducing alcohol harm to health, reducing alcohol related crime and anti-social behaviour;

- Night Marshals have been introduced in Scarborough and Selby with the use of LAA pump priming money. This scheme utilises trained door staff to deal with low level alcohol related issues within the town centres. It has been short listed for a regional 'making a difference' award.

- The Bedale Alcohol Respect Campaign has resulted in a 25% decrease in criminal damage and a 35% decrease in rowdy and nuisance behaviour in comparison to the same period last year. Residents' satisfaction with the way underage drinking was being tackled increased from 55% prior to the campaign to 85% at the end. This is now being rolled out in Malton, Tadcaster and Thirsk.
- The Great Drink Debate materials have been widely circulated across the county, the results will be available February 09.
- Pub Watch Schemes have been introduced in Selby, Harrogate, Ripon and Knaresborough
- Targeted high profile Under 18 alcohol seizure campaigns including Operation Broomfield which seized over 200 items from 80 youths.
- Positive diversionary activity including: supporting Leyburn Youth Bus, Friday night football in Bedale and Stokesley, North Yorkshire Community Idol, used to promote a positive image of young people to the community
- Education and communication including Drink Safe posters, education to youth groups by Health and Cambridge Centre, media van in hotspot areas, distribution of Spikey's / Swankys (anti drink spiking devices for glasses and bottles)
- An A&E project in Harrogate Hospital has been piloted to gain more intelligence on alcohol related admissions.
- Various alcohol exclusion zones are operational, with a view to tackling both underage drinking and ASB associated by alcohol fuelled disorder.
- Promoting Responsible Retailing Best Bar None 2008
- A comprehensive young person's drug and alcohol needs assessment has been carried out leading to a range of substance misuse preventative initiatives being rolled out across NY including revision of guidance to schools, revised models for PHSE drug and alcohol modules in schools, advice and information provision in schools, and a peer education programme, which has been delivered to 10 secondary schools.
- Consultants were commissioned in December 2008 to undertake an Alcohol Mapping Project to identify adult treatment commissioned or purchased in North Yorkshire and York in relation to alcohol issues; collate information and feedback to all partners; work with local Community Safety Partnerships (CSPs) and the Licensing industry to draw together local data and information to produce a support pack for communities concerned about alcohol; and to produce a countywide communication strategy and to support work led by the local CSPs in implementing specific projects such as seasonal drinking and media campaigns.
- A model Alcohol Workplace Policy has been produced and sent to members of NYSP Executive organisations, together with a covering letter from the Chair of the Joint Alcohol Working Group, requesting that the organisations alcohol workplace policies be reviewed.
- A joint commissioning process for alcohol interventions/treatment is being developed, with the process and contract specification due to be rolled out from October 2009.

Priority for improvement:

112 We recognise that we are at an early stage in the implementation of the Alcohol Harm Reduction Strategy and have yet to see real improvements in outcomes. In 2009 we will need to continue to work towards our goals in this area and monitor whether outcomes are improving as a result of the actions we have been taking.

4.1.4 CHILDREN AND YOUNG PEOPLE

Overall services for Children and Young People in North Yorkshire are good; “the contribution of services to improving outcomes for children and young people is good.” Ofsted 2008.

Children and Young People's Services in the county are having an ‘outstanding’ impact in improving lives of children and young people in the following outcome areas:

- Enjoying and Achieving
- Achieving Economic Well Being

Services are having a ‘good’ impact in improving lives of children and young people in the following outcome areas:

- Being Healthy
- Staying Safe
- Making A Positive Contribution

Out aim - Reduce the number of teenage pregnancies.

21.6% fall in countywide conception rate since 1998.

(Source: DCSF)

Fewer under 18s are conceiving. North Yorkshire gained the only green status (achieved or exceeded expected progress) for reducing the under 18 conception rate in the region. There are numerous education activities ongoing with a particular focus in Scarborough.

Maternal health services provide targeted support for vulnerable groups such as pregnant teenagers, teenage parents and travellers, focused on areas of greatest need such as Scarborough. Sexual health services provide targeted support for high risk groups including looked after children, young offenders, and young people not attending school.

Our Aim - Raise achievement levels amongst young people in areas where these are currently the lowest.

The gap in attainment of L3 at age 19 between those in receipt of free school meals and those who were not improved from 35.2% at the end of 2005/6 to 33.4% at the end of 2007/8.

(Source: DCSF)

In 2008/09, the percentage of looked after children achieving 5 GCSEs at A*-G increased from 17.4% to 42.5%.

(Source: DCSF)

Other achievements in relation to vulnerable groups include:

- Achievement of looked after children at GCSE is generally better than national averages.
- The proportion of schools judged good or outstanding for the progress of pupils with learning difficulties and disabilities is above the national average.
- The SEN (Special Educational Needs) / non-SEN achievement gap at GCSE has closed.

The achievement of BME pupils is better than their non-BME peers and is ahead of national averages.

A development plan for reducing the attainment gap at 19 is in train, concentrating on widening the engagement programme and the Whitby mentoring programme. The Aim Higher programme is now underway in 3 county areas with learners identified and this will have a long term impact.

Improved services for children with learning difficulties and disabilities (LDD) have resulted in North Yorkshire becoming a Pathfinder Authority for Aiming Higher for Disabled Children.

The performance of traveller children and migrant worker children is poor. The English as an additional language (EAL) team and the Traveller Support Service (TSS) are being remodelled and capacity being increased in schools to address this.

Our aim - Provide better opportunities for education, employment and training for vulnerable groups.

The proportion of young people who are not in education, employment or training has increased from 3.8% to 4.8% but performance remains top quartile and ahead of the national average of 10.3%.

(Source: LAA Q4 2008/09 / DCSF)

The percentage of young people with learning difficulties and disabilities who are not in education, employment or training has reduced from 8.4% to 4.6%.

(Source: CYPP Monitoring)

77.6% of parents of young people with learning difficulties and disabilities are satisfied with the way schools prepare their child for further education or employment.

68.4% were satisfied with the way the move from school to further education or employment had worked out.

(Source: CYPP survey)

The percentage of care leavers engaged in education, training or employment rose from 59% to 70%.

(Source: OC2 statistical return)

Other achievements in relation to vulnerable groups include:

- The DCSF regards North Yorkshire as an exemplar of best practice for work with service children.
- Exclusions of looked after children and pupils with SEN have fallen.
- All special schools are judged to be either good or outstanding overall.
- Pupil referral units in Scarborough and Harrogate are judged to be outstanding.

The needs of vulnerable groups are well targeted through intelligent use of data and other tools such as the vulnerability checklist. In order to ensure that these vulnerable groups achieve:

- Early support for children with complex needs is in place via children's centres and outreach services.
- Most schools and all School Improvement Partners (SIPs) systematically use data tracking tools to monitor the progress of vulnerable groups.
- A virtual school for looked after children and young offenders has been established.
- All schools have a designated co-ordinator for looked after children.
- Improved datasets and analysis of outcomes enable effective targeting of resources and support in vulnerable localities.
- Intensive support is provided for schools and settings identified with low Early Years Foundation Stage outcomes.
- Development of children's centres has been prioritised in the most vulnerable localities.
- Schools causing concern are identified early and receive targeted support.
- Support for school leadership is differentiated according to need.
- All four National Challenge schools are making good progress.

Activities and resources are focused into areas of greatest need, for example:

- In Eastfield (Scarborough), anti-social behaviour and intimidation have been identified as local barriers to learning. Proposed actions to address this include: increased sports activities, arts and sports holiday services, skate park, café.
- In Wensleydale, it has been identified that parents need help to better support their children's learning.
- In Whitby, a stress-busting club has been set up to help those who are vulnerable to stress, have bullying issues or concerns, or who self-harm.
- Three new pupil referral services are being created to bring the county total up to five.
- 4Youth TAP is a scheme of positive activities for young people who may be at risk of entering into a criminal lifestyle.
- Current projects to tackle anti-social behaviour/bullying include 'reward trips', an anti-bullying group, 'student awareness trips' weekly life skills and science lessons with the fire service, mentoring sessions, etc.
- Our "Life" Project is delivered by the Fire and Rescue Service, Youth Offending Team, the Probation Service and other agencies and has a low rate of re-offending as a result. The scheme is a week long course held at the fire station which includes physical and mental activities for young offenders. This is a nationally recognised scheme which has consistently produced a 95% non reoffending rate in those who successfully complete the course.
- Nominated NY Police Safer Neighbourhood Liaison Officers are aligned to work with schools and youth organisations to encourage direct engagement with young people.
- Hambleton Strategic Partnership has established a Children and Young People's sub group to address areas of greatest need in partnership

- Hambleton Community Plan has supported the establishment of town centre youth facilities – since 2003 four town centre youth venues have opened providing advice, support, guidance and activities

Priority for improvement:

113 We are concerned that the economic climate may have a negative impact in relation to employment and training for vulnerable young people with reduced funding available for community projects and less opportunities for apprenticeships. Therefore this is a priority area for the year ahead.

Our aim - Encourage participation in sport and high quality recreational activity.

92% of children and young people participating in high quality PESS (PE and School Sport) within and beyond the curriculum.
(Source: LAA Q4 2008/09)

During 2008/09 there was a 10% increase in young people attending positive activities provided by the Youth Service and partners.
(Source: LAA Q4 2008/09)

Activities are promoted through a new web site – ‘gimi’ – that has been developed to promote positive activities for young people aged 13 -19 (up to 24 for people with learning disabilities or young offenders).

Improvements to sport and play facilities and positive activity programmes include Crucial crew, Community Safety Challenge within schools, development of Kickz Football project, Battle of the Bands, Prison Me No Way (Year 9s)

Other initiatives include:

- Hambleton and Richmondshire District Councils, in partnership with the County Football Association, employ a football development officer to increase young people’s participation
- Bedale Community Sports Network has set up a Sportability Club at Bedale Leisure Centre for young people with physical and learning disabilities
- Hambleton District Council has set up a system to ensure Section 106 (developer contributions) is allocated to leisure and recreational projects that have been prioritised by the community

Our aim – Safeguarding Children.

The percentage of children who feel safe is very high and better than the national average.
(Source: Tellus3)

100% of schools enable pupils to adopt safe practices, with a very high percentage (93.5%) judged to be good or outstanding.

(Source: Ofsted)

Children report that schools deal with bullying more effectively than found nationally, and a decreasing proportion of children say they have been bullied.

(Source: Tellus3)

A multi-agency Safeguarding Children Board has been established, with a clear remit to hold all agencies to account for their work on safeguarding for their work on safeguarding, which includes representation of District Councils. In addition Local Safeguarding Children's Boards have been established across the county to address local issues. The extent to which services effectively safeguard children has improved from 'satisfactory' (2006 Joint Area Review) to 'good' (APA, 2007 and 2008).

Ofsted's 2008 APA judgement noted that:

"Good performances by services are impacting well on the quality of children and young people's lives in terms of safeguarding."

Indicators of safety for vulnerable children and young people are good although recent good progress in the timeliness of core and initial assessments has been affected by ICS implementation:

- The number of children with a child protection plan has reduced substantially during the last four years, and all children with a child protection plan are allocated a qualified social worker.
- The number of looked after children is low.
- Stability of placements is very good and better than national and statistical neighbour averages.
- Effective use is made of alternatives such as kinship care (LAA target).
- The number of out of county placements has reduced (LAA target).
- All local authority children's homes and children's resource centres are judged good both overall and in respect of 'staying safe'.
- Transition arrangements for disabled children moving to adult services are good, with all LDD/SEN young people having a transition plan.
- All children identified as missing from education have been tracked.

Services meet the needs of vulnerable groups well:

- All looked after children are allocated a qualified social worker and receive a core assessment, a care plan, a personal education plan and an initial health assessment. 100% of looked after children reviews are held within the requisite timescale.
- A Young People's Council (Children in Care Council) has been established and has developed a pledge of quality standards for services for looked after children.
- Common Assessment is embedded and provides support routes for vulnerable children and young people on the edge of care.
- Anti-bullying and e-safety work targets specific at risk groups.
- Improved systems are in place for recording and responding to racial incidents. Improved policies and procedures are being developed to support young carers.

- The Making Safe scheme provides targeted support for families at risk of domestic abuse.

Priority for improvement:

[I14 There have been serious national issues relating to children's services - we will therefore review and improve our safeguarding systems in 2009.](#)

4.1.5 COMMUNITY COHESION

Our aim - Increase the percentage of people who feel that their local area is a place where people from different backgrounds get on well together

80.6% of people believe people from different backgrounds get on well together in their local area.

(Source: Place Survey 2008)

67.1% of people feel they belong to their neighbourhood.

(Source: Place Survey 2008)

A variety of activities have been undertaken across North Yorkshire to try to improve community cohesion:

- 58% of schools in North Yorkshire have received the Inclusion Quality Mark, this prepares schools to manage changes in population to enable them to respond to young people from different cultural and languages backgrounds.
- Harrogate Library Project has received Big Lottery funding; the service provided by the new library will be shaped by young people, older generations and minority ethnic groups.
- Scarborough Intergenerational Town Initiatives are working to break down barriers between old and young. The Area Forum's first intergenerational project has led to four more intergenerational projects being taken forward in 2009. These have been cited as best practice by the Think Community discussion paper.
- North Yorkshire Libraries cited as best practice in Museums, libraries and archives - supporting new communities and responding to migration trends.
- Through the Hambleton LSP Stokesley has established an Intergenerational Group to deliver activities to improve community cohesion between young and older people – activities to date have included Wii-habilitation (young people showing older people how to use Nintendo Wii's), digital photography, reading challenges, sculpture and environmental art
- Richmondshire LSP commissioned a piece of research to explore the needs of BME employees and their employers
- In December 2008 a multi-media campaign, 'behind no doors' provided young peoples' perspective on youth homelessness.
- Harrogate District's Actively Involving Children and Young People project is creating a register of youth engagement and guide to youth participation, also in November and December 2008 a series of interactive youth practitioner

workshops were conducted.

- The Housebound Library Service is delivered in partnership with WRVS, Age Concern, Sherburn Visitors and Craven Volunteers.
- The Police Safer Neighbourhood Teams work to build links with new communities in a neighbourhood.
- NY Police Independent Advisory Group, whose activities create transparency and identifies concerns from within BME and other Minority communities.
- Three Celebration of Culture events took place last year (two in Catterick and one in Skipton). They will be rolled out countywide in 2009.
- Work with the Army Welfare Service re: Catterick Garrison
- In 2008 a week long programme of community lead activity took place in Skipton for One World Week. This included cultural events, a fairtrade lunch and an open day held by local places of worship.
- Richmondshire Celebration of Many Cultures day highlighted the diverse cultures within the district encouraging networking and breaking down perceptions.

Our aim - Better understand and tackle localised challenges to community cohesion that may arise by improving our intelligence base and using an effective multi-agency approach to develop solutions.

The partnership have been working towards gaining a better understanding of local issues to be in a position to better tackle community cohesion, this work includes:

- NYSP Equalities Task Group is reviewing the impact of migration and actions to support community cohesion
- Increased use of equality impact assessments in service design/planning, etc
- Targeted actions to improve outcomes for BME groups, gypsy/roma and other travellers, children of migrant workers, children whose first language is not English
- Police, in partnership with the libraries have established a mechanism for third party reporting of hate crime in Scarborough. Third party hate crime reporting centres have been set up in libraries (including mobile libraries) and community centres for reporting Hate Crime in Scarborough and York.
- Analysis undertaken shows that where hate crimes / incidents persist they are mostly verbal attacks linked to ethnicity. These are occurring at food outlets, taxis and other locations linked to the night time economy. Offenders across the county are predominantly local white males under the age of 25, the majority already being known to the police for involvement in other types of crime
- Consultation groups/community members report improvements in community cohesion. The identification of priority areas for attention within North Yorkshire most at risk of community breakdown have been identified in the JSIAs.
- Funding has been secured from the Big Lottery for "Behind the Wire", a project in which the entire garrison community will be encouraged to explore its past and future, looking especially at the effects of conflict abroad on family life at home.

Priority for improvement:

[115 We have experience of intergenerational schemes with positive outcomes which could be learned from and repeated elsewhere. Therefore in order to improve community cohesion and reduce the fear of crime the intergenerational work needs](#)

[to be continued in a more systematic way, prioritised at those areas in the county with greatest need.](#)

Our aim - Increase participation in volunteering and community based activities.

29.5% of people in North Yorkshire volunteer regularly.

(Source: Place Survey 2008)

There is a good level of participation in volunteering and community based activities in North Yorkshire and this is growing. In 2007/08 there were 505 individuals participating in Special Volunteering and 574 people who are BME or unemployed or disabled volunteering.

This is due to the ongoing work of VCS colleagues with identified groups, including:

- Volunteering Week has provided valuable opportunities for promotion with events, newspaper articles and radio broadcasts taking place all over the county. This highlighted those organisations that may find it more difficult to recruit such as the Samaritans, Advocacy Alliance, Citizens Advice - with a positive effect in the number of extra enquiries from potential volunteers
- Harrogate VC has created a 'Facebook' website to engage with volunteers from all sectors of the community.
- Volunteering Hambleton received funding through the LSP to promote volunteering opportunities. This has enabled the Volunteer Centres to actively promote volunteering and to pay for advertising that would not have been possible within existing budgets. As a result the number of volunteers recruited increased by 36% compared to the previous year.
- Volunteering opportunities have been created for BME/migrant workers as part of social inclusion career pathways.
- In Harrogate a 'Volunteering Oscars' event held in conjunction with the Mayor of Harrogate and Ackrills Newspapers increased the profile of volunteering.
- Work with the local job centre in Ryedale and the Connexions office in Craven District has attracted unemployed volunteers.
- Over 40 BME groups attended a Community Information Day in September 2008 in Harrogate where the Harrogate Volunteer Centre provided information on volunteering opportunities.
- Summer Fayre and Fun Day events have been held in a number of locations.
- In December 2008 Cravens Voluntary Sector held a joint event in Skipton to raise awareness of local volunteering opportunities and voluntary organisations. This one of a series of events being delivered by the Craven LSP Stronger Communities Priority Group.
- NY Police have in excess of 200 members of the public who are volunteers carrying out a number of different roles including role players for training purposes, Police Station front offices, assisting with leaflet distribution, Various Admin roles and Mystery Shoppers.
- The National Parks offer extensive opportunities for volunteering. In 2008/9 the two Parks had over 850 volunteers (Moors 600, Dales 250) from many different areas of the community – most of them living in the North Yorkshire sub-region. These Volunteers contributed approximately 16,500 days (Moors–10,000; Dales-6500) of work such as footpath repairs, outreach, environmental improvements and providing information to visitors.

- Levels of volunteering amongst young people have increased, and a comparatively high proportion of young people say they give time to support community groups or neighbours. Levels of volunteering amongst NEET, disabled and BME young people have increased.

4.1.6 COMMUNITY SAFETY

In 2007/08 North Yorkshire had 64 crimes recorded per 1,000 population. This is joint 2nd in England and Wales, making the county of North Yorkshire and the City of York one of the safest places to live in the country.

Based on crimes per 1,000 population NYP is ranked 6th nationally (including Wales). Performance is well below the national average which is positive, however compared to the same period last year crime levels have increased marginally, 1% increase (536 more offences) (from 38,058 to 38,594 April - December).

A JSIA for each Crime and Disorder Reduction Partnership has been developed and identifies the priorities which need to be tackled at a local level. The seven JSIA documents have been reviewed with partners and have determined which local priorities should go into the county wide Community Safety Agreement. These priorities will then be tackled at a county wide level. Two key areas already identified as priorities for the county wide document are killed and seriously injured road casualties and domestic violence.

NY Police Initiatives

- Mobile Police Offices proactively deployed against problem solving initiatives.
- NY Police operate a Ringmaster scheme to highlight any emerging trends or to highlight information to the community. A message is sent by text, answer phone or e-mail, dependent on the recipient's preference. All participants have a responsibility to disseminate the information amongst the community.
- Beat the Burglar (Op Joypad) – Operation to provide light bulbs and raise awareness in Autumn and Winter months. This is aimed at crime reduction in relation to the control strategy priority of Dwelling Burglaries.
- Architectural Liaison work – All new build premises (Private or business) have to undertake a review by a trained Officer. The Council will only pass new plans once this element has been completed. This report will take account of what the builders' plans have in relation to crime prevention and reduction of ASB, usually relating to lay out within the sites.
- Immobilise / National Mobile Property Register – this is a national database which has been launched within NY Police. The project lead works within the Safer York Partnership and has submitted a policy for consultation. 30,000 homes within Central Area have registered on the system and its aim is to reduce acquisitive crime, by reducing the network of buyers and raising the risk factor, to deter thieves from stealing property. This has been spread to cycles and forms the new title of "Immobitag" which acts as a PNC for Cycles, as it directly feeds through to the property database, which will soon communicate effortlessly with NY Police Intelligence database.

Our aim - Reduce the reoffending rate, particularly by young offenders.

The proportion of young offenders engaged in education, training or employment has increased from 52% (March 07) to 56% (March 09).

(Source: LAA 2008/09)

The rate of proven re-offending by young offenders has increased slightly. However, the proportion of young offenders engaged in education, training or employment has increased from 52% (March 07) to 56% (March 09) but this is still below national and comparator averages.

CYPP 2008-11 includes priorities to implement a Youth Crime Prevention Strategy and to reduce rates of offending and reoffending. Ofsted upheld the 2008 self-evaluation grade of 'good' for actions taken to prevent offending and reduce re-offending.

A Youth Restorative Diversion (YRD) scheme has been rolled out in the Scarborough, Whitby and Ryedale areas by North Yorkshire Police, with the intention of extending it county wide within the next 12 months. It is anticipated that this scheme will lead to a reduction in the number of offences brought through the youth justice system.

Area Forums / Groups, the Joint Action Groups (JAGs) and the Selby pilot Community Engagement Forum enable community concerns to be raised and addressed. In Hambleton a number of the Area Groups have established specific Safe Sub Groups

Our aim - tackle the issue of domestic abuse

The York and North Yorkshire Domestic Abuse strategy is currently out for consultation and is on target for a launch and sign up in April / May. The issue is also tackled within the Alcohol Reduction Strategy.

Domestic Violence is a large section of partnership working and it is agreed that major improvements have been made in this area. The below points are areas of joint working currently in place:

- MARACs (Multi Agency Risk Assessment Conferences), a protocol for agencies to discuss high risk cases of domestic abuse are well established in York and Selby and have achieved an excellent partnership working arrangement. MARACs assist in reducing repeat victimisation (Home Office indicator/ LAA NI 32).
- Education Packs are used in schools. The *missdorothy.com* pack which empowers children to speak out is being used in 19 schools in Selby and 11 in Craven.
- 150 Magistrates have been trained across North Yorkshire, 187 Police officers trained and 76 of those have become specialist Domestic Violence officers.
- Specialist Domestic Violence Courts in Scarborough, Selby and Ryedale. This enables a trained bench to impose effective care sentences for perpetrators of Domestic Abuse. An Independent Domestic Violence Adviser is attached to the Courts and receives referrals via the Police, CPS and Victims and Witnesses.
- The Making Safe Scheme focuses on removing the perpetrator and challenging the behaviour as well as providing protection for the victim. The

Scarborough and Ryedale Making Safe Partnership is a multi-agency project supporting victims of domestic abuse to remain safe in their homes whilst challenging the perpetrators' abusive behaviour and encouraging them to seek alternative ways of resolving conflict. Family life is not disrupted, children can remain at their schools and the offender can remain in employment where appropriate. Initial evaluation shows a remarkably low 10.8% re-offending rate by domestically violent offenders compared with the national figure of 47%. The partnership is recognised nationally as good practice and in 2008 won the prestigious Butler Trust Award for innovative offender management services. Making Safe is a key priority in North Yorkshire and has now been commissioned across the county.

- Development of Civil Offender Programme across York and North Yorkshire
- The NY Police link officer for Domestic Violence is a member of the multi agency North Yorkshire Safeguarding Adults Board and will report at the meetings. An NYCC Safeguarding Officer has a portfolio for domestic violence as it impacts on safeguarding.
- Craven local domestic violence service with funding from the CDRP offers twilight training for teachers helping to identify and support victims of domestic abuse. This service also supports other organisations through events like 'crucial crew' and safety awareness days which reach every primary and secondary school within Craven.

Our aim - Reduce the fear of crime.

11.2% of people perceive anti-social behaviour as an issue in local area - a reduction from 24% in 2006.

(Source: Place Survey 2008 / BVUSS 2006)

80.1% of people feel that crime not very/not a problem at all.

(Crime Perception Survey for 1 April – 30 Nov 2008)

The Public Attitude survey (April – November) shows that the types of crime which the majority of residents are most concerned/ worried about are:

- having their home broken into (30.1% - 394 residents very/fairly worried);
- having their vehicle damaged by vandals (29.2% - 382 residents very/fairly worried); and
- having their vehicle stolen (20.2% - 264 residents very/fairly worried).

Pockets of alcohol related anti social behaviour have been identified as a key priority and work is focused in these areas. Activities in place to reduce the fear of crime include;

- Increasing the number of "No Cold Calling Zones". The implementation of the "No Cold Calling Zone" maintenance programme ensures the zones continue to flourish.
- In December 2008 the Police met the policing pledge with officers visible for 80% of time.
- "My Place", a scheme which is developing to look at places for young people to go.
- Positive diversionary activity including: supporting Leyburn Youth Bus, Friday

Night project diversion for identified individuals, North Yorkshire Community Idol, used to promote a positive image of young people to the community, Cop Swap cards and dry bars in Malton, 'ActDivertz' and 'GamesFest' activities in Northallerton.

- Attending community events, road shows and street surgeries held to raise awareness of the actions being taken to reduce ASB across the district, includes Engage event for older people, CAB AGM, area forums and county area committee.
- The Hambleton CDRP has provided funding to a number of existing projects including Thirsk Clock to enable them to extend their services to young people in the area, following the identification of need through crime analysis reports
- Safer Neighbourhood Team sessions.
- Identifying hotspots and making environmental changes as appropriate to prevent and the provision of youth shelters.
- Not in My Neighbourhood Weeks.
- In Hambleton local communication and engagement has been developed through Street Safe Surgeries held regularly throughout the year in the market towns including Great Ayton and 'Respect' days which focus on specific crimes based on the evidence and analysis collected by the CDRP for that area.
- Night Wardens in Selby and Scarborough. Qualitative research shows that people out socialising on Friday and Saturday nights felt safer on the streets, door staff and licensees were grateful for the additional support and North Yorkshire Police recorded a significant reduction in calls for their attendance at incidents in areas where the Marshals were patrolling, enabling them to focus on the more important issues.

Our aim - Support partnership working to reduce the number of deaths or serious injuries as a result of road traffic accidents.

In 2008 43 people were killed and 493 seriously injured compared to 77 people killed and 640 seriously injured in 2007.

(Source: 95 Alive Partnership)

The number of people killed and seriously injured on roads in North Yorkshire dropped dramatically last year. Road casualties are now lower than at any time in the past twenty years. In 2008 43 people were killed and 493 seriously injured, in 2007 77 people died and 640 seriously injured.

The work of the 95 Alive Partnership and the wide-ranging programme of local transport schemes across North Yorkshire has saved lives and prevented scores of road accidents. The work of the 95 Alive partnership includes:

- Bikesafe motorcycle workshops run by North Yorkshire Police to pass on their knowledge, skills and experience, to make motorcyclists safer, more competent riders.
- Operation Anvil, concentrated, targeted and visible patrol of identified routes. Out of 25,000 vehicles stopped, over 10,000 motorists have been prosecuted for a number of offences including drink driving, speeding, driving while using a mobile, seat belt offences, and insurance offences. The campaign has seen collisions resulting in serious injuries reduced by 29%, fatal collisions reduced by 14% and slight injuries reduced by 14%.

- Operation Siren events – partnership between Police, Fire and Rescue, Ambulance and County Road Safety aimed at addressing speeding behaviour with an educational alternative to a fixed penalty notice.
- Seasonal joint service Drink Drive campaigns.
- District level road safety groups / community safety partnerships which coordinate the activity of the various agencies and identify and deliver local solutions to local problems. For example, in Hambleton and Richmondshire speed matrices and deployable radar equipment are available to be deployed in the villages across the Districts, to enable enforcement of speeding, education and awareness and recommend improvements to road engineering
- School travel plans, which support schools and parents in promoting sustainable travel and reducing car use and congestion around schools. Additional facilities within schools and on routes to schools are funded to improve access and provide safer routes.
- Days of Action: These are held at the start of the Whit and summer holidays involving North Yorkshire County Council, North Yorkshire Police, North Yorkshire Fire and Rescue Service and many other regional partners, with the aim of having a no casualty day. It is a high profile joint education and enforcement campaign.
- Development and promotion of targeted road safety campaigns aimed at vulnerable and high risk road user groups such as motorcyclists.
- Programme of Road Safety Seminars such as occupational road risk seminars which are held across the county to provide business and other organisations with advice on managing road risk by employees and contractors. Other seminars include mature driver, lone driver and winter driving courses which are all aimed at improving road user knowledge and skills.
- Provision of ‘partnership funding’ through the Road Safety Grant to enable local initiatives and pilot schemes to be developed and delivered, and to enable successful local schemes to be adopted on a countywide basis by other agencies. A typical example of a successful partnership scheme saw the provision of high visibility waistcoats for children starting primary school in Ryedale being initially expanded into the Hambleton district with vests now being offered in all districts across the county.
- Community cohesion workers worked closely with the road safety partnership to reduce the number of deaths of migrant workers. Consultation with 95 Alive group to support safer driving for BME learners.
- The Fire and Rescue Service have deployed mobile speed matrix signs at the request of local communities throughout the county. These are used to indicate to drivers that they are speeding and the results of the checks are fed back to advise future speed control campaigns. In 2008/09 there were 139 speed matrix events and recorded audience figures of 5,041 whilst in 2007/08 there were 167 speed matrix CFS events and recorded audience figures of 22,009.
- Local transportation strategies to improve road safety including a puffin crossing in Northallerton to improve pedestrian links to the railway station, a new rural pathway for pedestrians and cyclists between Pickering and Thornton-le-Dale, traffic calming near the schools in Richmond, improved traffic signal control in Harrogate to reduce congestion and help buses run on time and improved bus stops, shelters and services on the Easingwold to York route to encourage more people to use the bus rather than cars.

4.1.7 ECONOMY AND ENTERPRISE

The county is dominated by a large number of small businesses. At the start of 2008 the stock of VAT registered businesses per 10,000 population was 566 which is significantly greater than the national level. Rural districts show higher levels of VAT registrations and have proportionally high levels of self-employment. In 2007 the employment rate for North Yorkshire (76.9%) compared favourably to both the regional and national rates. This rate is however below the 1999/2000 baseline (77.8%) and has continued to fall since 2005. Due to the recession the Claimant Count for the county has risen to its highest level in 10 years with high levels of worklessness particularly concentrated in Scarborough.

Our aim - Stimulate and support enterprise and an enterprising culture.

In 2007 there were 62.0 new businesses / business births per 10,000 adult population.

(Source: LAA 2008/09)

Towns across North Yorkshire have benefited from participating in Yorkshire Forwards' Renaissance Towns /Market Towns project include: -

- Scarborough won the Most Enterprising Town in Europe award for 2009 and the National Enterprising Town award 2008 for creating jobs and improving the fortunes of local businesses and residents and transforming its economy into a "shining example" of enterprise excellence. In 2002, unemployment in Scarborough was twice the North Yorkshire average and seasonal joblessness was up to 20% in the winter months. Since then, a partnership between the council, businesses and agencies has halted the "spiral of decline", stamping out seasonal unemployment and attracting £200 million-worth of private sector investment.
- The Selby Community Project (part funded by Yorkshire Forward's Urban renaissance programme) will lead to a £37 million redevelopment of Selby town centre including the provision of a new primary school (£8m), a new community hospital (£9.9m), a new civic centre (£5m) and road improvements (£200k), relocation of a major telecoms mast (£250,000) and the reorganisation and improvement of the Council's waste and recycling depot (£250,000).
- In Bedale £1.2m has been invested through the Bedale Heritage Partnership Scheme to bring empty spaces back into productive use, including the redevelopment of garages at Bedale Hall to form a new office block and the home for the new Children's Centre. Other Bedale projects include the creation of a new park, refurbishment of a semi-derelict building in the marketplace to provide high-quality office space and the refurbishment of Bedale Station and the creation of 10 workshops for craft-based businesses.
- The Richmond project included the refurbishment of the redundant railway station into a base for local business and the community. The station now contains a number of businesses including a micro-brewery, honey-refiner and fudge-maker, a restaurant, cinema and café.
- Additional employment opportunities are to be created through the development of high quality workspace in Malton, Leeming Bar and Northallerton funded by the European Regional Development Fund (ERDF) programme and Yorkshire Forward. Northallerton Managed Workspace will provide a 20,000 sq ft development to house new businesses, Leeming Bar

will be a 24,000 sq ft food incubator development, providing specialised premises for new and young businesses and Malton Enterprise Centre.

- Renaissance Knaresborough has provided grants for business and shop-front improvements, created trompe d'oeil windows around the historic town centre as part of the Town Windows public-art project and has developed a computer game recreating the mediaeval castle working with King James School.
- Renaissance Malton has been used to develop a Malton Town Strategy which will develop improvements in the years to come.
- Skipton Renaissance Market Town Programme has seen the delivery of the Skipton Corridor Project with partners from English Heritage and Tyro Training that provided training for local retailers and grants for the refurbishment of empty spaces and shop fronts. This has directly contributed to both the award of Street of the Year for the High Street and also the vote to establish a Business Improvement District, only the second in Yorkshire and the Humber. The establishment of Skipton as one of three centres for canal related tourism has involved considerable partnership work with British Waterways or local organizations to improve facilities and hold one of the largest waterways festival in the north of England.
- Settle Renaissance Market Town Programme projects include the Settle and Giggleswick Area Riverside Improvement Project which links Settle to the extensive greenway infrastructure around the town. It is the first stage in developing the town as a centre for the outdoors and this has been enhanced through a successful cycling festival. The town has also been enhanced with improvement to the public realm and new pedestrian signage.

A number of towns/initiatives across the county have won awards that recognise economic achievement:

- Richmond was named 'Great Town of the Year 2009 by the Academy of Urbanism based on its character, governance, commercial viability and sustainability.
- Skipton High Street was named "Great Street of the Year 2009" by the Academy of Urbanism for its eclectic mix of historic architecture, modern-day bars and cafes and its market four days a week that promotes a sense of civic pride and quality of life.

Other initiatives include:

- 26 jobs and £4.2 million turnover created by the Springboard Business Centre in Stokesley. The project was led by Hambleton District Council, with European and Yorkshire Forward support. It supports start up businesses in the high technology sector. This project was designed to address the weakness of the Stokesley Economy, which was dependent on a weak agricultural sector and low value and seasonal tourism business.
- Outdoor adventure is of great importance to the Dales and a key aspect in positioning the area was the successful World Mountain Challenge over the Three Peaks which saw elite athletes from around the globe. This was delivered in partnership via Craven District Council.
- In the rural areas the successful LEADER application has provided the opportunity for community economic development initiatives to be delivered. Also the redundant buildings project has identified 18 interesting business opportunities ranging from retail to an underground diving centre.
- Clear strategic planning in children and young people's services has resulted in an increasing number of available childcare places, which is having a positive effect in supporting parents to return to work.

- Creating opportunities for BME/migrant communities by working with VCS to build social enterprises. Community cohesion worker and Scarborough College have set up a BME Women's business enterprise scheme.
- The Trading Standards Service works with Business Link and support North Yorkshire businesses by providing timely, quality advice on issues affecting those businesses and also by tackling rogue traders who seek to undermine honest trade.
- Harrogate International Conference Centre redevelopment proposal including consideration of improved infrastructure and transport links
- The Princes Youth Business Trust is very successful in North Yorkshire
- The Yorkshire Dales and the North Yorkshire Moors Coast and Hills LEADER Partnership will support projects with aims to support Rural Businesses.
- ACS support a vibrant social care economy which consists of 64 private/independent sector domiciliary care agencies and 234 private residential care homes. ACS works with several housing associations on Extra Care developments.
- An economic impact study of Catterick Garrison should calibrate expectations for growth and where this may develop.

The economic downturn is impacting upon the county, unemployment has started to increase and there is anecdotal evidence that businesses in some sectors have experienced a downturn in business. It is already having an impact on the achievement of the affordable housing target within the LAA and has been highlighted as a risk to the achievement of the worklessness target. It could also impact upon family support, debt advice, benefit, crime, fear of crime, employment for young people (apprenticeships), homelessness and mental health services.

All North Yorkshire's Councils, the Fire Authority and the Police Authority have signed up to the Yorkshire and Humberside Regional Pledge of action to help the region deal with the effects of the economic downturn. The Pledge focuses on how local authorities can help businesses, with housing and by supporting our citizens, who we are committed to helping through these difficult times. By collectively focusing our attention on these issues we can ensure that not only are we prepared for the impact of the economic downturn but are ready to exploit the upturn when it comes

A number of local actions are being taken to mitigate the effects of the downturn including the setting up of the York and North Yorkshire Credit Union. There is some optimism that the downturn will create some opportunities. For example the weak pound will increase both domestic and foreign trips to North Yorkshire as a destination - an extra £300k was secured from Yorkshire Forward for tourism support. Evidence from Welcome to Yorkshire also suggests that the tourism industry is experiencing a 20% increase in business as compared to last year.

Priority for improvement:

116 We need to continue to do what we can to mitigate the effects of the economic downturn and make the most of the opportunities presented, for example by providing the support necessary to improve tourism in the county. However, the downturn is likely to have a negative impact during the year ahead which we will need to continually consider and plan for.

Our aim - Develop a contemporary, high quality cultural and environmental offer.

44% of people satisfied with Museums / galleries and Theatres/Concert Halls compared to 42% in 2006.

(Source: Place Survey 2008 / BVUSS 2006)

Creative Industries in North Yorkshire employ 30% more than agriculture and the sector is fast growing: by 16% over the last five years. They generate 3.7% of the total Gross Value Added for the whole sub-region. In terms of employment numbers the sector is concentrated around Harrogate and Scarborough but the greatest contribution to the local economy is in our rural areas.

North Yorkshire has a thriving Heritage and Arts third sector with well over 370 groups providing opportunities to take part in a variety of arts and heritage activity (e.g. choral groups, orchestras, film and video groups, photography, art clubs, dramatics and operatics, local history societies, archaeological groups, museum societies, building conservation and preservation groups...the list goes on): organised every week, very local, open to everyone and very often for free.

Last year our two largest theatres (the Stephen Joseph Theatre, Scarborough, and the Harrogate (White Rose) Theatre) between them provided 1,777 events and shows for audiences of 166,578 and employed 112 theatre professionals. An average of 63% of audiences were visitors from outside the Yorkshire and Humber region.

Activities to stimulate and support the cultural sector include websites and on-line databases, the development of the Festivals Evaluation Toolkit and specialist training market programmes. Festivals Development Research Programme and Open Studios programme. The Arts Council funded Scarborough literature festival has increased business. More opportunities for activities/cultural heritages in the national parks are developing. Improvements are being made to listed buildings which are business premises through English Heritage funding.

Our aim - Attract and develop knowledgeable and creative people.

52.9% of the working age adults in North Yorkshire were qualified to L3 in 2008/09 up from 48.7% in 2006.

(Source: LAA 2008/09)

The contribution of children and young people's services to economic well-being is 'outstanding.' A very high proportion of schools are rated as good or better at how

well learners develop workplace skills. Provision for 14-19 year olds is good and improving. Average points scores at A/AS Level and equivalents are well above comparator councils and national averages. Good strategies exist regarding support of transition of looked after children and young people into adult life and for them to achieve economic independence through education and/or employment.

Initiatives to improve the skills of local people include:

- LSC are leading on supporting the development of individual adults and their role in the workforce and utilising the national 'Train to Gain' programme in a focused attempt to reach employees.
- The Employment and Skills Partnership in Scarborough targeted projects to support vulnerable groups with progression to higher education, and provide work experience and training
- Increases in the numbers of people attending Adult Learning courses
- The Harrogate 'Home Grown Talent' scheme to encourage young people not to move out of the district
- The NYCC Apprenticeship scheme has been recognised as a national example of good practice and will feature as a 'high-achieving' authority with National Apprenticeship Service. Work is progressing with Scarborough Borough Council, Harrogate Borough Council and North Yorkshire Police.
- ACS is actively involved in encouraging people with disabilities, older people and carers into employment working with a range of agencies such as the Carers Resource Centres, CABx supported by a multi-agency Care Alliance training/workforce development forum.

Our aim - Ensure a connected sub-region through the improvement of ICT infrastructure.

As above, NYnet (www.nynet.co.uk), will provide higher quality and faster broadband.

4.1.8 ENVIRONMENT

Our aim - Contribute to combating global warming through reduced greenhouse gas emissions and safeguarding and adding to carbon sinks.

The level of carbon emissions for York and North Yorkshire is 10.1 tonnes per capita which is broadly in line with that seen for Yorkshire and Humberside region (10.4).

(Source: YNYPU Report)

A variety of work has been undertaken to try to tackle global warming:

- Climate change strategies have been developed at organisational / LSP level.
- Carbon reduction actions are being taken by all partners in relation to their operations.
- The Forestry Commission, Yorkshire Dales Millennium Trust, Nidderdale AoNB and the Yorkshire Dales National Park Authority have been working together to support the creation of new native woodland. Some 280 hectares of new woodland have been planted in the last 3 years.
- The Yorkshire Upland Peat Project, involving a range of public and private sector bodies, aims to increase carbon storage, reduce flood risk, improve

water quality and restore natural biodiversity. The Project will start in July 2009. It is hoped to restore over 21,000 hectares of degraded peat in the next few years – within the Yorkshire Dales National Park, Nidderdale AoNB and North York Moors National Park.

- In the North York Moors National Park, the Community Renewable Energy project is aiding local people to substantially reduce energy consumption and source renewable energy from sustainable woodlands and micro-hydro electric schemes.
- The Trading Standards Service are working with North Yorkshire businesses to raise awareness on the use of more environmentally friendly packaging.
- Hambleton District Council has developed an educational resource pack to promote awareness in schools of the role of planning in developing sustainable communities as part of its Beacon Council year
- Harrogate Council is working to improve the quality of their council houses to improve energy efficiency including the development of a council house with a solar powered roof.
- In Craven a jointly funded LSP Climate Change Development Officer has been employed to develop and deliver the Craven LSP One Planet Living Priority Group work programme. This has included renewable energy information and advice workshops.
- The Emissions Working Group in Scarborough and Harrogate writes regular Eco Blogs.
- The Vegetable Book Scheme provides locally grown, fresh vegetables for school food.
- Carbon reduction initiatives in schools.- RIEP funding has been secured to support this area of work. Also for a Leadership Academy on Climate Change issues.

Priority for improvement:

17 We recognise that across North Yorkshire a lot is going on to try to tackle climate change but that this has been largely organisational focused. In 2009 we therefore need to work to bring together the work of different organisations across the county. We also need to focus on our community leadership role in this area.

Our aim - Reduce waste to landfill and increase recycling.

During 2007/08 the quantity of household waste sent to landfill decreased by 7%.

(Source: LAA Q4 2008/09)

Outturn exceeded LAA target:

45% (estimate) of household waste was sent for reuse, recycling and composting, above the LAA target 41%

56.9% (estimate) of municipal went to waste land filled. (Above target 62%)

(Source: LAA Q4 2008/09)

65% satisfaction with doorstep recycling and 68% satisfaction with local tips / recycling centres.

(Source: Place Survey 2008/09)

Selby District Council, Scarborough Borough Council, Hambleton District Council, Richmondshire District Council and Ryedale District Council are all increasing the levels of commercial waste recycling. Household Waste Recycling Centres recycling/composting performance has more than doubled.

This has been achieved through increased recycling and waste minimization which remains a real focus of the county's work as set out in the Joint Municipal Waste Strategy. Initiatives undertaken to reduce waste and increase recycling include:

- Campaigns such as Real Nappy Week, Love Food, Hate Waste campaign and Compost Awareness Week.
- The sale of compost bins the North Yorkshire, the Rotters scheme offering support and advice on composting.

Other initiatives include:

- A new Streetscene contract in Selby in October 2009. This will include Alternate Bin Collection and mixed plastics kerbside collection which will support the County's reduction of waste to landfill efforts and increase levels of recycling at significantly less cost.
- targets for reducing landfill and increasing the use of recycled materials and re-use of materials arising from highways construction and maintenance works adopted by the Highways North Yorkshire partnership.

In the longer term the County Council, in partnership with the City of York is undertaking a waste management infrastructure procurement exercise to reduce the amount of waste sent to landfill. Work is proceeding well and according to the programme.

Our aim - Conserve and enhance biodiversity, natural habitats and the natural and built environments.

65 Sites of Importance for Nature Conservation in positive management (8.9% of North Yorkshire total) an increase of ten on the previous year and is equal to the full year's LAA2 target.

(Source: LAA Q4 2008/09)

Across the county a wide variety of work is being undertaken to conserve and enhance biodiversity, natural habitats and the natural and built environments including:

- Biodiversity is being improved through active management of local sites. Work is ongoing to bring local wildlife sites (Sites of Importance for Nature Conservation or SINC) into favourable wildlife conservation management.
- There are nine Local Biodiversity Action Plans (LBAPs), one for each North Yorkshire district and one for each of the two National Parks). Each has an action plan and each has delivered actions which are conserving, enhancing and re-creating natural environments.

- The two National Park Authorities (Yorkshire Dales National Park Authority - YDNPA and North Yorkshire Moors National Park Authority - NYMNPA) protect, conserve and enhance thousands of hectares of nationally designated land (Sites of Special Scientific Interest or SSSI), in partnership with Natural England, through legislation and their own policies and projects.
- The area covered by agri-environment agreements has increased (now 85% of the Yorkshire Dales and 39% of the North York Moors National Parks;
- The area of SSSI in favourable condition has increased. In the Yorkshire Dales this is 86% up from 76% two years ago and 82% in North York Moors up from 55% two years ago.
- Listed buildings 'at risk' have been rescued; 17 in last 3 years in the Dales and 12 in the Moors.
- Scheduled monuments at risk that have been brought into appropriate management: 23 in the Yorkshire Dales in the last 3 years and 27 in the North York Moors over 3 years.
- Successful reintroduction/restoration of key species in the two National Parks includes: dormice recovery project, black grouse recovery project, red squirrel recovery project, salmon and pearl mussel project, water vole habitat protection.
- In the Yorkshire Dales, 91ha of hay meadow has been restored in the last three years, while 80 ha of species-rich grassland has been restored in the North York Moors.
- The Yorkshire Peatlands Project aims to reduce carbon emissions and flood risk and to restore natural biodiversity and is a project being delivered in both the NYMNPA and the YDNPA.
- There are three Areas of Outstanding Natural Beauty (AONB) within North Yorkshire; Howardian Hills AONB, Nidderdale AONB and Forest of Bowland AONB. These teams enhance the natural environment in partnership, through the delivery of its Management Plan and through grant schemes. Additionally the Howardian Hills AONB team are enhancing and promoting the sustainable use of woodlands for local communities.
- The NYMNPA is leading on the Hambleton and Howardian Hills Partnership Cultural and Natural Development Opportunity (CAN DO) project with various partners.
- The North Yorkshire and Cleveland Coastal Forum is a partnership which protects, enhances and gives management advice for the protection, conservation and tourism of the heritage coast.
- Yorkshire Wildlife Trust, the Farming and Wildlife Advisory Group (FWAG), BTCV, Yorwoods (promoting alternative energy through wood chip) and many other local organisations conserve and enhance biodiversity, natural habitats and the natural and built environments.
- Fire Service working with landowners, National Parks and Natural England to reduce wildfire incidence and so reducing environmental damage in moorland areas and SSSIs
- The Royal Hall Harrogate was reopened in April after restoration work.

Our aim - Develop solutions to reduce the risk, and mitigate the impact of, flooding and use non-physical flood defence systems as opportunities to enhance habitats and biodiversity.

Flooding has had a major impact on the county in recent years. To improve the situation a variety of activities are ongoing:

- A joint County and District Scrutiny task group is working together to look at flooding in North Yorkshire

- The new £18 million flood defence scheme in Selby has reduced the flood risk to 2,500 properties leading to greater business confidence and reduced insurance premiums for both business and home owners.
- The Ryedale Multi-Agency Flood Plan has been used by DEFRA to develop the national template.
- The County Council is in the process of recruiting a Flood Management Officer in response to the recommendations from the Pitt Review.
- A grant for flood defences in Ripon has been confirmed.
- Fire and Rescue are equipped with flood specific tools and training to cope with a flooding emergencies and swift water rescues
- Yorkshire Peatlands Project aims to reduce carbon emissions/flood risk and restore natural biodiversity
- Recent plans have had to pay more consideration to flood risk, e.g. Extra Care in Northallerton.
- Yearly multi agency OFERG (Operational Flood Response Groups) are held within each district. Some of these have been expanded to hold mini exercises.
- ACS's Major Incident Response Team supports the Council and its partners in emergency planning/service continuity plan in providing "people support" to those citizens that have been affected by flooding or any other major incident.

Priority for improvement:

[118 We recognise that flooding still presents a major risk to the county. We are working towards implementing the recommendations in the Pitt Report to improve our preparedness and prevention methodologies. This will therefore be a focus area for us in 2009/10](#)

4.1.9 HEALTH AND WELLBEING

Overall health in North Yorkshire and York is good. Compared to the English average there is a higher life expectancy at birth and significantly lower all age, all cause mortality rates and infant mortality rates. However, there are health inequalities within North Yorkshire particularly in Scarborough which has a coronary heart disease mortality rate that is 20% higher than that for Harrogate.

In 2007/08 CSCI judged ACS as 'Excellent' in the effective use of opportunities to promote health and emotional wellbeing. This clearly reflects the Director of Adult Social Service's (DASS) commitment to his statutory responsibility towards this agenda in its widest sense for the community. Working alongside the Director of Public Health he does this in a range of initiatives that promote healthier lifestyles and enhance people's sense of wellbeing. Strong governance arrangements include joint meetings of the Adult Strategic and Healthier Thematic partnerships under the umbrella of the North Yorkshire Strategic Partnership. The DASS makes a significant contribution to the Director of Public Health's Annual Report. Key strategic statements consisting of the Joined Up Vision Statement and Putting People First in North Yorkshire – Making it Happen, also underpin a multi-agency commitment to transform services so as to enable more people to live independently in their communities and stay healthier for longer. The annual ACS Outcomes Survey indicates significant success in this area where 82% of people felt they were helped and encouraged to stay healthy.

CSCI states that the council makes effective use of opportunities to promote health and wellbeing across the county. There is innovative use of links with libraries to

provide access and promote opportunities for local communities. There is a good range of information on healthy lifestyles in varied formats, the council has engaged well with local communities and communities of interest to ensure information is relevant and accessible. There are opportunities to participate in activities that promote health and wellbeing and the council can evidence that people are acting on the information and using the opportunities available.

Our aim - Reduce the rise in obesity in primary school children.

In 2007/08 prevalence of children at risk of obesity in Year 6 has fallen from 15.8% (2006/07) to 15.2%.

(Source: National Child Measurement Programme)

76% of schools have achieved Healthy Schools Status.

(Source: LAA Q4 2008/09)

The percentage of children and young people accessing two hours of physical exercise within the curriculum has increased from 88% to 92%.

(Source: LAA Q4 2008/09)

The contribution of services to improving health outcomes for children and young people in North Yorkshire is good. Health outcomes for children and young people compare well with similar areas. There is very good performance by schools in enabling learners to be healthy, with nearly all schools judged to be good or outstanding (Primary 96%, Secondary 87%). The proportion of schools achieving National Healthy School Status (76%) is above comparator councils and the national average. All looked after children receive an initial health assessment. All local authority children's homes and children's resource centres are judged to be good in respect of enabling children to be healthy. All special schools are judged to be good or outstanding at enabling learners to adopt healthy lifestyle. Children's involvement in sport and physical activities is good.

Last year, 92% of North Yorkshire's 5-16 year olds took part in a minimum of two hours a week high quality PE and school sport within and beyond the curriculum, exceeding the national target of 88%. This was provided by 9 School Sport Partnerships, including (nationally) the only Special School Sport Partnership.

Play Strategies/Plans across the county set out a framework to improve play opportunities for all our children and young people. North Yorkshire Play Partnership has recently been set up to write a Play Strategy for the county and deliver 22 new play areas across the county based on need with around £1 million plus government funding. Lottery grants have been received to improve play provision;

- Selby received £200,000 to be targeted at those parts of the district in greatest need.

- Hambleton Play Partnership received £200,000 for five projects – an outreach play ranger scheme targeting rural communities (joint project with Richmondshire District Council), development of a town centre youth venue, two children’s play areas (one new; one refurbishment) and a new skatepark.
- Harrogate has received £255,000 - £75,000 went to for the play ranger project which has resulted in two play rangers operating outdoor play schemes each week day at five sites. The balance went to parks to refurbish/provide new play areas across the district and to create 3 super parks.
- Ryedale received approximately £200,000 over a three year period funding various play ranger holiday programmes, and capital projects including MUGA (multi use games area) in Thornton Dale and improvement works at various play areas in the district including Beckett Recreation Ground, Nawton, Lockton Play area and Kirkbymoorside play area.
- In late 2007 Craven District Council was successfully awarded £200,000 through the Big Lottery Funds Children’s Play programme. The money will be used to fund two projects. Better Play for All – To be delivered in 2009/2010 - Taking inspiration from the rich natural heritage of the Yorkshire Dales, the Better Play for All project will transform an outdated and under-used playground in the Broughton Road area of Skipton, into an exciting and challenging natural play space for children and young people from 2 – 12 years old, complementing the nearby multi-use games area, available to older children. This project will be managed by Skipton Town Council. Craven Play Rangers – 3 year project from 2008 - a team of three play workers working mainly in the rural areas to encourage and enable free, inclusive play opportunities to in Bentham, Settle, Gargrave, Broughton road and Cowling to a diverse range of 8-16 year olds which will include different cultures, faiths and abilities free play . Under 8’s will be welcomed, but must be accompanied by an adult. This project will be managed by South Craven Voluntary Action.

NHS North Yorkshire and York have recently launched their strategy 'Healthy Weight, Active Lives' which aims to reverse the rise in people who are overweight and obese starting with children and families. The strategy recognises the groups with the greatest need which is partly geographical (Ryedale is a particular focus) and is also about the identification of population groups in terms of particular 'clusters' of families with similar approaches to life.

Priority for improvement:

[I20 We recognise that we are in the early stage of implementing the 'Healthy Weight, Active Lives' strategy and have yet to deliver measurable outcomes. In 2009/10 this will be a focus area and we will work with identified groups.](#)

Our aim - Increase physical activity in adults.

Our aim - Encourage participation in sport, countryside recreation and volunteering.

Adult participation in sport 3 x 30 minutes per week increased from 23.1% to 23.7%

(Source: Active People 2 Survey 2007/08)

At district level there was a statistically significant change in adult participation in sport 3 x 30 minutes per week in Selby, increasing from 20.0% to 25.6%

(Source: Active People Survey 2007/08)

Visits to the North Yorkshire Sport website have increased significantly pointing to an increase in interest in sport.

Activities to increase physical activity through sports include:

- North Yorkshire Sport provides a strategic approach to the delivery of, and the investment in, sporting structures and programmes across North Yorkshire. In 2006 it was declared a "Fit for Purpose" County Sports Partnership.
- Highlighting activity in the North Yorkshire Times
- The Year of Adventure signposts members of the public to outdoor and adventurous activities
- Organised cycle rides put together by a cycling development officer to get more women out cycling.
- District Councils have Officers whose roles include improving leisure opportunities for those in need. Selby District Council has a Sports and Physical Activity Inclusion Officer, Hambleton District Council and Richmondshire have a joint Physical Activity Officer and Ryedale have a Community Projects Officer (Sport and Recreation).
- Dalby Forest event linked into the Tour of Britain cycle competition
- Participation and volunteering among service users with learning disabilities
- In Craven Go Dales encourages young people to participate in sport and recreation in the National Park and the Craven College Signpost to Well-Being Project has exceeded targets for increasing participation of students and staff.
- Free Swimming for Over 60s from April 2009 in Craven in line with Government funded initiative.
- Hambleton Strollers is an established walking to health group, over 300 people regularly take part in the led walks. The 1,000th walker was recently welcomed
- Cycle for Health schemes in Hawes and Thirsk have been established by Hambleton and Richmondshire District Councils to broaden their current Exercise Referral Scheme offer.
- Sport Unlimited funding is being used to increase young people's participation in high quality PE and sport from 3 hours a week to 5 hours
- Craven District Council is working in partnership with the Active Craven Community Sports Network to deliver the Yorkshire Dales Sailing Centre - opening Summer 09
- Ryedale Mend scheme and Youth gym funded through 2nd homes to help young people achieve a healthy weight
- Other schemes to encourage access to the countryside include improvements to, and promotion of, national trails such as the Pennine Way and Cleveland Way, and other public rights of way.

Our aim - Target areas and groups with the greatest health inequalities.

The gap between the 2005-07 mortality rates for Harrogate and Scarborough has reduced to 17.1% from 17.6% in 2004-06.

(Source: LAA Q4 2008/09)

The annual 2007 mortality rates alone show the gap between Harrogate and Scarborough has decreased to 13.0%

(Source: LAA Q4 2008/09)

There is a clear focus on health inequalities in the LAA with a stretch target on smoking in pregnancy and a local target about reducing the gap in all-age all-cause mortality. There is particular focus on inequalities in the 'Healthy Weight, Active Lives' strategy, the North Yorkshire Smoking Cessation programme targets manual and semi-skilled populations where the highest prevalence of smoking is found and work is ongoing to develop plans introduce Vascular Checks across NHS North Yorkshire and York area with a focus on highest risk individuals.

A Big Lottery funded Altogether Better partnership project is currently running in the Scarborough Borough area. This community health education project focuses on healthy eating, physical activity and mental well-being. The project focuses on deprived wards and targets the following groups: lone parents, teenage parents, care leavers, homeless young people and families with children.

Our aim - Reduce smoking in pregnancy.

In 2006/7 14.8% of pregnant women were smokers at the time of delivery. During 2007/8 we were on track to reduce this level, however interim data from 2008/9 suggests a rise

(Source: LAA Q4 2008/09)

The work on reducing smoking in pregnancy is focused on the areas of greatest need within the county. The work in this area will improve the lives and life chances of some of our neediest mothers and children in a very real way.

"Work is ongoing to increase the capacity in specialist smoking in pregnancy services across the county and especially in Scarborough which has the highest rates."

Priority for improvement:

[I21 We have prioritised smoking in pregnancy and will be working to get back on target in 2009/10.](#)

Our aim - Ensure that particularly vulnerable individuals with complex and challenging needs are able to access the range of community services which they need.

18.8% of carers are receiving a specific carers' service as a percentage of clients receiving community-based services an increase of 7.3% from the previous year.

(Source: LAA Q4 2008/09)

409 people aged 16+ were helped to live independently at home for a period of at least 12 months and prevented from admission to residential care through assistive technology equipment as measured by case file returns for North Yorkshire. This again was well above the target level of 272 and an increase of 222 on the previous year.

(Source: LAA Q4 2008/09)

NHS North Yorkshire and York has been working with partners to improve the services for those with mental health problems particularly those with dementia and their carers. The PCT and NYCC have developed a framework for greater integration between health and social care staff and the inclusion of primary care mental health expertise is seen as a key element of this. Focus groups involving people with dementia and their carers have been held in some areas to identify their needs and suggestions of how services can be improved. The outcomes of this will be fed in to the development of an improved care pathway for people in the localities.

Bibliotherapy, a collection of self help materials in eight North Yorkshire libraries has helped individuals understand their mental health problems and gain advice.

Learning Disability Day Services are being modernised across the county to enable people to access universal services, including employment, and to reduce dependency on building-based services.

4.1.10 OLDER PEOPLE

90.2% of people over 65 are satisfied with both home and neighbourhood.

(Source: Place Survey 2008)

Performance in 2007/08 has seen measurable improvement in social care services for Older and vulnerable people. This resulted in the Commission for Social Care Inspection (CSCI) awarding the maximum three star performance rating for adult social care services for 2007/08. CSCI assessed the following as the strengths of older people's services in North Yorkshire:

- more older people helped to live at home;
- increased use of intensive homecare with high proportion purchased through Direct Payments;
- investments in extra care housing; and
- admission rates into long term care remain low.

Our aim - Promote healthy ageing and active involvement in the local community.

89% of Older People thought their care needs were adequately met through the care provided by social services.

(Source: Annual ACS Outcomes survey)

A variety of initiatives are in place to promote healthy ageing and active involvement across a range of partners in the local community. These include:

- Falls Prevention work.
- Day services to promote physical activity, examples of activities include swimming and gym sessions, chairbics and specific activity designed around the needs and requirements of the individual.
- Four eng-AGE Information Days (Hambleton and Richmondshire) have been held to promote local services and facilities for people over 50. Each event attracted over 150 people. The scheme was first piloted in Thirsk by Hambleton Strategic Partnership and has since rolled out to Northallerton, Richmond and Leyburn. Further events are planned this year.

Our aim - Provide dignity in care.

In 2008/09 there were 680 adult protection referrals, up from 295 in 2007/08.

(Source: LAA Q4 2008/09)

91.9% of all service users felt they were treated with dignity and respect by their care workers.

(Source: ACS Annual Survey)

Uniquely safeguarding is a target in the Local Area Agreement and there has been increased training and awareness activity, resulting in increased reporting of suspected abuse of vulnerable adults and subsequently resulting in an appropriate response - for example a multi-agency meeting.

In 2007/08 CSCI identified a number of key strengths consisting of:-

- increased investment in adult safeguarding services
- local safeguarding arrangements strengthened
- training for council staff on safeguarding
- good links with the independent sector and focus on safeguarding in contracting arrangements

CSCI made a number of recommendations for improving safeguarding in their 2007/08 assessment, these were:

- continue to increase referrals to adult safeguarding by raising awareness
- increase level of safeguarding training with the independent sector
- implement plans to move to single safeguarding board arrangements for

North Yorkshire

Safeguarding continues to be a key priority for local partners. A North Yorkshire Safeguarding Adults Board has been established. The North Yorkshire Safeguarding Adults Board is chaired by the Director of Adult Social Services, with Senior Managers from Health and the Police taking the lead role on a number of sub-groups, including Quality Assurance and Policy and Procedures. The Board is well attended by partners including senior officers from CSCI and Police which indicates a strong community commitment to this agenda.

A new team dedicated solely to working on the Safeguarding agenda has been recruited in ACS. An external Consultant recognised as a national lead in Safeguarding has provided advice and support to strengthen arrangements.

Work continues around auditing of case files at a Senior Management level. This includes a case file audit protocol for staff at all levels in the Directorate. A lot of work has been completed in developing a consistent and qualitative method of case filing.

A new and improved Internet website has been launched and whilst further work will be done to update and improve on an on-going basis, it already gives the public a good source of information. An information leaflet has been devised and agreed. An easy read version is currently being produced. Training is high on the agenda, with a new Safeguarding sub-group to be chaired by the Workforce Development Manager. This group will ensure training is fit for purpose and delivered to the right people in a timely manner and monitor progress.

NHS North Yorkshire and York supports the Dignity in Care Campaign and has introduced the requirement to treat people with dignity into many of its Service Specifications with Provider Services.

There is a concerted initiative from 2008 which will use the 10 key points of Dignity in Care to underpin all training, care/service delivery and to use it in recruitment of social care staff

Council Elderly Person's Homes and adults respite services have received funding to improve the overall environment and facilities for residents. Service users' are being consulted upon to ensure that improvements meet users' needs.

Priority for improvement:

[122 Those areas of development identified by CSCI have formed the subject of review and monitoring by CSCI's in 2008 in its regular meetings with ACS. CSCI's successor, the Care Quality Commission \(CQC\), will also review progress in the 2009 Annual Review Meeting as part of the 2008/09 performance assessment.](#)

Our aim - Ensure joint planning and commissioning of care services.

Adult Social Care and the Primary Care Trust have been working closely to ensure joint planning and commissioning of care services. The ACS Strategic Commissioning Strategy was developed with the input of NHS North Yorkshire and York and will shape future commissioning. The development of the adult social care market is overseen by the Market Development Board which includes representatives from the Independent and Voluntary Sectors as well as Council officers. The JSNA has been developed in partnership, it identifies the needs of the local communities and will be used to focus planning and commissioning of services.

An Older Peoples Partnership Board has been set up as which includes representatives from Older Peoples Groups across North Yorkshire. This enables Older People to have a voice in the planning and commissioning of services. It reports regularly to the Adults Strategic Partnership.

Local Older People's Strategies have been produced in Hambleton, Scarborough and Selby to address the local needs of people within the particular locality. Older people themselves were involved in developing these strategies.

Our aim - Support people to live as independently as possible in their own homes.

Older people helped to live at home is up from 92.6 per 1000 people over 65 last year to 97.3, well above the year end target of 95.
(Source: PAF 2008/09)

Households receiving intensive home care is high at 11.8 per 1000 people over 65.
(Source: PAF 2008/09)

Telecare had enabled 86 per cent of respondents surveyed to live at home, had given 90 per cent more confidence and peace of mind and helped 90 per cent to feel safer.
(Source: ACS Survey)

32.7% of households are receiving intensive home help/care as a percentage of all adults and older people in residential and nursing care and households receiving intensive home help/care. This is above the target of 32% set for 2008/09.
(Source: LAA Q4 2008/09)

More older people are helped to live independently in their own homes through:

- Intensive Home Care Packages.
- Extra care developments.
- Telecare.
- Low level prevention schemes which aim to prevent or reduce the need for more comprehensive schemes at a later date. A variety of projects have been funded including the Age Concern Health Promotion / Help at Home Project in Knaresborough, Community Link café in Bentham, Home from Hospital Service in Craven and Ryedale, Gardening Service in Scarborough and Age Concern Befriending Services across the county.
- The North Yorkshire Older People Project (POPPE) which has helped to contribute to fewer hospital admissions.
- Doorstep Crime work – assessment of all new doorstep crime victims to prevent re-victimisation.

- No Cold Calling Zones which educate and raise awareness of threats posed by doorstep crime and empower residents to say no to cold callers.
- Work in partnership with North Yorkshire Fire and Rescue Services to undertake regular Home Fire Safety checks, fitting smoke alarms, replacing unsafe electric blankets and exchanging chip pans for deep fat fryers.
- Falls prevention initiatives – Falls practitioners have been introduced to reduce the levels of repeat falls and prevent unnecessary admissions to hospital
- In Hambleton and Richmondshire the Community Safety Partnerships provide funding to support the Vale and Dale Home Improvement Handyman Schemes which provides a service to older people

Our aim - Ensure equal access for all.

The County Council was able to further relax its FACS (Fair Access to Care Services) eligibility criteria in Adult Social Care Services from “substantial” to “moderate” with the aim of meeting “lower” needs where the longer term risk to independence may be significant.

Our aim - Give people choice and control over the way they have their support needs met and enable them to make informed choices relating to their independence and well-being.

The number of adults and older people receiving direct payments at 31 March increased from 98.2 per 100,000 population aged 18 or over last year to 446 significantly above the year end target of 67.

(Source: PAF)

Putting People First in North Yorkshire is being championed by the County Council’s Adult and Community Services directorate, the NHS and both the independent and voluntary sectors.

It is designed to enable more people to live their lives as they wish, confident of good support and high-quality services from the public sector. North Yorkshire is the first local authority to adopt the national model of a concordat on a localised basis. All parties will work together to enable people to access services and to make sure that there is a greater emphasis on early intervention and prevention to enable people to stay healthy. For example, people are being given greater choice through the development of direct payments and centres for independent living.

The LAA targets set by both the Adult Strategic Partnership and the Healthier Thematic Partnership reflect the priorities set out in Putting People First and represent the community holding itself to account for delivering this transformational agenda.

4.2 GOVERNANCE ARRANGEMENTS

Monitoring of LAA indicators is a core part of the work of the NYSP. LAA targets are monitored through a robust performance framework, based on quarterly reporting of performance, actions and risk. Thematic Partnerships have ownership of a number of key indicators linked to their areas which they review progress against and report outcomes at their meetings. These reports then feed into the quarterly NYSP

Executive. Reports to the Executive highlight particular areas of success, such as in recent months against numbers for killed or seriously injured on the roads. Areas for concern are also highlighted, consistently this has included indicators around affordable housing – rendered more difficult to achieve in the current financial climate. Areas for concern are also attributed an action plan before they reach the NYSP Executive, to try and mitigate against indicators not being fully achieved. At the county level the County Council's Executive and Scrutiny Board also monitor LAA targets quarterly, enabling challenges and identifying issues for more detailed scrutiny.

Government Office Yorkshire's LAA Annual Review states there is a strong performance management culture in place and evidence of innovative practice and that it is clear that interventions and activities are in place to drive forward progress throughout the LAA.

The thematic partnership governance arrangements are generally sound:

- Adults – The Adult Strategic Partnership provides a forum in which partners can work together to plan and deliver services to ensure that all adults are enabled to live independent lives in socially inclusive communities. Particular attention is given to the needs of vulnerable people (i.e. people with physical disabilities, learning disabilities, mental health, long term conditions, sensory impairment, old age frailty) and their carers.
- Children and Young People - The Children and Young People (CYP) Strategic Partnership Board has strong links to the NY Strategic Partnership and rigorous monitoring and review arrangements.
- Economy and Enterprise – The York and North Yorkshire Partnership Executive (YNYPE), signs off the geographic programme, which secures RDA investment; approving and monitoring LAA targets; and, agreeing a North Yorkshire economic assessment. The Partnership Executive recently agreed to broaden of its membership to include the Chief Executives of District Council's providing a strong example of enhanced two-tier working.
- Healthier Communities - The Healthier Communities thematic partnership provides the environment for collaborative working. The partnership is revisiting its terms of reference, membership and researching best practice for rural health and wellbeing partnerships across the country. It has a timetabled programme of updates on the delivery on the areas that the LAA targets cover and SCS aims. There are to be annual joint meetings with the Adults Strategic Partnership.
- Safer Communities - The York and North Yorkshire Safer Communities Forum (Y&NYSCF) provides the focus for community safety issues best delivered across York and North Yorkshire. The Forum has seen a significant increase in strategic commitment from partners and improved partnership working. The Forum is currently considering how best to link with the Local Criminal Justice Board.
- Stronger Communities - The York and North Yorkshire Rural Forum not only leads on 'stronger communities' but also discusses and fosters strategic direction and coordination for policy and delivery affecting rural areas across the sub-region. Changes in the partnerships responsibilities have led to some concern over delivery therefore a risk assessment of targets has been undertaken.

NYCC's Internal Audit Service has recently conducted an audit of the governance arrangements of the LAA with a particular focus on data quality. This has found that arrangements are generally good.

The seven district LSPs also have performance management arrangements in place to monitor progress in delivering the Community Strategy.

Priority for improvement:

I23 We recognise that some of our performance measures are focused on processes rather than outcomes.

5.0 GAP ANALYSIS AND ACTION PLAN

The self evaluation has identified our gap areas and areas that require more focused attention (areas where progress is at a slower place or where needs are changing, or new issues emerging).

Priority for Improvement	Action	Timescale	Responsibility
Partnership Structures			
<p>I2. We recognise that we need to improve how we communicate with each other. We need to ensure that there is not just good communication within Thematic Groups but also communication between Thematic Groups and with the NSYP and the seven LSPs.</p> <p>There is a need for greater understanding of the structure and various groups involved in the partnership.</p>	<p>Conduct an audit of communications and then use this audit to develop a communications framework.</p> <p>Share information from thematic groups at the LAA Officer Group - to increase cross over between thematic partnerships. Standing item at meetings.</p> <p>Produce a structure chart or diagram which 'maps' the structure of the LAA framework. This chart should demonstrate the different groups involved, the constituent members and the reporting lines.</p>	<p>Initial Review Nov 2009</p> <p>Implemented – 6 meetings a year.</p> <p>August 2009</p>	<p>Communications Officers Group</p> <p>Thematic Partnership Monitoring Officers</p> <p>Thematic Partnership Monitoring Officers</p>

Priority for Improvement	Action	Timescale	Responsibility
Community Engagement			
<p>I1. Given the wide range of engagement activities that take place across the county the Community Engagement and Neighbourhood Management Framework has been agreed and developed to improve how we work together on community engagement. This should reduce the chances of citizens receiving numerous consultations from various partners within a relatively short timescale. We also need to share the output of engagement with each other to reduce the risk duplication between partners.</p>	<p>Implement the agreed Community Engagement and Neighbourhood Management Framework and ensure it is adopted by relevant partnerships and organisations</p>	<p>Agreed by NYSP Executive April 2009 Review Nov 2009</p>	<p>Head of Policy and Partnerships, NYCC</p>
	<p>Develop a joint consultation and engagement database.</p>	<p>Initial Recommendations October 2009</p>	<p>NYSP Community Engagement and Neighbourhood Management Implementation Group</p>
	<p>Ensure that area structures to engage with the public are in place across the county Review current practice around Citizens' Panels and assess the benefits of a joint panel / closer working.</p>	<p>By 31 March 2010 Initial Recommendations October 2009</p>	<p>Head of Scrutiny and Corporate Performance, NYCC</p>
	<p>Conduct an audit of mandatory surveys carried out by partners to ascertain whether there is scope for rationalisation. Set up and use the Community of Practice on the IDeA website to deliver training and share learning.</p>	<p>October 2009</p>	<p>North Yorkshire Police</p>
		<p>Set up May 2009 Initial Review Sept 2009</p>	<p>North Yorkshire, York and East Yorkshire Community Engagement Group</p>

Priority for Improvement	Action	Timescale	Responsibility
I3 We recognise that we are more advanced on engagement in terms of consulting and on going engagement than on empowerment. We need to work together to implement the empowerment / duty to involve agenda more fully across the county.	Work towards the development of joint mechanisms for engaging with communities of interest and minority groups.	Initial Recommendations October 2009	NYSP Community Engagement and Neighbourhood Management Implementation Group
I4 We need to be more joined up in communicating more detail about the changes made as the result of engagement rather than just the results of the engagement exercise. Partners need to consider how we communicate with communities and what each organisation is communicating separately and what we do together. We need to ensure we feed back the outcomes that result from engagement not just the raw results.	<p>The Local Information System / Data Analysts Group work stream will consider how the results may be able to be better used.</p> <p>Conduct an audit of communications and then use this audit to develop a communications framework.</p> <p>Consider the merits of producing a partnership branded newsletter on a quarterly/ 6 monthly basis, which incorporates various aspects and updates local residents on crime issues, housing, education etc. This should incorporate the results of consultation completed and identify what action has been implemented as a result of the communities feedback. The leaflet needs to be relevant to the 'local' community (not based on a county wide perspective).</p>	<p>31 March 2010</p> <p>Initial Review Nov 2009</p> <p>April 2010</p>	<p>LIS Steering Group</p> <p>Communications Officers Group</p> <p>Head of Policy and Partnerships</p> <p>Communications Officers Group</p>

Priority for Improvement	Action	Timescale	Responsibility
<p>15 We need to ensure that we know if we are effectively engaging with all groups including the voluntary sector and business across the county. Currently we feel that engagement may vary across the county between organisations but we currently do not have the information to prove or disprove this theory.</p>	<p>Review the engagement undertaken with the voluntary sector and business community.</p>	<p>April 2010</p>	<p>NYSP Community Engagement and Neighbourhood Management Implementation Group</p>
<p>Local Intelligence</p>			
<p>16 We are working together to improve our processes for future Joint Strategic Intelligence Assessments (JSIAs). The need to improve arrangements to develop the JSIAs was highlighted by the Government Office in their LAA Annual Review Report. This has been acknowledged, taken forward and the full set of seven JSIAs was delivered in March 2009. Further recommendations have been made for improving the process for 2009 including improving data recording and reporting.</p>	<p>Extra support was provided by Partners in early 2009 and the 7 JSIAs were delivered in March 2009. Recommendations have been made for improving the process for 2009 including improving data recording and reporting. Evaluation of the gaps in the March 2009 JSIAs with relevant parties will be undertaken in order to ensure that the product is improved. Monitoring will be undertaken to establish whether the recommendations in the JSIAs are translated into effective CDRP Plans.</p>	<p>July 2009 – Nov 2009</p>	<p>JSIA Development Group</p>
<p>17 We recognise that we need to share our data more systematically and are already working towards improving with a commitment to the development of a comprehensive Local Information System project.</p>	<p>Work towards the development and implementation of a Local Information System which will hold data from the various Partners from the NYSP e.g. Fire, Police, District Councils, NHS North Yorkshire and York etc.</p>	<p>Update report January 2010</p>	<p>LIS Steering Group</p>

Priority for Improvement	Action	Timescale	Responsibility
<p>I9 We need to build on our existing knowledge of our vulnerable communities to ensure it is always up to date and accurate, and to ensure we are not missing out any groups who need extra help.</p>	<p>Continue to strive to promote a cohesive and socially inclusive society by undertaking research into the community cohesion issues for a number of groups e.g. Gypsy and Travellers, HM Forces personnel etc</p>	<p>Report Sept 2009</p>	<p>NYSP Equalities Task Group</p>
	<p>Roll-out a hate crime reporting system across the county</p>	<p>Ongoing</p>	
	<p>Incorporate data on vulnerable communities into the Local Information System.</p>	<p>June 2009 Review Sept 2009</p>	<p>NYCC Libraries/ NY Police</p>
	<p>Consider if the Ethnicity mapping available on the esd toolkit can be used.</p>	<p>Ongoing</p>	<p>LIS Steering Group</p>
<p>I8 Community leadership activities involve a range of informal and formal links and aspects of this need better coordination. Work to improve the coordination of overview and scrutiny is being progressed, particularly in relation to the new powers to scrutinise partnership working, including community safety partnerships. We will also need to ensure that District and County Scrutiny is actively involved in the self evaluation process.</p>	<p>Develop, agree and implement the Overview and Scrutiny Guiding Principles for North Yorkshire.</p>	<p>Agreement by September 2009</p>	<p>North Yorkshire Scrutiny Officer Network</p>
	<p>Review of Area Self Evaluation by Overview and Scrutiny Committee.</p>	<p>Initial Discussion September 2009</p>	<p>Safe and Sustainable Communities Overview and Scrutiny Committee District Overview and Scrutiny Committees</p>

Priority for Improvement	Action	Timescale	Responsibility
Economic downturn			
<p>I16 We need to continue to do what we can to mitigate the effects of the economic downturn and make the most of the opportunities presented, for example by providing the support necessary to improve tourism in the county. However, the downturn is likely to have a negative impact during the year ahead which we will need to continually consider and plan for.</p>	<p>Produce a monthly economic report capturing economic data and service related data.</p>	<p>Monthly</p>	<p>YNYPUP</p>
	<p>Consider monthly monitoring information.</p>	<p>Ongoing</p>	<p>Councils</p>
	<p>Deliver the Creative Industries and Festivals Action Plans. Communication with the public.</p>	<p>March 2009-April 2010</p>	<p>Joint Steering Group</p>
	<p>Produce regular articles in NY times from other agencies such as Age Concern, CABx, Credit Union, Welfare Benefits Unit for York and North Yorkshire etc.</p>	<p>January 2009 Ongoing</p>	<p>Editor – NY Times</p>
	<p>Produce ‘signposting’ leaflet in conjunction with the Citizens Advice Bureaux and other advice agencies for residents and businesses to provide contact details for advice on benefits, debt, housing, business/employment, energy and consumer matters.</p>	<p>January 2009</p>	<p>Policy and Partnerships, NYCC</p>
	<p>Run seven district-based “Over 50s” Roadshows to provide support and advice from a range of partner groups and organisations, including CABx and Credit Union.</p>	<p>March 2009</p>	<p>Libraries, NYCC</p>

Priority for Improvement	Action	Timescale	Responsibility
<p>I16 We need to continue to do what we can to mitigate the effects of the economic downturn and make the most of the opportunities presented, for example by providing the support necessary to improve tourism in the county. However, the downturn is likely to have a negative impact during the year ahead which we will need to continually consider and plan for.</p>	<p>Additional support for Citizens Advice Bureaux.</p>		
	<p>Provide one-off additional funding of £150k (total = £450k in 09/10) for the eight CABx in North Yorkshire to allow them to recruit additional caseworkers to meet the increasing number of people turning to their local CABx for help.</p>	<p>July 2009</p>	<p>Policy and Partnerships, NYCC</p>
	<p>Provide “in-kind” support including more intelligent signposting/referrals from Customer Services Centres and identifying potential temporary accommodation within the temporary library in Harrogate to provide the local CAB with much needed space for the public to meet with specialist advisors.</p>	<p>Ongoing</p>	<p>Customer Service Centre, NYCC NYCC Adult and Community Services Directorate</p>
<p>Develop the North Yorkshire Credit Union including a programme of Credit Union detailed support to families in Selby and Scarborough using Children’s Centres as community savings points. Supplemented by financial awareness training and savings clubs at all schools in Selby and Scarborough. The programme will then be replicated in other areas.</p>	<p>Start date May 2009 3 year project plan</p>	<p>Credit Union Project manager</p>	

Priority for Improvement	Action	Timescale	Responsibility
<p>I16 We need to continue to do what we can to mitigate the effects of the economic downturn and make the most of the opportunities presented, for example by providing the support necessary to improve tourism in the county. However, the downturn is likely to have a negative impact during the year ahead which we will need to continually consider and plan for.</p>	<p>Offer the first hour of internet use free to jobseekers referred to libraries by Job Centre Plus to help with job searches. Also explore opportunities for assisting in ICT training to assist those using the internet to seek jobs.</p>	<p>April 2009</p>	<p>Libraries, NYCC</p>
	<p>Communication with businesses.</p>		
	<p>Produce regular articles in NY times to support local businesses in conjunction with other agencies such as Business Link, Chamber of Commerce, Welcome Yorkshire and Yorkshire Forward.</p>	<p>Ongoing</p>	<p>Editor, NY Times</p>
	<p>Work with the business sector (principally the Federation of Small Businesses) to provide local businesses with greater information so they can access procurement opportunities within local government.</p>		
<p>Provide the business sector (again principally the Federation of Small Businesses) with information about how to progress business rate issues.</p>			

Priority for Improvement	Action	Timescale	Responsibility
<p>I10 We recognise that in the current economic climate we are not likely to achieve our targets for affordable housing. Therefore affordable housing is a focus area for 2009, to ensure we maximise delivery despite the downturn.</p>	<p>Deliver an average of 707 affordable housing units per year over the next 2 financial years via the NY Housing Partnership</p>	<p>April 2011</p>	<p>NY Strategic Housing Board</p>
	<p>Continue to implement the Rural Housing Enabling Programme in order to produce 200 rural affordable housing units , 63 of which will be via rural exception sites</p>	<p>April 2010</p>	<p>Rural Housing Enabler Network</p>
	<p>Support the delivery of affordable housing from the planning system via a good practice planning negotiation guide and financial viability service.</p>	<p>Ongoing</p>	<p>NY Strategic Housing Board</p>
	<p>Maximise sub regional housing funding opportunities beyond 2011 via the adoption of a single Housing Strategy for North Yorkshire.</p>	<p>31st March 2010</p>	<p>NY Strategic Housing Board</p>

Priority for Improvement	Action	Timescale	Responsibility
<p>I13 We are concerned that the economic climate may have a negative impact in relation to employment and training for vulnerable young people with reduced funding available for community projects and less opportunities for apprenticeships. Therefore this is a priority area for the year ahead.</p>	<p>Further development of Apprenticeships</p>		
	<p>Development of apprenticeships across the wider geographical area, particularly rural areas, and in correlation to North Yorkshire NEET (Not in Education, Employment or Training) demographics.</p>	<p>Development from Sept 09 based on up-to-date NEET Data</p>	<p>Recruitment and Selection, NYCC</p>
	<p>Establish further across the partnership using the North Yorkshire Partnership Group.</p>	<p>September 2009</p>	<p>Recruitment and Selection, NYCC</p>
	<p>Ensure local businesses are supported in the development of apprenticeship and provided with guidance to fully understand the commitment required and the expectations of apprentices</p>	<p>Ongoing</p>	<p>Recruitment and Selection, NYCC</p>
	<p>Develop the graduate programme to address the shortage of graduate opportunities within North Yorkshire.</p>	<p>September 2009</p>	<p>Recruitment and Selection, NYCC</p>

Priority for Improvement	Action	Timescale	Responsibility
Vulnerable groups – safeguarding			
I14 There have been serious national issues relating to children’s services we will therefore review and improve our safeguarding systems in 2009.	Audit safeguarding arrangements in light of Haringey Baby case	Completed early 2009	Children and Young People’s Partnership Board
	Conduct self evaluation of safeguarding arrangements against the new Ofsted Inspection Criteria.	August 2009	Children and Young People’s Partnership Board
	Develop a plan to deliver the recommendations of the government’s national implementation plan arising from Lord Laming’s report on child protection.	October 2009	Children and Young People’s Partnership Board
	Deliver the Local Safeguarding Children’s Board Business Plan	Ongoing	Local Safeguarding Children’s Board
	Deliver the safeguarding actions contained in the Stay Safe section of the CYPP.	Timescales as per plan	Children and Young People’s Partnership Board

Priority for Improvement	Action	Timescale	Responsibility
<p>I22 Those areas of development identified by CSCI have formed the subject of review and monitoring by CSCI's in 2008 in its regular meetings with ACS. CSCI's successor, the Care Quality Commission (CQC), will also review progress in the 2009 Annual Review Meeting as part of the 2008/09 performance assessment.</p>	<p>Ensure that operational guidance within organisations and across the Safeguarding Adults partnership is fit for purpose, with clear pathways and thresholds. Ensure that LAA referral and response targets are met.</p>	<p>Dec 2009</p>	<p>Safeguarding Adults Board - lead Policy and Procedures sub- group and Performance and Quality sub-group. Local Safeguarding Adults Groups</p>
	<p>Set up reporting and governance framework for Board; to meet the governance test for the Board and partnership. Ensure that sound communication mechanisms are in place.</p>	<p>July 2009</p>	<p>Safeguarding Adults Board – lead NYCC ACS</p>
	<p>Develop a training and practice learning strategy on a multi-agency basis with focus/target groups and performance measures on quality. Ensure that LAA training delivery targets are met.</p>	<p>March 2010</p>	<p>Safeguarding Adults Board – lead Training and Practice Learning Sub Group</p>
	<p>Ensure robust arrangements for user involvement in the work of the Board and develop advocacy capacity of safeguarding adults arrangements</p>	<p>March 2010</p>	<p>Safeguarding Adults Board – lead Community Engagement sub-group/Safeguarding Adults Manager</p>
	<p>Review commissioning and contracting arrangements across the partnership to ensure that the wider safeguarding adults agenda is integrated with these.</p>	<p>Oct 2009</p>	<p>Safeguarding Adults Board – lead Chair</p>
	<p>Ensure that links between the Board and Safer Communities is evidenced.</p>	<p>Oct 2009</p>	<p>Safeguarding Adults Board – lead Chair of NY Safer Communities Theme Group</p>
	<p>Review communication strategy to ensure public awareness of the safeguarding agenda.</p>	<p>Dec 2010</p>	<p>Safeguarding Adults Board – lead Community Engagement sub-group</p>

Priority for Improvement	Action	Timescale	Responsibility
Community Cohesion			
<p>I11 We recognise that access to housing for vulnerable groups remains an issue for the county particularly for groups such as ex-offenders and drug users. The further implementation of the countywide Homelessness Strategy in 2009 will be key to delivering in these areas.</p>	<p>Implement the countywide Homelessness Strategy.</p>	<p>2008-2012</p>	<p>Countrywide Homelessness Group</p>
<p>I15 Intergenerational work has been piecemeal and has not been systematically rolled out across the county. We have experience of schemes with positive outcomes which could be repeated elsewhere. Therefore in order to improve community cohesion and reduce the fear of crime the intergenerational work needs to be continued in a more systematic way, prioritised at those areas in the county with greatest need.</p>	<p>Continue to deliver intergenerational projects in Scarborough Town.</p> <p>Deliver the 'Their Past, Your Future' Project at Catterick Garrison</p>	<p>Ongoing</p> <p>Dec 2009</p>	<p>Scarborough District Council</p> <p>NYCC Libraries</p>

Priority for Improvement	Action	Timescale	Responsibility
Alcohol			
I12 We recognise that we are at an early stage in the implementation of the Alcohol Harm Reduction Strategy and have yet to see real improvements in outcomes. In 2009 we will need to continue to work towards our goals in this area and monitor whether outcomes are improving as a result of the actions we have been taking.	Deliver the Priorities Action Plan 2009/10	April 2010	Alcohol Joint Co-ordination Group
	Review data available in relation to alcohol abuse and identify gaps. Determine how timely and meaningful, local data can be collated.	Recommendations by April 2010	Alcohol Joint Co-ordination Group
Environment			
I17 We recognise that across North Yorkshire a lot is going on to try to tackle climate change but that this has been largely organisational focused. In 2009 we therefore need to work to bring together the work of different organisations across the county. We also need to focus on our community leadership role in this area.	Deliver the work programme to reduce per capita CO2 emissions.	Ongoing	Y&NY Sustainable Development Officers Group
	Support the work of the North Yorkshire and Humber Energy Saving Trust advice centre (ESTac)	Ongoing	
	Deliver the joint work programme to reduce CO2 emissions from local authority operations	September 2009	
	Work through the NYSP in adapting to climate change	April 2010	

Priority for Improvement	Action	Timescale	Responsibility
Emergency Planning/ Flooding			
I18 We recognise that flooding still presents a major risk to the county. We are working towards implementing the recommendations in the Pitt Report to improve our preparedness and prevention methodologies. This will therefore be a focus area for us in 2009/10	Conduct a partnership Overview and Scrutiny review of flooding. Create a Multi-Agency Flood Plans for each district.	July 2009 April 2010	Scrutiny Task Group Multi Agency Flood Plan Group
Healthier communities			
I20 We recognise that we are in the early stage of implementing the 'Healthy Weight, Active Lives' strategy and have yet to deliver measurable outcomes. In 2009/10 this will be a focus area and we will work with identified groups.	Overall implementation of the 'Healthy Weight, Active Lives' strategy Implement the National child measurement programme Run the Mend programme (Mind, Exercise, Nutrition, Do it!) Run the Healthy Schools scheme	As per Action Plan. Review Annually Annually April 2011 April 2011 Ongoing	Health Improvement Manger NHS NYY Children's services Midwives, Health Visitors Community services Adult Education NY (Ryedale) NYCC Extended Services (Selby) Healthy Schools Consultant

Priority for Improvement	Action	Timescale	Responsibility
<p>I20 We recognise that we are in the early stage of implementing the 'Healthy Weight, Active Lives' strategy and have yet to deliver measurable outcomes. In 2009/10 this will be a focus area and we will work with identified groups.</p>	<p>Introduce the Henry programme (healthy exercise and nutrition for the really young)</p>	<p>2009/10</p>	<p>Various Children's Centres</p> <p>Proposal to expand in Ryedale in 2009/10.</p>
	<p>Run the Altogether Better Project</p>	<p>2008-12</p>	<p>Altogether Better Project Manager, NHS NYY</p>
	<p>In-house weight management service at North House Surgery, Ripon</p>	<p>Proposals to be developed for 2009/10</p>	<p>North House Surgery, Ripon</p>
<p>I21 We have prioritised smoking in pregnancy and will be working to get back on target in 2009/10.</p>	<p>Enhancing specialist service provision (based on outcome of review of needs and service provision).</p>	<p>Selby (and York) service now commissioned.</p> <p>Negotiations under way for Scarborough Service</p>	<p>Consultant in Public Health, NHS NYY</p>
	<p>Training for midwives</p>	<p>Ongoing</p>	<p>Consultant in Public Health, NHS NYY</p>
	<p>Campaigns - e.g. national smoking in pregnancy campaign</p>	<p>Ongoing</p>	<p>Consultant in Public Health, NHS NYY</p>
	<p>Capacity building - e.g. training for staff working with young people</p>	<p>Ongoing</p>	<p>Consultant in Public Health, NHS NYY</p>

Priority for Improvement	Action	Timescale	Responsibility
Governance			
I23 We recognise that some of our performance measures are focused on processes rather than outcomes.	Review performance measures and ensure that these are outcome focused.	Report October 2009	LAA Officer Group
	Introduce formal monitoring documents of the sub-regional investment plan.	December 2009	YNYP