

DRAFT AREA SELF EVALUATION – NORTH YORKSHIRE STRATEGIC PARTNERSHIP

1.0 EXECUTIVE SUMMARY

2.0 INTRODUCTION

This document presents an evaluation of the performance of 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 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. The county offers a high quality of life to many with superb scenery and vibrant local towns, but is still 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. Most of the population live in 28 small market towns or very many small villages and only 21% live in the two major urban centres of Harrogate and Scarborough. 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.

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. There is also significant co-ordination with York with North Yorkshire Police, North Yorkshire Fire & Rescue and NHS North Yorkshire & York and a number of partnerships including 95 Alive covering 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 sector, business community and each of the district level strategic partnerships.

The NYSP consists of four key elements:

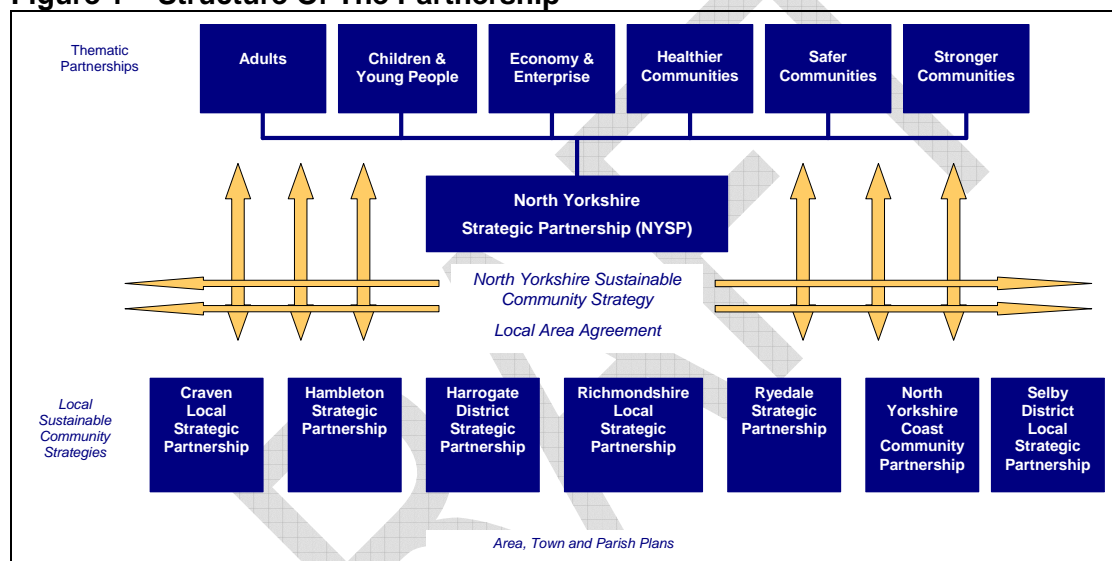
- the Wider Partnership - open to all interested organisations from the public, private, community and voluntary sectors, meeting at least once a year in conference style;
- the NYSP Partnership - which establishes and maintains the policy framework for the work of NYSP and includes amongst its members 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 also seven Local Strategic Partnerships to provide a more local focus on the needs of communities, these are:

- Craven Strategic Partnership
- Hambleton Strategic Partnership
- Harrogate District Strategic Partnership
- Richmondshire 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 current performance, capacity and future challenges is vital to delivering sustained improvement in the future. The NYSP therefore commissioned a self evaluation of its 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 take stock of 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.

An improvement plan is being developed to take forward the actions identified.

Work is also being undertaken at LSP level. Hambleton LSP was a pilot self evaluation site, Scarborough is in the process of undertaking a self evaluation, Harrogate is undertaking a governance review of the LSP, Richmondshire and Craven are planning to undertake a self evaluation. Selby have recently undertaken a self evaluation as part of the CPA process.

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 & 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 & 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.

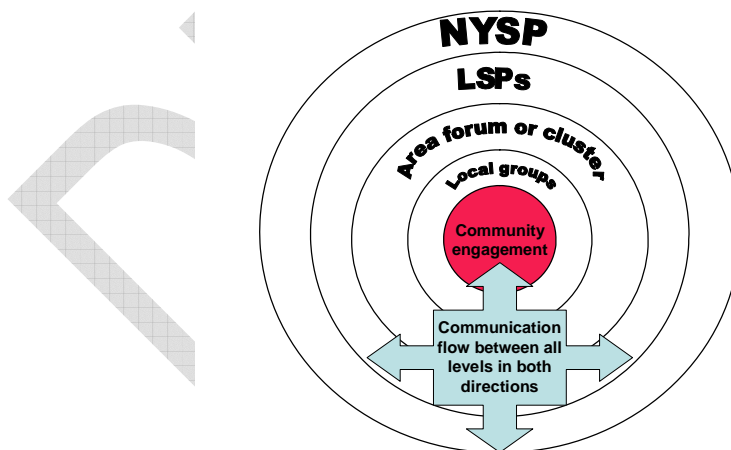
This group has facilitated joint working on the Place Survey.

A number of partners, including some LSPs, have been doing their own work on improving community engagement and neighbourhood management (for example through action learning sets). The results of this work have been included in the discussions leading to the NYSP Community Engagement and Neighbourhood Management Framework for North Yorkshire.

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.

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.*

I1. We recognise that we need to improve how we work together on community engagement. We have not systematically worked together on community engagement which may have resulted in citizens receiving numerous consultations from various partners within a relatively short timescale. We also do not always share the output of engagement with each other so again we 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. There is a need for greater understanding of the structure and various groups involved in the partnership.

3.1.2 COMMUNITY ENGAGEMENT ACTIVITIES & FEEDBACK

Citizens in North Yorkshire have been consulted on numerous occasions in 2007/2008 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.
- The Children & Young People’s Plan (CYPP) 2008-11 priorities are based a variety of consultation with children and young people (~6000 collated over 3 years), parents and carers (1100), frontline practitioners and other staff from Children & Young People’s Service (CYPS) and partner agencies (~200). 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.
- 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 State of the Area Debate, 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 ‘Involving children and young people’ and a Children and Young Persons Participation Worker was employed on a one year contract.
- Additionally a large number of surveys have been conducted including the Health-Related Behaviour Questionnaire for children and young people, 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, Tenants Panels and various Citizens’ Panels.

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

- Area Forums in Craven, Hambleton, Richmondshire and Scarborough aim to engage local people. The Area Forums in Scarborough have been recognised as a good model of working with local communities and helping to shape local service provision and are now being considered in other areas of the county.

- Tadcaster & 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 & 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.
- 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.
- Mental Health service-user involvement
- 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:

- The Harrogate Library Management Board includes community representatives to ensure community involvement in strategic planning and decision-making. 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 (19 in Hambleton, 51 in Ryedale, 10 in Harrogate, 40 in Richmondshire, 19 in Selby plus 6 Community Investment Plans).
- Renaissance Town teams made up of local people and other stakeholders working to determine and deliver change.
- 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 meetings such as partnership boards, town, parish and district council and Joint Action Group (JAG) meetings. A number of roadshows 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.

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.

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.

I5 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 & 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 & 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 & Community Services, the Children & Young People's plan, citizens' panel and 'voice' information and will be 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 so allowing greater targeting of partnership resources. This intelligence led to the Night Marshals scheme in the community safety partnership. 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. Osted'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 (SSP) 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.
- Information Sharing is a key element of Every Child Matters delivery. Partners have developed information sharing protocols. ContactPoint will allow practitioners to share intelligence about children and young people.
- 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.

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 which has subsequently been being rolled out across the whole of the county.

16 We recognise that we need 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 7 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. 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 Non Executive members acts as Champions for particular vulnerable groups e.g. Older People, Children. 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 & 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 the area of one of the District Councils in the County. These forums allow councillors to reflect the views of local people and also allow local citizens 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 also 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 consider the 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 Sex and Relationship Education which 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.

NY Police Authority Members are involved at CDRP level, 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

- 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.

I8 We recognise that we need to improve co-ordination of our community leadership activities amongst partners. In some areas we have informal links but to improve we will need to formalise these. We will also need to ensure that 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 Communities Strategy. These local strategies whilst reflecting those priorities important at a county level focus on those priorities identified as of importance at a local level. There are clear links but local issues are also reflected. 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 Executive and partners have identified which LAA targets they need to contribute to.

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 on 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 & 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 for older people 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;
 - people with low incomes;
 - people from disadvantaged communities (geographically);
 - people with learning disabilities; and
 - people 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 Services priorities includes work on reaching those communities with "seldom heard voices" whether they be geographical or cultural.

3.5.2 Children & 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 & 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 & Enterprise

York & 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 this area 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. Migrant Workers were identified as having a disproportionately high level of accidents which 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 covering housing, education and training, employment, advice services, health and community safety, the North Yorkshire Gypsy & Traveller Research and research into the needs of the BME communities by the strategic Housing Board.

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 has developed a "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. We 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. 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.

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.

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.

*76.7% of citizens live within 5 miles of a joint access centre - an increase from 27% in March 2007.
(Source: LAA Q3 2008)*

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, Nidderdale Plus in Pateley Bridge, Mashamshire Community Office and Helmsley Library.
- 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.
- Libraries are being developed to provide access for citizens as set out in the strategy for the service for the next 15 year. 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.

- Last year 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 the PCT, 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.
- 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.
- 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 20 languages at www.nyosp.org.uk/welcomepack .
- 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 191,677 in December 2008/09.

(Source: LAA Q3 2008/09)

61% satisfaction with bus services, an increase from 54% in 2005.

(Source: NYCC Citizens Panel 2009 & 2005)

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.
- The Moorsbus Network - a comprehensive bus network which serves the North York Moors from April to October.
- Nidderdale AONB is supporting a seasonal leisure bus services in the AONB in partnership with the Dales & Bowland Community Interest Company and the National Trust.
- 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%.
- 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 will offer 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, how they can get there and signpost 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 Unneties 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 on Council social care services. 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.

217 affordable homes delivered between April and December 2008.

(Source: LAA Q3 2008/09)

558 people / families have new homes. Between April 2007/2008 and December 2008 41 affordable units have been delivered in Craven, 154 in Hambleton, 222 in Harrogate, 55 in Richmondshire, 17 in Ryedale, 24 in Scarborough and 45 in Selby.

The North Yorkshire Rural Housing Partnership aims to increase the delivery of affordable housing in all the rural areas of the county by increasing 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 BC 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.
- Bringing empty homes back into use
- 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.

Strategic Housing Land Availability Assessments (SHLAA) have been completed by Hambleton, Harrogate, Ryedale, Scarborough and Selby and it is expected that all will be in place by 2010. Core Strategies are in place for Hambleton and Harrogate.

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.
- 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.

110 We recognise that 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 economic climate.

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)

106 extra care housing units provided between April and December 2008.

(Source: LAA Q3 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 at any one time 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.

106 extra care housing units have provided accommodation for vulnerable people. 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 28%, (from 18 to 13), and the number of homeless 16 to 19 year olds in temporary accommodation also reduced by 40%, (from 10 to 6). 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.

- Craven Youth Homelessness Prevention Scheme and Scarborough Time Out Scheme engage young people at the earliest opportunity in order to prevent homelessness.

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

675 people were prevented from becoming homeless.

(Source: LAA Q3 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.

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.

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:i Quanta)

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

(Source:i Quanta)

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 & 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.
- 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, 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 & 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.

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.

4.1.4 CHILDREN & YOUNG PEOPLE

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

Children & 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

- reduce the number of teenage pregnancies

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. Numerous education activities ongoing with a particular focus in Scarborough.

- raise achievement levels amongst young people in areas where these are currently the lowest

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.

The gap in attainment of L3 at age 19 between those in receipt of FSM and those who were not (judged against 2006/7 national trajectory and progress made since 2005/6) improved from 35.2% at the end of 2005/6 to 33.7% at the end of 2006/7. This was judged Amber Green on the Progress Check. A development plan 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.

- provide better opportunities for education, employment and training for vulnerable groups

The proportion of young people not in education, employment or training reduced to 3.7%, continuing a three-year downward trend, and is well below national and statistical neighbour averages.

Attainment by vulnerable groups has improved: attainment by Looked After Children is well ahead of national and statistical neighbour averages.

The proportion of supervised young offenders in education, training and employment has improved significantly. Between April to September 2008 62.6% of young offenders engagement in suitable education, employment or training, an increase on the previous year (57.6%).

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.

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 should be a priority area for the year ahead.

- *encourage participation in sport and high quality recreational activity*

- LAA1 stretch targets for participation in sports and physical activity have been achieved.
- 92% of children and young people participating in high quality PESS (PE and School Sport) within and beyond the curriculum
- 25% more young people participated in Youth Service activities.
- 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
- Improvements to sport and play facilities and positive activity programmes
- Crucial crew, Community Safety Challenge within schools, development of Kickz Football project, Battle of the Bands, Prison Me No Way (Year 9s)

- *Safeguarding*

A multi-agency Safeguarding Children Board has been established, with a clear remit to hold all agencies to account for their work on safeguarding. 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.”

I14 There has 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

67.1% of people feel they belong to their neighbourhood

20.4% perceive that people in the area treat one another with respect and consideration

(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.
- 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 & 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.
- Engagement of volunteers to support community cohesion, cultural celebration events etc through Community Cohesion Team, CYPS
- Work of the Police Safer Neighbourhood Teams to build links with new communities in a neighbourhood.
- NY Police Independent Advisory Groups.
- 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
- Area Forums and Joint Action Groups.

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 & 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 and 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.

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.

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 April to September 2008 there were 458 individuals participating in Special Volunteering and 570 people who are BME or unemployed or disabled volunteers.

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 Samaritans, Advocacy Alliance, Citizens Advice with a positive effect in the number of extra enquiries from volunteers
- Harrogate VC has created a 'Facebook' website to engage with volunteers from all sectors of the community.
- 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 Harrogate Volunteer Centre provided information on volunteering opportunities.
- Summer Fayre and Fun Day events in a number of locations.
- 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, key members for Watch Schemes (Neighbourhood Watch, Farm Watch, Pub Watch), Police Station front offices, assisting with leaflet distribution, Various Admin roles and Mystery Shoppers.

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.

(Source:)

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).

(Source:)

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 7 JSIA documents are currently being reviewed with partners in order to determine which local priorities should go into the County wide Community Safety Agreement. These priorities will then be tackled at a county wide level. Two areas already identified as priorities for the County wide document are killed and seriously injured 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 50% (Jan 07) to 67% (Sept 08).

(Source: LAA Monitoring Report)

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 50% (Jan 07) to 67% (Sept 08) 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 & 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, the Joint Action Groups (JAGs) and the Selby pilot Community Engagement Forum enable community concerns to be raised and addressed.

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 & 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. Selby have 19 schools around the district running with missdorothy.com pack which empowers children to speak out. The flagship school is Selby Abbey Primary school.
- 150 Magistrates have been trained across North Yorkshire, 187 Police officers trained and 76 of those have become specialist Domestic Violence officers. CPS lawyers trained.
- 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.
- Making Safe Scheme focuses on removing the perpetrator and challenging the behaviour as well as 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

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 “cold call zones”. The implementation of the “no cold calling zone” maintenance programme ensures the zones continue to flourish. In 2007/08 there were 204 complaints, 11 prosecutions and one formal caution.
- Policing pledge – officers visible for 80% of time – compliant in December “Charter”.
- “My Place”, scheme 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.
- 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.
- 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.
- 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 most 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.
- Seasonal joint service Drink Drive campaigns.
- District level road safety groups / community safety partnerships.
- School travel plans.
- Community cohesion workers worked closely with the road safety partnership to reduce the number of deaths of migrant workers. Consultation with 95Alive group to support safer driving for BME learners.
- 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 2008/09 139 speed matrix events and recorded audience figures of 5,041 whilst in 2007/08 167 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 & 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. 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)

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

- Scarborough won 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).
- The Bedale projects include the creation of a new park, bringing empty spaces back into productive use, 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.
- Skipton Renaissance Market Town Programme established in 2003, with a 10-25 year plan for Skipton. The project business plan outlines a number of key projects including: Youth Café; Improve the public realm of Skipton town centre; Increase town centre parking; Belle Vue Mills; Craven Adventure Centre; Redevelop Skipton Bus Station; and South Skipton Employment Zone
- Settle Renaissance Market Town Programme projects include the Settle and Giggleswick Area Riverside Improvement Project to enhance an under-utilised asset and improve the public environment through access to the Riverside and improvements to signage throughout Settle.

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

- 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.
- Trading Standards work 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.
- An agreement to reduce 'red tape' for local film companies to be able to work on location in the County without governmental barriers
- Work with Business Link, encouraging small business
- Harrogate Conference Centre are looking at improving infrastructure, 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.

I16 The economic downturn is impacting upon the county, unemployment is starting 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.

A number of 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.

We therefore need to ensure that we make the most of the opportunities presented and provide the support necessary to improve tourism in the county. However, the economic 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 & 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, specialist training: market programmes, Cultural Product. Festivals Development Research Programme and Open Studios programme. The Arts Council funded Scarborough literature festival has increased business. There has been significant improvement in satisfaction levels re: sport/leisure/parks/open spaces/museum/galleries. 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

51.1% of the working age adults in North Yorkshire were qualified to L3 in 2007 up from 48.7% the previous year.

(Source: LAA)

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 is developing further.

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: Y&NYPU Report)*

A variety of activities are ongoing to try to tackle global warming:

- Climate change strategies have been developed at organisational level.
- Carbon reduction actions taken by all partners in relation to their operations.
- Trading Standards are working with North Yorkshire businesses to raise awareness on the use of more environmentally friendly packaging.
- Harrogate Council is working to improve the quality of their council houses to improve energy efficiency including the development of a council house with solar powered roof.
- Emissions working group in Scarborough and Harrogate write regular Eco Blogs
- Vegetable book scheme to provide locally grown, fresh vegetables for school food.
- Carbon reduction initiatives in schools.

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.

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)*

*Outturn exceeded LAA target:
46.35% (estimate) of household waste was sent for reuse, recycling and composting, above the LAA target 42.55% (LAA Monitoring Report)
53.62% (estimate) of municipal went to waste land filled. (Above target 60.66%)
(Source: LAA Q3 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, 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.

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

63 Sites of Importance for Nature Conservation in positive management (8.6% of North Yorkshire total) an increase of ten on the previous year and is equal to the full year's LAA2 target.

(Source: LAA Q3 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 seven Local Biodiversity Action Plans (LBAPs), one for each North Yorkshire district (but excluding 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 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.
- Programme to enhance the wildlife conservation value of road-side verges, lead by NYCC in partnership with the YDNPA, NYMNPA, Yorkshire Wildlife Trust and parish councils.
- Landscape advisory service covering the whole county, which helps to conserve, enhance, identify and record important natural landscapes.
- Archaeological advisory service covering the whole county, which helps to conserve, enhance, identify and record archaeology.
- The historic value of buildings, in market towns with a high heritage value, are conserved through a buildings grant.
- Project officers provide a basic level of countryside management advice throughout the Ryedale and Selby areas.

- 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
- Making use of local woodland for local communities.
- 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.
- 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), held within each district. Some of these have been expanded to hold mini exercises.

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

4.1.9 HEALTH & 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.

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)

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. The proportion of schools achieving National Healthy School Status (75%) is above comparator councils and the national average. Children's involvement in sport and physical activities is good.

Last year, 90% 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. Confirm actual results from Andy.

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 received £200,000 for five projects – an outreach play ranger scheme, development of a youth facility and three equipped play areas.
- 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 Big Lottery roughly £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.
- Craven District has been allocated £65,000 over the 8 terms up to the end of 2011 to get over 1900 young people into after school sport.

NHS North Yorkshire & 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.

I20 We recognise that we are 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 the only statistically significant change in adult participation in sport 3 x 30 minutes per week was in Selby which increased 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 & Physical Activity Inclusion Officer, Hambleton District Council and Richmondshire have a joint Physical Activity Officer and Ryedale have a Community Projects Officer (Sport & 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.

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)*

*The annual 2007 mortality rates alone show the gap between Harrogate and Scarborough has decreased to 13.0%
(Source: LAA)*

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 PCT 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)

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."

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.

11.55% of carers are receiving a specific carers' service as a percentage of clients receiving community-based services. This is above the target of 6.0%.

(Source: LAA)

187 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 119.

(Source: LAA)

The PCT 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

A variety of initiatives are in place to promote healthy ageing and active involvement 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.
- EngAge project (Hambleton & Richmondshire).

Our aim - provide dignity in care

In 2007/08 there were 295 adult protection referrals, 31% above the target

(Source: LAA)

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.

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

North Yorkshire has dissolved previous links with York and has formed a single Safeguarding Adults Board in conjunction with local partners. 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.

A new team dedicated solely to working on the Safeguarding agenda has been recruited in ACS. An external Consultant in Safeguarding has been appointed to complete a diagnostic study of the current position with regard to the safeguarding agenda.

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 & 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 to 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.

I22 This is an area of further development and we will therefore review and further improve our safeguarding systems in 2009

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 & York and will shape future commissioning. 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 81.5 per 1000 people over 65 last year to 92.6, well above the year end target of 85

(Source: PAF)

Households receiving intensive home care increased from 8.3 per 1000 people over 65 last year to 12.3. This again well above the year end target of 9 per 1000 people.

(Source: PAF)

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:PAF)

30.8% 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 again is above the target of 23% set for 2007/8.

(Source: LAA)

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

- Intensive Home Care Packages.
- Extra care units.
- 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 (POPPS) helped to contribute to fewer hospital admissions.
- Doorstep Crime work – assessment of all new doorstep crime victims with a view to target hardening re-empowerment and prevention of re-victimisation.
- No Cold Calling Zones – educate and raise awareness of threats posed by doorstep crime and empowerment of 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

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.

People are being given greater choice through the development of direct payments

and centres for independent living.

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 and their carers.
- Children and Young People - The Children & 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 & 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 & North Yorkshire Safer Communities Forum (Y&NYSCF) provides the focus for community safety issues best delivered across York & 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

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.

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

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5.0 GAP ANALYSIS AND PLANNING FOR THE FUTURE

The self evaluation has identified our gap areas and areas that require more focused attention (areas where progress is at a slower pace or where needs are changing, or new issues emerging). The areas of focus for the NYSP in 2009/10 are:

Focus Area	Actions / Additional Work Required
Partnership Structures	
I2. We recognise that we need to improve 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. There is a need for greater understanding of the structure and various groups involved in the partnership.	We need to review communications, map partnership groups and effectively communicate the results of the mapping exercise.
Community Engagement	
I1. We recognise that we need to improve how we work together on community engagement. We have not systematically worked together on community engagement which may have resulted in citizens receiving numerous consultations from various partners within a relatively short timescale. We also do not always share the output of engagement with each other so again we risk duplication between partners.	<p>The NYSP community engagement and neighbourhood management framework - Joint consultations and engagement database work stream will allow all partners to see what each other are doing, planned to do and have already done. It will provide a platform for partners to approach each other and work together.</p> <p>The NY, EY & Y Engagement Group also has a role in exploring future opportunities for joint projects such as the Place Survey.</p>
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.	NYSP community engagement and neighbourhood management Implementation Group.

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Focus Area	Actions / Additional Work Required
<p>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.</p> <p>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>	<p>Joint consultations and engagement database workstream will provide knowledge of what each other are doing.</p> <p>Local Information System / Data Analysts Group work stream will consider how the results may be able to be used.</p> <p>Communication of achievements through an achievements and outcomes section on the NYSP website.</p> <p>County wide communications group to consider what the community really wants to know, and the preferred methods of communication.</p> <p>Joint mechanisms for engaging with communities of interest work stream. This should include how we feed back.</p> <p>There is a strong link to the NYSP work on communities of interest - the best way of communicating to groups needs to be established.</p> <p>Joint toolkit and training should include feeding back to communities.</p>
<p>I5 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>Joint mechanisms for engaging with communities of interest and minority groups workstream scope should include business to allow this to be mapped to clarify if this is a gap area or not.</p> <p>The NYSP work on communities of interest needs to establish the best way of communicating with the voluntary sector.</p>
<p>Local Intelligence</p>	
<p>I6 We recognise that we need to improve our processes for future Joint Strategic Intelligence assessments (JSIAs). The need to improve arrangements to develop the JSIA was highlighted by the Government Office in their LAA Annual Review Report. This was taken forward and the full set was delivered in March 2009. Recommendations have been made for improving the process for 2009 including improving data recording and reporting.</p>	

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Focus Area	Actions / Additional Work Required
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.	NYSP Local Information System / Data Analysts Group work stream.
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.	<p>We need to map out our communities in terms of:-</p> <ul style="list-style-type: none"> • Rural access to services • Race / Hate crimes • Community cohesion • Students • Religion • Gay, Lesbian and Transsexual Issues <p>Local Information System / Data Analysts Group work stream – data on equalities / diversity could be included.</p>
Community Leadership	
18 We recognise that we need to improve co-ordination of our community leadership activities amongst partners. In some areas we have informal links but to improve we will need to formalise these. We will also need to ensure that Scrutiny is actively involved in the self evaluation process.	NYSP Joint toolkit and training work stream will consider the skills gaps and possible training opportunities for elected members.

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Focus Area	Actions / Additional Work Required
<p>Economic Downturn</p>	
<p>I16 The economic downturn is impacting upon the county, unemployment is starting to increase and there is anecdotal evidence that businesses in some areas of the sector 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.</p> <p>A number of 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 week pound will increase both domestic and foreign trips to North Yorkshire destinations - an extra £300k was secured from Yorkshire Forward for tourism support.</p> <p>We therefore need to ensure that we make the most of the opportunities presented and provide the support necessary to improve tourism in the county. However, the economic downturn is likely to have a negative impact during the year ahead which we will need to continually consider and plan for.</p>	<p>We have already begun to take proactive action to combat the possible effects on the county and to ensure we have services in place to support local communities. The NY&Y Partnership Unit are co-ordinating work in this are - there is a lot going on including the Credit Union development and work to increase tourism in the county as less people travel abroad. We are also working with wider partnerships such as the Teesside and Leeds City Regions.</p>
<p>I10 We recognise that we are likely to not achieve our targets for affordable housing. Therefore affordable housing is a focus area for 2009, to ensure we maximise delivery despite the economic climate.</p>	
<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 should be a priority area for the year ahead.</p>	

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Focus Area	Actions / Additional Work Required
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.	Safeguarding has recently been a high profile issue we need to be assured we have effective systems in place by and that we are making the improvements recommended by CSCI for adults.
I22 This is an area of further development and we will therefore review and further improve our safeguarding systems in 2009	
Community Cohesion	
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.	Implementation of the Homelessness Strategy by the Countrywide Homelessness Group.
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.	
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.	Implementation of the Alcohol Harm Reduction Strategy.

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Focus Area	Actions / Additional Work Required
<p>Environment</p>	
<p>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.</p>	<p>Work is ongoing with the Rural Partnership, in 2009/10 it's plans include:</p> <ul style="list-style-type: none"> - Taking advantage of the current economic climate. For instance co-ordinating the distribution/promotion of energy saving products e.g. e-on will offer energy saving light bulbs, power down adaptors for computers free of charge providing 50% are distributed to those on benefits, and discounted home energy monitors. Yorkshire Water has also expressed an interest in supporting promotional activity. - Co-ordinating county wide activities more closely with the work of the EST advice centre. It is recognised that individual authorities already have close working relations, but it is felt more could be done to ensure activity is joined-up across NY. - Consider smaller scale more targeted high-impact projects. For instance focussing activity/resources on a town or towns or even particular streets. This scale of project is more likely to be achievable and has the potential to generate interest both within the community and the media. - Consider a county wide branding for all climate change related activity. This would help people to understand that all of the work underway across the county is contributing to an overall goal for NY. - Working with social housing providers to promote/facilitate energy efficiency among tenants - A series of library road shows aimed at the over 50's focussing on energy saving - A series of renewable energy road shows aimed at people interested in taking up renewable technology, but who are not up to speed with what is available.

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Focus Area	Actions / Additional Work Required
<p>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</p>	<p>County wide work is being undertaken following on from the Pitt Review. This is a key piece of multi agency work for 2009, which will be conducted through the North Yorkshire Local Resilience Forum.</p> <p>Future pieces of work include:</p> <ul style="list-style-type: none"> - Flood river catchments plans, the outcome required from NI 189. Part of the North Yorkshire Strategic Partnership. - Work on the Multi Agency District Flood plans, for the districts who have signed up to the Partnership Agreement with North Yorkshire County Council's Emergency Planning Unit. <p>Overall of the Community Emergency Scheme – the plan which is completed by Parish Councils outlining ways as to which they can become more resilient.</p>
<p>Healthier Communities</p>	
<p>I20 We recognise that we are 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>Implementation of the 'Healthy Weight, Active Lives' strategy.</p>
<p>I21 We have prioritised smoking in pregnancy and will be working to get back on target in 2009/10.</p>	

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Focus Area	Actions / Additional Work Required
Governance	
123 We recognise that some of our performance measures are focused on processes rather than outcomes.	<p>We need to review our performance measures and ensure that these are outcome focused.</p> <p>We need to share our outcome related good practice so that we can learn from one another. We could publish good news stories, which would support sharing of information between partners and communicating with citizens.</p>

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