



Corporate Performance Report 2021/22

July 2022

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1 | FOREWORD

I'm pleased to introduce our Annual Performance Report which aligns to the Council's Core Purpose and our contribution to achieving the partnership Vision 2030. The report highlights some of what we have achieved, how we have managed the funding we received, and our priorities looking forward.

The last two years have brought challenges that few anticipated. The energy and commitment of our workforce, partners and Sefton's many volunteers has continued to be second to none.

We believe that we are well placed to continue to support as together we face the challenges of funding, recovery, the cost-of-living crisis, climate change and health inequalities.

This document sets out the Council's Performance in a number of key areas and should be considered in conjunction with the Council's Financial Outturn. Our Core Purpose underpinned by the Council's Framework for Change Programme targets capacity at a carefully sequenced set of key priorities. Over recent years this programme has not only helped the Council support the delivery of the Borough's 2030 Vision and its own objectives as set out in its Core Purpose, but it has also successfully enabled the Council to set and deliver balanced budgets and put the foundations in place that enabled us to respond swiftly to the impact of the pandemic.

Sefton Council will continue to develop performance reporting and robust scrutiny alongside this Annual Report.

I would like to thank all our staff, all ward councillors, volunteers, trade unions and our partners for their hard work over the year which has helped to achieve the many successes outlined in this report, and I look forward to working together over the next 12 months.

Councillor Paulette Lappin



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A MESSAGE FROM THE CHIEF EXECUTIVE

Welcome to our Annual Performance Report. Since we published our last report things have changed significantly within Local Government with more vulnerable and disabled people requiring our services than ever before, with the pressures on us financially to deliver good quality services and with communities looking to us for advice and support on a wider range of matters than pre Covid.

We are proud of and passionate about what we do and we have a committed workforce delivering the 2030 vision and the areas where communities said they needed our support. We remain ambitious for the borough, determined to deliver and commission services that will improve outcomes for local people and with the support of all our partners, businesses and communities we believe we are regenerating key parts of the community that require assistance and to provide housing, employment and skills for future generations. We also recognise the diversity and equality of our communities and we have been there to support individuals in times of adversity.

We have a proven track record in terms of delivery and financial sustainability and we are determined to make the required improvements to Children's Services and will fully maximise the support provided to us to achieve this.

Our Local Government Association review of our 2017 peer review was postponed in 2020 and peers have recently visited to review our progress and they have also undertaken a comprehensive review of our adult social care services and we will publish their reports in the near future.

I am very proud of all of our staff, amazing volunteers, partners and trade unions for their dedication and hard work

Chief Executive, Dwayne Johnson



Protect the most vulnerable: i.e. those people who have complex care needs with no capacity to care for themselves and no other networks to support them. For those who are the most vulnerable we will have a helping role to play, we will challenge others to ensure we all protect the most vulnerable and where we need to, we will intervene to help improve lives.

Facilitate confident and resilient communities: the Council will be less about doing things to and for residents and communities and more about creating the capacity and motivation for people to get involved, do it for themselves and help one another. We will create an environment in which residents are less reliant on public sector support and which have well developed and effective social support.

Commission, broker and provide core services: the Council will directly deliver fewer services but will act as a broker and commissioner of services which meet the defined needs of communities, are person-centred and localised where possible. We will deliver services which can't be duplicated elsewhere or where we add value.

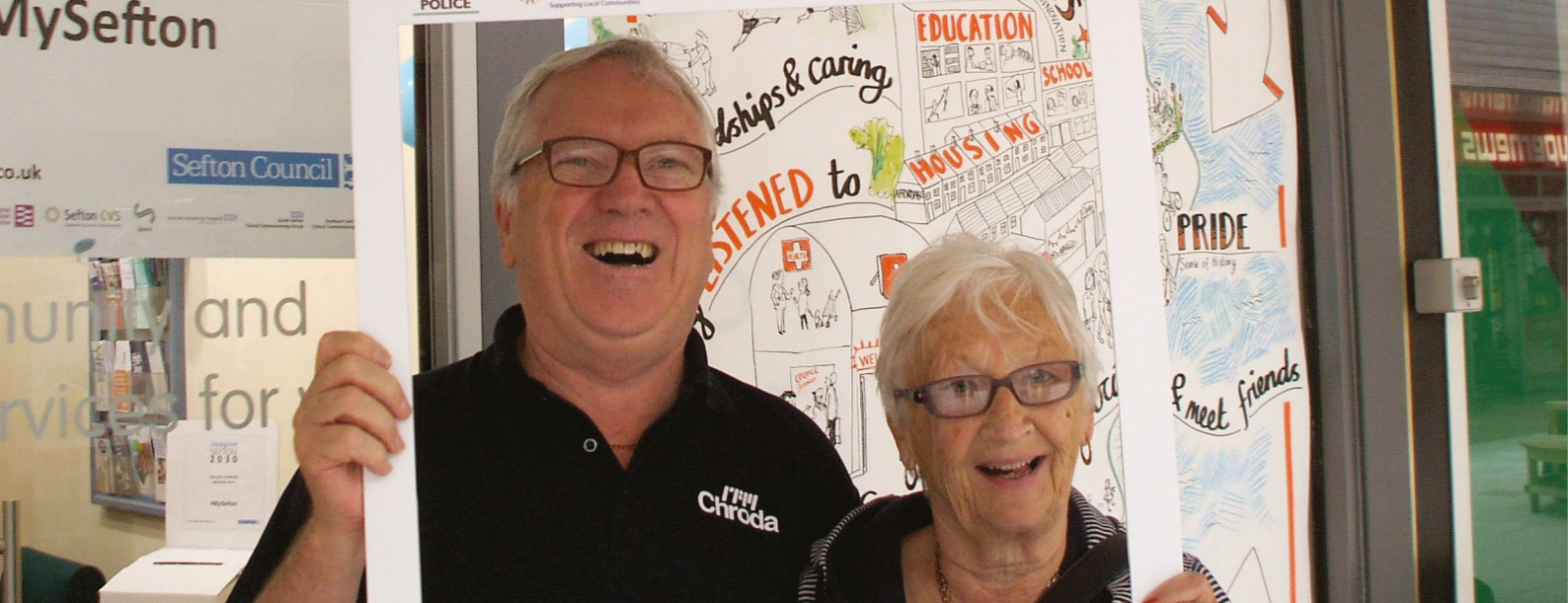
Place-leadership and influencer: making sure what we and what others do are in the best interests of Sefton and its residents and has a contributing role to the 2030 vision of the borough. This includes strong leadership and influencing partner organisations to work towards common goals and building pride in the borough.

Drivers of change and reform: the Council will play a key role in leading change and reform to improve outcomes for Sefton residents and continuously improve the borough.

Facilitate sustainable economic prosperity: that is, people having the level of money they need to take care of themselves and their family; creating the conditions where relatively low unemployment and high income prevail, leading to high purchasing power; and having enough money to invest in infrastructure.

Generate income for social reinvestment: the Council will develop a commercial nature and look to what it can do either by itself or with others to generate income and profit that can be reinvested into delivering social purpose.

Cleaner and Greener: the Council will work with others to maintain Sefton's natural beauty and ensure that its many assets provide a contribution to Sefton's economy, peoples wellbeing and the achievement of the 2030 Vision.



TOGETHER A STRONGER COMMUNITY

Sefton communities are known for their generosity, giving of their time and talents and this year saw so many in our communities benefitting from the work of so many volunteers. Their dedication and generosity enabled the Council to maintain those vital services that matter so much.

The Council's purpose of place leadership and influencer was vital in the response to the war in Ukraine. Whilst still in its infancy for this reporting period, the nationally led Homes for Ukraine scheme, generated much interest in Sefton and we have seen a number of Ukrainian families move to the borough as local people have opened their hearts and homes.

The COVID-19 pandemic continued to have an impact on local people during the year and we continued to work with partners to unlock the borough's collective resources for the benefit of all. The Council continued to coordinate a group of partners for part of the year to ensure that a robust community response and support plan remained in place and being delivered to respond to the changing levels of need within our communities.

In February 2022 on behalf of Sefton's Domestic Abuse Partnership Board, the Council commissioned a Domestic Abuse Needs Assessment to understand the needs of people who experience domestic abuse in Sefton. The outcomes of the needs assessment will inform future service delivery and help target resources more effectively.

In March 2022 we celebrated LGBT+ Fostering and Adoption Week taking this opportunity

to encourage lesbian, gay, bisexual, and transgender+ people to think about giving a loving home to a child and foster.

In October we celebrated Black History Month, we are proud to be part of a new programme led by the Liverpool City Region Combined Authority, which brings together leaders from Merseyside Councils, community organisations, businesses and the public sector, to tackle race inequality. As part of our involvement, Sefton's Learning and Development team are playing an active role in the establishment of a £3.2 million Liverpool City Region Race Equality Hub. One of the first of its kind in the country, the Hub, will focus on training, employment and support for people from Black, Asian, and Minority Ethnic backgrounds. It will target employment inequalities and remove barriers in the labour market.

In November we once again came together to fall silent to remember those who died in conflict, with a number of Remembrance Day services. The 2021 Remembrance Day events marked a return to full public services with people from across the borough coming together safely.

Our communities have had, and continue to have, the opportunity to influence major projects within the Growth Programme through extensive, meaningful consultation and engagement. Of note is the quality and quantity of engagement carried out for the Southport Town Deal which heavily influenced what was included in the Town Investment Plan submitted to Government. In particular, over 1,000 young people were engaged with as part of this exercise. The strength of this consultation process underpinned our £37.5m Town Deal award – only one single town of 101 places received a larger Town Deal than ours.





A BOROUGH FOR EVERYONE

As part of our work to facilitate confident and resilient communities we continued to work closely with schools to ensure that children and young people could continue to access education and training opportunities during the pandemic.

The Council continued driving change and reform to improve outcomes for local people. The the Council continued to prioritise the delivery of our SEND Improvement Plan. In July 2021, the Department for education revoked the Improvement Notice. At the end of 2021, the completion of Education, Health and care Plans within timescales was 60.8%.

Throughout the year the Council, continued to act as broker, worked hard with partners to ensure that access to COVID testing continued to meet the needs of communities and was localised.

Feeling safe, supported and free from discrimination and harm is important to our communities. Throughout the year the Council has worked with partners to to highlight the support available to people experiencing anti-social behaviour and the work taking place in Sefton to prevent and tackle it. The Safer Sefton Together Partnership has continued to fund many activities

throughout the year that offer diversionary activities to help reduce Anti-Social behaviour.

Sefton's Domestic Abuse Partnership Board was established following the implementation of the new Domestic Abuse Act (2021) and has overseen the development of a Domestic Abuse Needs Assessment to help inform the refresh of Sefton's Domestic Abuse Strategy.

The Welfare Reform Member Reference Group continues to work hard to address the impact of Welfare Reform on our communities and is now considering the impact of the Cost of Living Crisis which is hitting our communities hard. Working with our partners we are letting local people know where they can find help, support and advice.

The national Supporting Families Programme (formerly the Troubled Families Programme) aligns with the Sefton Localities model. Sefton's claim target for the 6-year programme was to achieve 'Significant and Sustained Progress' for 2487 families. To ensure timely draw down of payment by results (PbR) and attachment fees, Local authorities set annual PbR targets.

In Sefton, phase 2 of the national programme is being delivered via the Locality model by implementing the principles of "Whole Family working" In 2018, three years into the programme, Sefton were at 30% against the 6-year target.

Since implementing the "whole family working" model 70% of the target has been achieved. Early Help Workers based in the Family Wellbeing Centres across the three localities provide extensive support to families with multiple and complex needs through the delivery of whole family working.

Sefton Early Help have worked closely with commissioned services from the voluntary and community sector to provide a portfolio of family support. To ensure delivery of 'whole family working', practitioners are encouraged to have more conversations with families around attendance, worklessness and debt alongside the safeguarding issues affecting the family.

We have raised awareness across Early Help through the locality model with the seconded employment advisors from the DWP who are able to provide advice, guidance and support to vulnerable families looking to move into work.

Being in Phase 2 presented a more challenging programme to evidence significant and sustained progress for the families. This is particularly the case for the more complex cases where families qualify against several criteria. Progress needs to be achieved and sustained against all criteria that the family are affected by. We are confident that we will evidence progress for 100% of the target in the 7th year of the programme.

Sefton Adult Learning adapted several courses previously only undertaken in person so they can be accessed through remote digital means. While this became a necessity in periods of lockdowns, this expansion of engagement methods will be retained

to give learners more choice and flexibility to allow them to better cope with other responsibilities while sustaining their learning. Community learning offers in mental wellbeing, arts and crafts and mindfulness have proven tremendously popular, tapping into concerns in the community for re-connections, self-expression and innovative ways to deal with stress and ill health.

The Libraries team progressed plans to install special technology rooms in Southport, Bootle and Crosby, designed to help refugees and isolated residents throughout the borough. The new state of the art 'Tech Rooms' at The Atkinson Library, Bootle Library and Crosby Library, will help refugees and asylum seekers access language courses, while also helping isolated residents connect digitally with distant family members. Use of the Tech Rooms will also be available to small business owners and students from across the borough.

A new organisational culture programme started to be rolled out in March 2022. This will consider the impact of increased remote working and we will look to learn from others in this respect.

The Council was once again awarded the Navajo Charter Mark for displaying good practice and commitment towards its LGBT+ staff and community. We remain committed to supporting the diverse needs of all employees and the communities we serve and are committed to creating a more diverse and inclusive organisation and ensuring that all our staff feel welcome and heard.

In line with our One Council values, we have established a number of staff networks. These contribute to addressing and solving problems right across the Council. Our staff networks offer a place for staff to come together, share experiences and facilitate learning and development. The staff networks include:

- Sefton Council Christian Workplace Group
- Sefton's Black and Ethnically Diverse Staff Group
- Sefton LGBT+ Staff Network
- Sefton Disability Staff Network
- Sefton Women's Network



LIVING, WORKING AND HAVING FUN

The Public Health team continued to focus on the response to the Covid pandemic, whilst continuing to deliver wider public health interventions. The impact of Covid-19 has not been felt equally. It has exposed and exacerbated many long-standing health inequalities. Going forward Public Health will work with partners to ensure activities are aligned with efforts to promote community recovery post Covid and promote health and wellbeing for all.

The dedication and support Sefton's Foster Carers provide to vulnerable children means many of these young people see their carers as 'Angels.' In January we launched the #EverydayAngel campaign to show our appreciation for all the fantastic work they do and for the care they provide. From January to March we received 69 enquiries for information about or register an interest becoming a Foster Carers. We continue to encourage local people to think about becoming an #EverydayAngel themselves by fostering a local child and help to turn their life around.

Throughout the year our Foster families have enjoyed many of the great experiences that Sefton has to offer including a fun day at Crosby Lakeside Adventure Centre, the Fireworks and a visit to the Plaza.

Since the £1.4 million refurbishment and repurposing of the old Southport Market was completed in July 2021 the new Southport Market has welcomed, and continues to welcome, guests locally, regionally, and nationally, and the space has gone from strength to strength. The Market has created more than 30 new jobs, is supporting local businesses and entrepreneurship, and providing a catalyst for significant additional investment from the private sector in this area of Southport Town Centre. The event space at the rear of the market has seen a number of events, such as the venue's inaugural Oktoberfest, the first ever Christmas Extravaganza, transforming the space into a Winter Wonderland, with visits from the BigIn



Man himself! In December 2021 InvestSefton and The Good Business Festival hosted the 'Family Fortunes' event to explore how the business dynamic of working alongside those related to you may help, or occasionally hinder, growth and progression.

In March 2022 the Council hosted an event to celebrate the official launch of the new driving range at Bootle Golf Course. Since its opening at the end of January, the 10-bay Bootle Golf Course driving range has proven popular with local players and newcomers to the game. In one week, 18,750 balls were sold and 36 under 16s took part in the half-term offer of a free bucket of balls.

Also, in March 2022 Cabinet gave the go-ahead for the Council's Green Sefton team to seek a commercial partner to invest in its Southport Golf Links course. Improvements for the course itself and the on-site White House Café building are included in the plans.

The Council launched its wholly owned housing development company, Sandway Homes Limited, in January 2019. The company has continued to make strong progress on Phase 1 at 3 sites, and the Liverpool City Region Combined Authority has recently approved further funding for initial work to commence on Phase 2 planning in accordance with the Cabinet's resolution.

During the year the Council's employment and recruitment service Sefton@Work partnered with Sandway Homes Ltd, to cement employment opportunities for job seekers in the Borough. Work at two Sandway sites, in Southport and Ainsdale, provided promising careers for local people. Sefton residents were recruited into a range of jobs on both sites by matching prospective employees to roles with Sandway's main contractor Barnfield Construction.

The Marine Lake Events Centre and Marine Lake water and light show forms part of the Southport Town Deal which secured £37.5 million funding in 2021. The project has also secured further support from Liverpool City Region Combined Authority. The plans will provide a theatre space, conference and exhibition centre able to accommodate a range of events, and café/restaurant on the site of the existing Southport Theatre and Conference Centre. A water and light show is proposed to be installed on the Marine Lake.

The project will bring thousands of visitors to the town each year and provide a boost to the local economy.



VISIT, EXPLORE AND ENJOY

This year award-winning street artist Paul Curtis completed work on his largest ever mural to date – thought also to be the largest painting created by a single artist in the UK – transforming Ainsdale's Toad Hall. The Council commissioned Paul to carry out the work as part of its plans to invest in and develop the Ainsdale-on-Sea coastal area. The mural captures our Ainsdale dunes and sand lizards and people now travel from far and wide to enjoy the mural.

The Council received positive feedback from the many residents and visitors who enjoyed the food and drink outlets trialed at Crosby and Ainsdale during the summer.

The Southport Townscape Heritage Project is a heritage-led initiative to regenerate Southport's historic town centre over five years, enhancing the quality and strength of the linkages between the town centre and the seafront so that the two become more integrated. The project focuses on the four key streets linking Southport town centre and the Marine Lake attractions – Coronation Walk, Scarisbrick Avenue, Nevill Street and Bold Street – which sit within the Lord Street and Promenade Conservation Areas. The Townscape Heritage Project team coordinated over a dozen special events in September 2021, showing off the town's wonderfully varied buildings and historical quirks as part of the national Heritage Open Days festival.



CLEAN, GREEN AND BEAUTIFUL

Sefton's coastline, an internationally protected 'nature reserve', is stunning, and we understand why people want to visit. The coast again saw many visitors throughout the year. At the beginning of the year as restrictions changed, we worked with partner agencies and many fantastic volunteers to welcome people back to enjoy the coast.

In February 2022, Sefton was hit hard by storms Dudley, Eunice and Franklin. The Council worked closely with partner agencies to help keep people safe closing parks and roads where required. These led to the biggest impact on our tree stock in living memory.

During the year we completed the first part of the works to improve drainage in the Birkdale coastal area. As a result of the work, the risk of flooding to properties in the area by surface water has been reduced and habitats in the green beach area have been improved.

Flood risk is a serious issue for residents across the Borough and our officers are dedicated to finding both short and long-term mitigation and solutions to it. During this year we pledged that 2022 will be the greenest year yet as several key projects reach or move towards completion and significantly reduce the carbon footprint generated from Council operations.

Work at Bootle and Southport town halls is due to be completed later this year and this will result in carbon savings resulting in a 32% reduction in gas consumption. Across the Borough the installation of LED streetlights is continuing with 3,311 lanterns installed so far along with 213 full column replacements. This has meant

a saving 148,852 kWh of electricity already.

We have made progress towards a net zero carbon target of 2030 over the past two years and we are set to embark on key projects this year to reduce emissions borough-wide. We have approved plans for over £3 million to be spent on retrofit measures in over 500 homes in the Borough which will make homes more energy efficient, cheaper to run and better for the planet.

Schools in Sefton also got involved in green projects like the AirWatch project to monitor air quality in playgrounds and set about improving it.

Alongside partners, businesses and schools we will honour those pledges made during COP26 as part of our #IPledge campaign which saw over 50 business and schools make pledges towards a greener future. Our Green Sefton Team pledged to manage more of its outdoor spaces in a way that will boost biodiversity and mitigate the impacts of climate change. Working alongside community groups and businesses we will manage sites for nature, to ensure that we are using sustainable methods and to create havens for not only people to enjoy, but wildlife too.





ON THE MOVE

This year positive progress has continued on all major transportation and highway schemes, including further consultation on the Southport liveable Streets – Low Traffic Neighbourhood proposals.

Sefton is set to receive £41.1m from the City Region Sustainable Transport Settlement (CRSTS), for a Highways Maintenance and Non-Maintenance package to deliver local schemes. Focusing on key corridors, the package represents a coordinated series of measures all designed to support public transport services, relieve congestion, and improve air quality for local communities.

As the year came to an end we were pleased to be preparing once again to welcome thousands of visitors to the borough as part of the three day Aintree Grand National Festival. We worked alongside Merseyside Police, Merseytravel and several other partners, the Council's traffic management team helps coaches, cars, limousines and even horse boxes get to the right place at the right time.



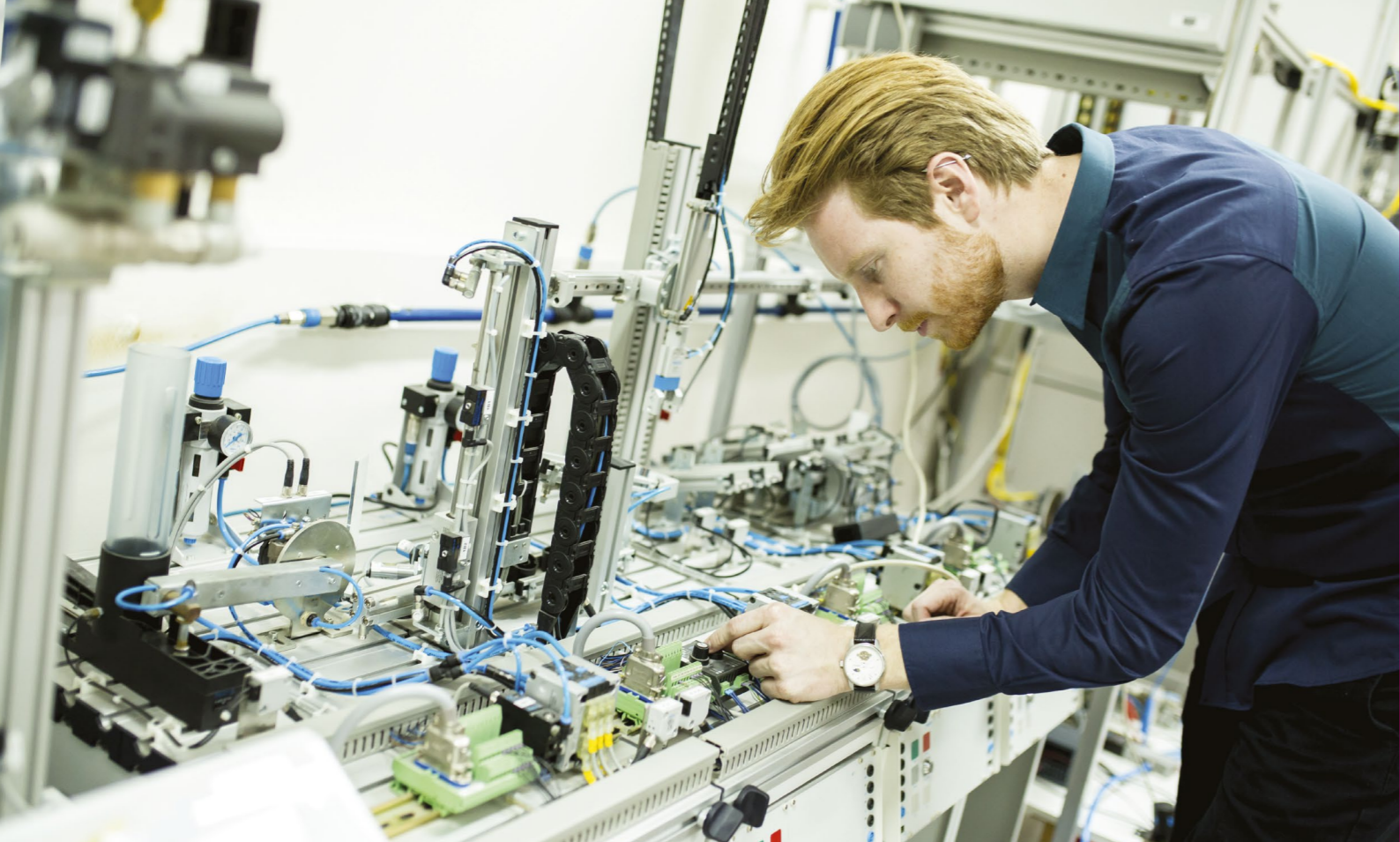
OPEN FOR BUSINESS

The Council has continued to support local businesses in many ways during the pandemic. Over the past two years Sefton's businesses of all sizes and sectors have faced major challenges and made sacrifices to protect their employees and customers from COVID-19. This has been an unprecedented time and many have had to adapt quickly to working and operating within restrictions designed to keep us safe, while at the same time supporting those who are most vulnerable. The Council continued to provide financial support, as well as practical support, such as PPE and testing vital infrastructure. .

Our Invest Sefton team has had far reaching and meaningful engagement with the business community. Regularly bringing together new and existing business so that we can work with local companies and potential investors to make Sefton an attractive and easy place for businesses to start, operate, grow and thrive. The Council is committed to working with businesses to help create new jobs for local people

The Mersey Reach project was developed with support from Sefton Council's business growth team, InvestSefton, and is expected to create up to 350 jobs when complete. Mersey Reach was named as Development of the Year 2021 at Insider's Liverpool City Region Property Dinner. Phase one consisted of four units and work has already started on phase two which will consist of 12 units with completion due in 2022.

The Council has reaffirmed its commitment to the Strand shopping centre, a cornerstone of the local community, which remains at the heart of plans to regenerate the hard hit town. In collaboration with partners and communities, we will continue to progress the exciting vision for the future of the Strand Shopping Centre. Partner organisations such as Y-Kids and the Big Onion continue to drive footfall in the centre while also delivering important outcomes for our communities.



READY FOR

THE FUTURE

The Council supports its workforce to develop and this year saw 15 new apprentices employed and a further 44 members of the Council's workforce take up the opportunity to take up an apprenticeship.

Our Digital Strategy outlines our vision to become a place connected by people, supported by technology, with connected communities that thrive; with support for local people and businesses that are empowered to take advantage of the opportunities afforded by digital technology. We are all living in a time of unprecedented change; the growth of consumer technology is changing the way we all live, work and play and we will work hard to ensure that local people and business are empowered to take advantage of innovative technology to support both personal and economic growth.

During the year we launched Ask SARA, a new online self-assessment tool and guidance tool, to allow people to browse a range of products and

services to suit their needs and help them to live independently for longer.

We will continue to maximise the changes that have enabled our workforce to work from home over the last couple of years. The changes we are continuing to make provide us with an excellent foundation for future adaptability and meeting the changing expectations of residents.

We launched a new Council website which is the first step in a range of new technological innovations and improvements that will support new ways of working, improving how residents and businesses interface with the Council.

The Council has maintained an excellent record with regard to financial management over the last 12 years that has required it to meet a budget shortfall of £233m. This has continued to be predicated on medium term financial planning and setting multi-year budgets that enable effective planning of service delivery and the inevitable transformation activity. Delivering balanced budgets and in year underspends has continued during the pandemic alongside a strategic approach to increasing reserves that will improve financial sustainability.

We have a 3-year medium term financial plan that at this time is deliverable based on the assumptions within the comprehensive spending review.

The management of the Council's finances over the next 3-5 years however will rely, as with all local authorities, on the receipt of appropriate funding from central government. Adults' and Children's Services will continue to face significant budget pressure and the position on the High Needs Budget has required escalation in recent months.

We do not underestimate the degree of change needed within our Children's Services. We have invested heavily in this area and will ensure that we effectively resource the delivery of our Improvement Plan.

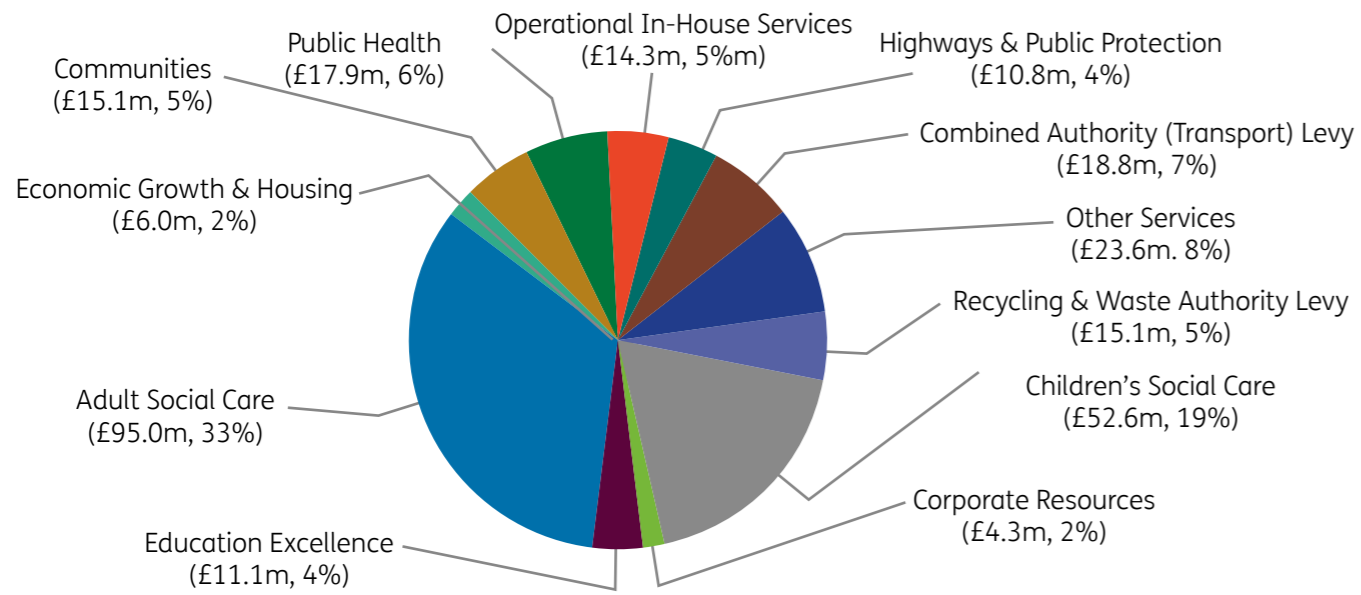
Government have promised reform of Business Rates and a Fair Funding review, and these will be key in determining how the Council approaches financial sustainability and contains a number of risks that have been identified in the budget report that was approved by Council in March.

The census survey takes place every 10 years and gives us the most accurate estimate of all the people and households in our area. The information from the census helps us to understand need, develop policies and plan for the future. The Council will consider the census information as it is published during 2022.

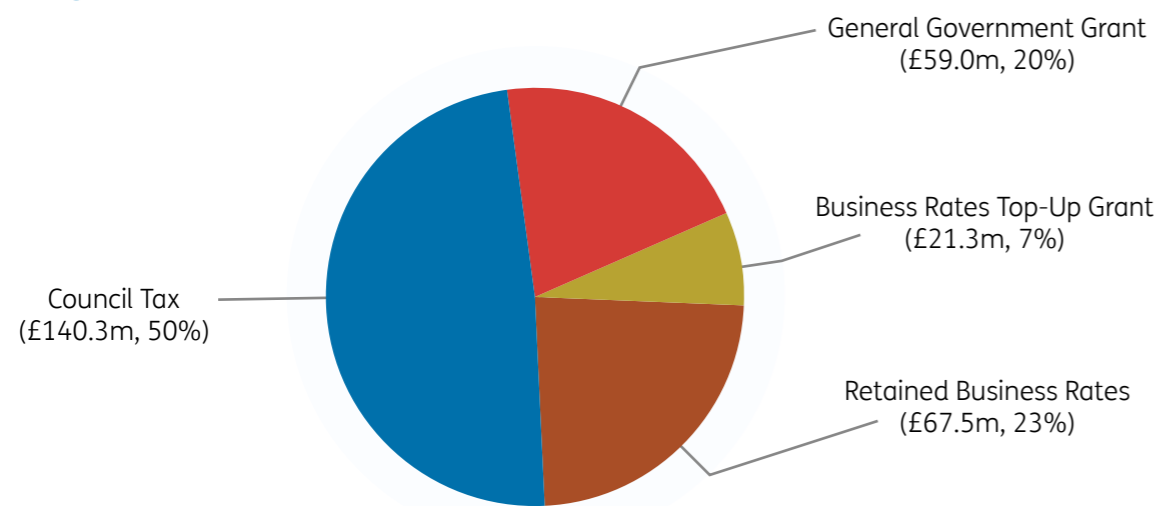


FOCUS ON PERFORMANCE

Service Expenditure 2021/2022



Sources of Funding for 2021/2022 Budget Requirement



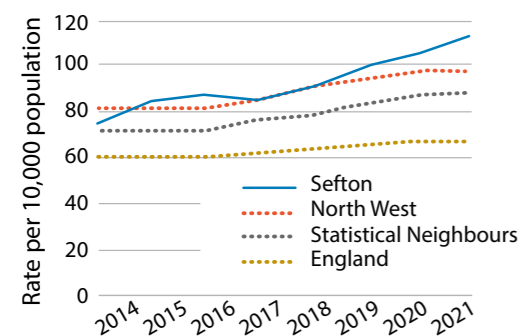
<p>A population of 275,899</p>	<p>Approximately 54,098 children and young people aged between 0 and 17</p>	<p>23.7% of Sefton's population is 65 years old or over</p>	<p>An average of 9,000 applications per year to it's local welfare support scheme (ELAS)</p>
<p>5.5% of Sefton residents aged between 16 and 64 were claiming out-of-work benefits in September 2021</p>	<p>18% children in low income families</p>	<p>18% households in Sefton were in receipt of Council Tax Reduction, this equates to 20% of all properties in Sefton</p>	<p>We have 1,000's of Volunteers</p>
<p>22 Miles of coast</p>	<p>25 Conservation areas</p>	<p>6 Nature reserves</p>	<p>40m Tons of cargo through the port</p>
<p>730 New homes in 2020/21</p>	<p>103 Schools in Sefton</p>	<p>560 Listed buildings</p>	<p>5 Historic parks and gardens</p>
<p>100 Iron Men</p>	<p>66 Councillors</p>	<p>Over 3,500 Strong workforce</p>	<p>Over 150,000 Bins emptied every week</p>
<p>66 Parks and green spaces cared for</p>	<p>190 Apprenticeships completed since 2018 188 staff currently on apprenticeships</p> <ul style="list-style-type: none"> A finalist of the Regional Apprenticeship Awards 2021 Awarded Highly Commended in the Advanced Apprentice of the Year Category at the Regional National Apprenticeship Awards 2020 Shortlisted Nominee for Sefton Apprenticeship Employer of the Year awards 2018 Two highly commended in Apprentice of the LCR Apprentice of the Year awards. 		

PROTECT THE MOST VULNERABLE

We are investing heavily Children's Social Care, and our new Executive Director, will be driving forward our Improvement Plan to deliver sustainable change. We are clear on what our priorities need to be in the short term and that it is also important to provide a sense of priority and focus on the areas that need addressing with most urgency.

Cared for Children, per 10,000 Children aged under 18 (Rate per 10,000)

	2014	2015	2016	2017	2018	2019	2020	2021	JAN 2022
Sefton	75.00	84.00	87.00	85.00	90.00	98.00	105.00	113.00	115.00
Northwest	81.00	82.00	82.00	86.00	91.00	94.00	97.00	97.00	N/A
Statistical Neighbours	71.90	71.90	71.30	76.40	77.90	83.60	86.30	88.70	N/A
England	60.00	60.00	60.00	62.00	64.00	65.00	67.00	67.00	N/A



Number of Cared for Children 28/02/2017	436
Number of Cared for Children 28/02/2018	476
Number of Cared for Children 28/02/2019	528
Number of Cared for Children 28/02/2020	563
Number of Cared for Children 28/02/2021	613
Number of Cared for Children 14/02/2022	619
Forecast to the 30/04/2025	770 (growth of 24%)

Adult Social Care continues to support over 4000 people with long-term support services and nearly 400 carers

During 2021/22, Adult Social Care received 23,280 contacts from local people. Social Workers and Occupational Therapists undertook 6162 assessments, dealt with 2780 safeguarding contacts received as well as completing 5976 reviews.

Covid continued to have a challenging impact on families, individuals, and Care Providers across the borough and Adult Social Care have worked hard to provide support along with health colleagues and a wide range of community partner organisations.

The service has continued to provide support to local residents with over 5000 people and 400 carers receiving long term support services. Over 19000 care hours are commissioned each week. Work to transform and improve local services has also continued with a review of day care opportunities and engagement with local people using services to understand how they would like to see this offer develop in the future.

In relation to Safeguarding concerns received over 95% were resolved within 7 days.

FACILITATE CONFIDENT AND RESILIENT COMMUNITIES

The Council works with partners to facilitate confident and resilient communities. It also supports people through many internal processes.

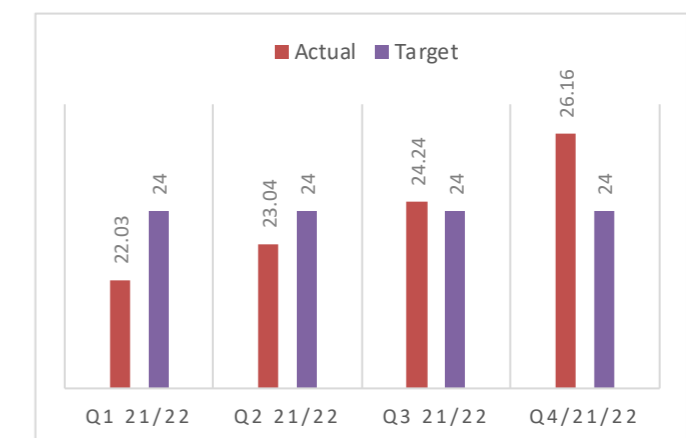
Weekly Welfare Support Claims

9,812 applications, **6,770** awards (69%) allocating £644,379, which includes **£175,000** Investment in Voluntary, Community and Faith Sector for work done in respect of anti-poverty and welfare support to the community. **78%** of applications submitted by residents living in the defined South Sefton ward boundaries and 69% of applications submitted by residents aged 16 - 45 years



Housing Benefits -

New Claim - Speed of processing (days) - providing people with help with their rent



Affordable Housing Delivery Annually	Housing Standards Inspections Quarterly	Landlord Licences Issued Quarterly																														
<p>Number of Affordable Homes Completed (Gross)</p> <table border="1"> <tr><th>Year</th><th>Number of Homes</th></tr> <tr><td>2018/19</td><td>145</td></tr> <tr><td>2019/20</td><td>161</td></tr> <tr><td>2020/21</td><td>201</td></tr> <tr><td>2021/22</td><td>134 (to be confirmed)</td></tr> </table>	Year	Number of Homes	2018/19	145	2019/20	161	2020/21	201	2021/22	134 (to be confirmed)	<p>Inspections</p> <table border="1"> <tr><th>Quarter</th><th>Inspections</th></tr> <tr><td>Q1</td><td>19</td></tr> <tr><td>Q2</td><td>53</td></tr> <tr><td>Q3</td><td>47</td></tr> <tr><td>Q4</td><td>31</td></tr> </table>	Quarter	Inspections	Q1	19	Q2	53	Q3	47	Q4	31	<p>Numbers of Licences Issued</p> <table border="1"> <tr><th>Quarter</th><th>Licences Issued</th></tr> <tr><td>Q1</td><td>255</td></tr> <tr><td>Q2</td><td>218</td></tr> <tr><td>Q3</td><td>243</td></tr> <tr><td>Q4</td><td>222</td></tr> </table>	Quarter	Licences Issued	Q1	255	Q2	218	Q3	243	Q4	222
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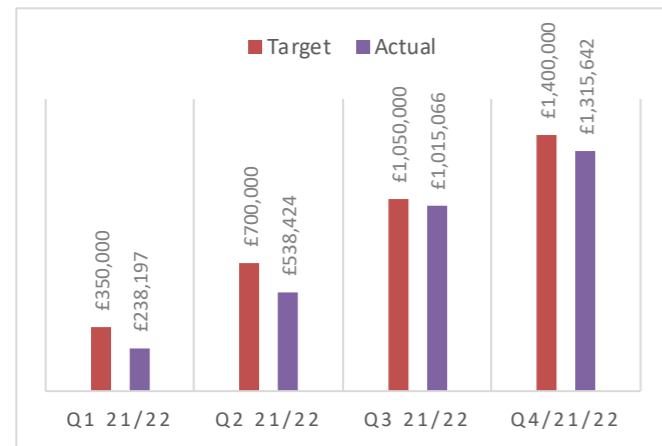
Landlord Licenses

The function continues to perform well with 222 new licenses issued since January 2022 and 942 since April 21, despite the challenges of carrying out compliance inspections during the pandemic. The Business Case for extending licensing arrangements for a further 5 years from March 2023 has been approved by Cabinet and consultation is due to commence on this in May.

The Council provides eligible people with assistance through Disabled Facilities Grant (DFG) so that their home may be adapted where it is essential to give a disabled person better freedom of movement around the house.

Disabled Facilities Grant

Providing a disabled person better freedom of movement around their home. Commission, broker and provide core services



COMMISSION, BROKER AND PROVIDE CORE SERVICES

Provide full Waste Collection Service Across the borough

A full service is provided



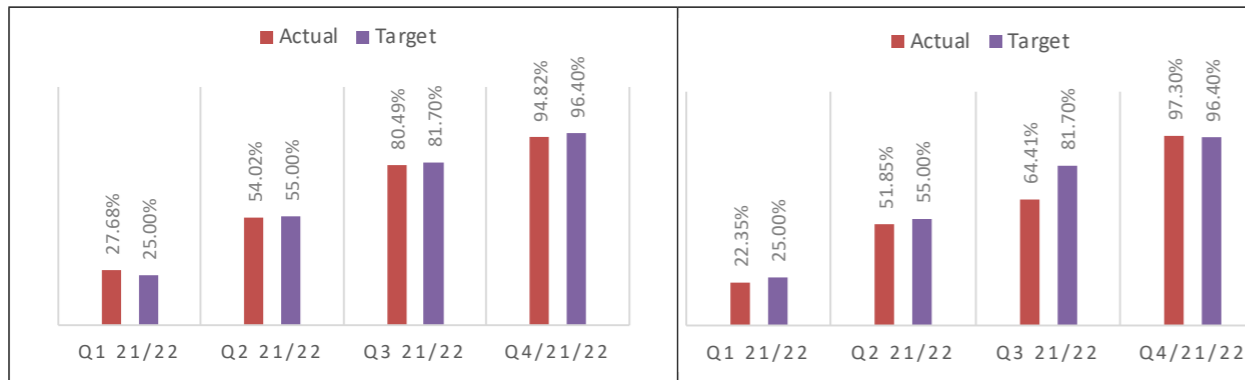
Street Cleansing on all adopted routes

Currently underachieving target

70% completion in Q4



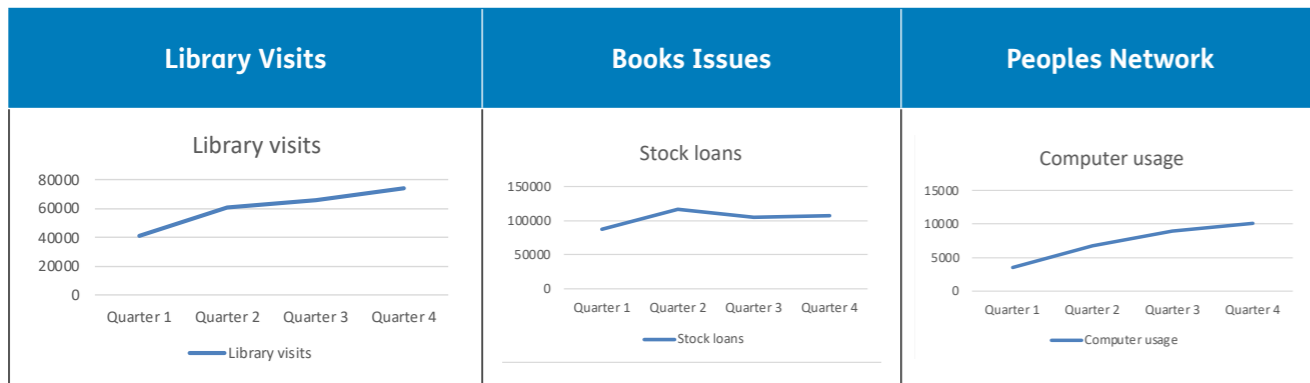
Council Tax Collection Rates



Libraries

There are 6 libraries, 4 of which are co-located sites plus there is a Home Visit Library Service which operates across Sefton delivering books to housebound residents. As well as book loan and public computer use, the library service delivers over 1300 community activities a year.

The service has been particularly successful in recent years in attracting external funding to provide innovative community projects such as the award-winning Human Libraries Project. The Library Service successfully adjusted its delivery model during to a virtual model and saw usage of e-content double in 2021.

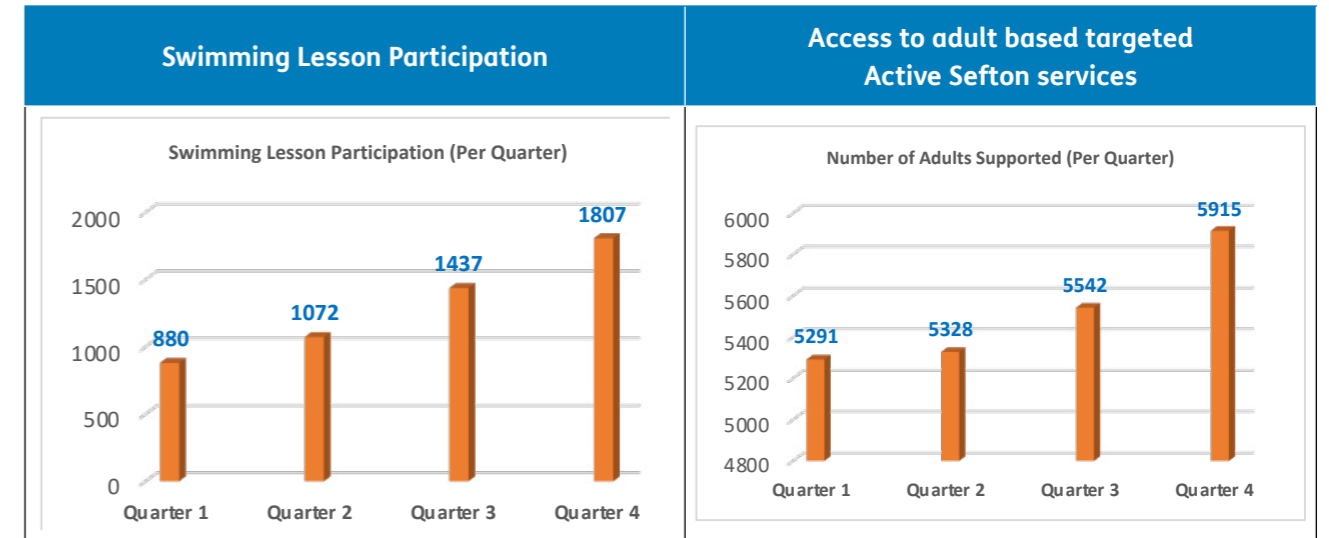


Book loan is recovering strongly but quarter 3 consistently sees lowered seasonal loans

Computer usage has been particularly hard hit by Covid but is showing slow signs of recovery

The leisure offer was heavily impacted during COVID, from a financial perspective and and is still recovering. The closure of Leisure Centres during prolonged periods of lock down, in addition to the impact of COVID on personal finances, meant that the Leisure Centre membership significantly reduced by an average of 43%, with larger sites (Meadows and Dunes) losing between 50-60% of members. Massive strides have been made to recoup lost members, with approximately 3,015 re-joining by end of March 2022 (with a total membership figure of 10, 867).

The Aquatics Service has been incredibly successful during 2021-22 with 1, 807 live swim lesson members by end of March 2022. There were also 9,000 aquatics pool hours, 330 swimming lessons per week, with 17,160 swimming lessons and approximately 171,600 swimmers attending swimming lessons over the year. 71 schools are also utilising the service with 62 hours of pool space, 2,130 school children coming through the pool doors each week and 80,000 school swim visits per year.

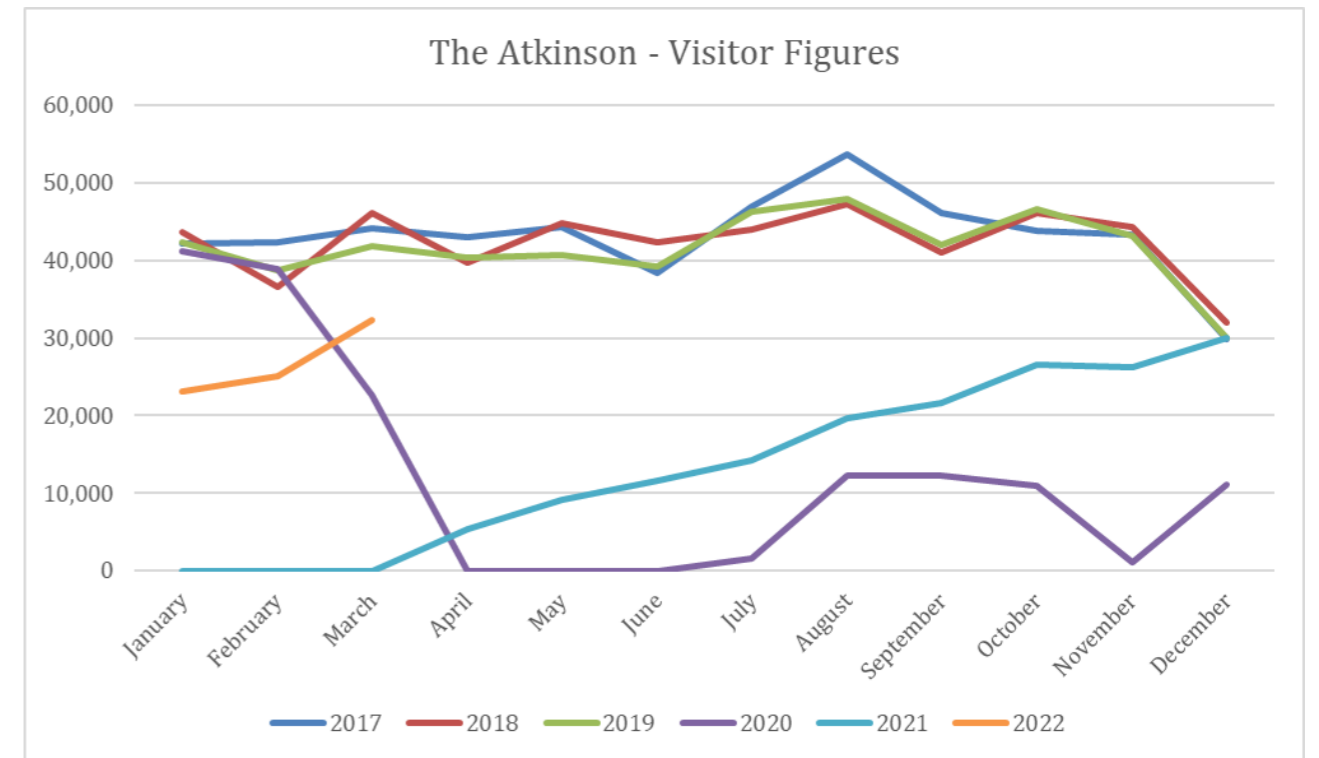


Capacities for swimming lessons were still reduced in Qu.1 due to COVID restrictions

Representative of access to GP Referral, Weight Management, NHS Health Checks, Active Ageing Falls Service and Active Workforce

There are positive signs of audience recovery with excellent theatre attendance at the Atkinson since re-opening in Sept 2021. Approximately 14,000 people attended the Christmas pantomime bringing significant benefit to the Southport visitor economy.

Several exhibitions have captured high-profile publicity including BBC and ITV features on the 'I Grew Up 80s' exhibition. The Courage & Devotion exhibition has developed good relations with the Polish community and military enthusiasts across Merseyside.



PLACE-LEADERSHIP AND INFLUENCER

This year as part of work to combat the effects of child poverty, which have been worsened by the pandemic, Cabinet approved the development of a Child Poverty Strategy. The Council is working in partnership across the statutory, community, voluntary and faith sectors to ensure services are put in place to support families. Its aims will include working to prevent families falling into poverty, and support to help those already in difficulty. Increasing family income and improving opportunities for employment and building resilience in local communities against the causes of poverty are key aims of the Strategy. Improving mental wellbeing, addressing stigma and exclusion and improving digital inclusion are also among its objectives.

The Youth Justice Partnership focused on performance which, when benchmarked against the National Targets is good. Our latest reoffending data relates to April 2018 to March 2019, in comparison to April 2019 to March 2020. Performance is good with a reduction of 8.1%. Sefton has the second highest reduction rate as shown in the table below. In the same time period, there was a reduction in the number of children in the annual cohort from 125 to 90.

Proportion of offenders who reoffend (%)	Apr 2018 to to Mar 2019	Apr 2019 to Mar 2020	Change
LANCASHIRE	38.7	35.8	-2.9
Swansea	42.3	34.9	-7.4
Wirral	40	42.5	2.5
Stockton-on-Tees	36.8	36.7	-0.2
Nottinghamshire	33.7	31.8	-1.9
Bridgend	58.2	54	-4.2
Darlington	41.7	45.5	3.8
Sefton	44.8	36.7	-8.1
North Tyneside	41.4	32	-9.4
Wigan	25	37.5	12.5
Calderdale	35.5	39.4	3.9

The Council has been leading the way in raising awareness of the menopause and its effects on the workplace. The Active Workforce team works with local organisations across Sefton to improve the health and wellbeing of their employees. Following the launch of Sefton's new Menopause policy, Active Workforce have helped to foster a more open and positive approach to the condition within workplaces across the Liverpool City Region.

Active Workforce have received praise from the University of Liverpool following the delivery of interactive and informative workshops around the menopause and its symptoms.

DRIVERS OF CHANGE AND REFORM

The Sefton Integrated Care Partnership brings together key partners from across Sefton, recognising both the vital role of wider cross-sector partners and the central role that Primary Care Networks will play in adopting a population health management approach in Sefton. The Integrated Care Partnership will work together to deliver improved health and care outcomes for Sefton's population, in 2018-20, Sefton had the largest gap in life expectancy at birth in the Northwest - 14.2 years in men and 12.3 years in women. This reflects continuing large differences in health from life-course effects of health determinants, and also a two times higher mortality rate from Coronavirus in people from most compared to least deprived areas, which is also seen nationally. The Health and Wellbeing Board and system partners have already agreed several key priority areas embodied within the Health and Wellbeing Strategy 2020-2025.

This year working closely with CCG colleagues to explore population health in Sefton, in preparation for the Integrated Care Partnership, developing a Population Health profile for St Oswald Ward, which is considered a 'left behind' neighbourhood (Informed by the Overcoming health inequalities in 'left behind' neighbourhoods report, commissioned by an All-Party Parliamentary informal Group and delivered by OCSI and NHS; January 2022).

The Head of Communities has continued to drive forward the implementation of the Localities model and the understanding of the model continues to embed across the Council and partners, in particular how the model will align with the Integrated Care Partnership.

This year excellent progress has been made on the Street Lighting Asset Project, retro-fitting low-energy LED lanterns to existing street lighting and upgrading street lighting columns where necessary, significantly reducing the Council's energy usage, Carbon footprint and future maintenance costs.

We have maintained and further developed Sefton's substantial air quality monitoring network, including new monitoring stations and a network of 80 diffusion tubes monitoring key pollutants. We have also developed and implemented further innovative air quality improvement actions, including a Domestic Solid Fuel Behaviour Change Project, a Low-Cost Sensor co-location project with Liverpool John Moore's University and, in Q3 a joint Emissions Enforcement Project with the Driver and Vehicle Standards Agency (DVSA). Work also continues to progress on the business case for a Clean Air Zone in the south of the borough.

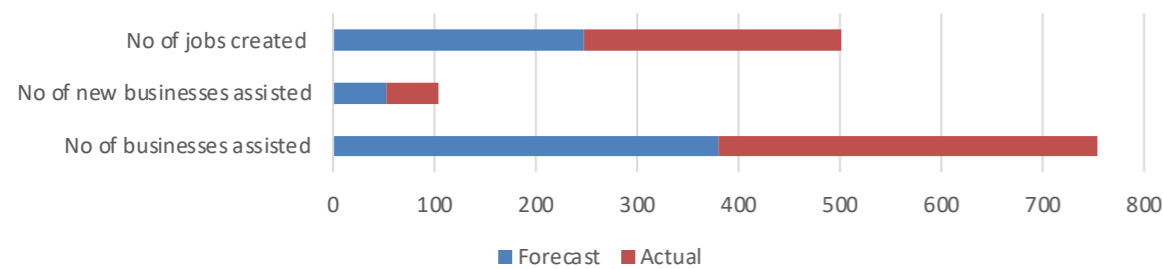
FACILITATE SUSTAINABLE ECONOMIC PROSPERITY:

Over £1.6 million of Omicron Hospitality & Leisure Grants paid to almost 500 companies across the Borough. Additionally, more than 150 of Sefton small and micro businesses in the hospitality, leisure and accommodation sectors have received nearly £340,000 from the third round of the Additional Relief Grant scheme.

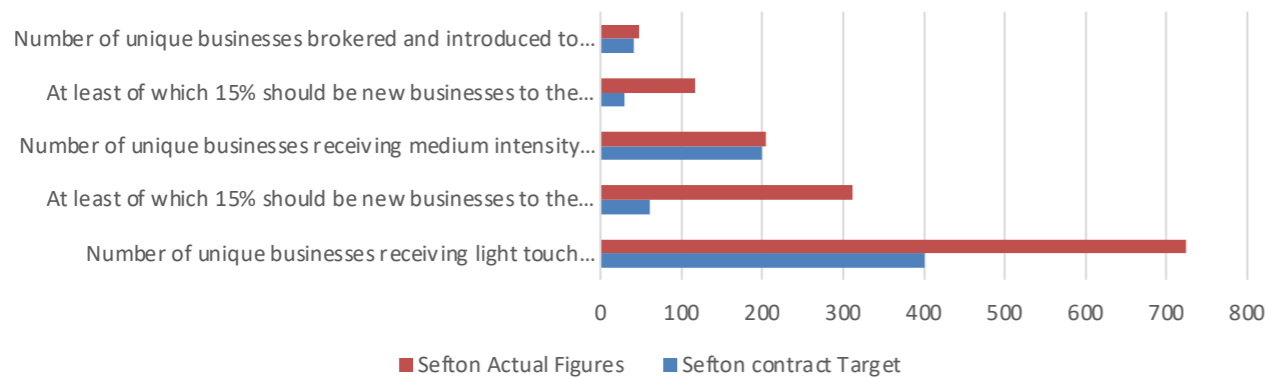
Sefton Council has paid out over £100 million of grant funding to the Borough's businesses during the pandemic.

The Council fulfilled its ERDF Business Growth Programme contractual obligations for phase2 ending 31 December 2021 and its Government Growth Hub funding obligations.

ERDF Business Growth Programme performance-Sefton- December 2021



Sefton Growth Hub performance Mar 2022



Covid-19 has had an adverse impact on the Tourism Service with many of its activities put on hold such as major events, however several activities have continued to perform well

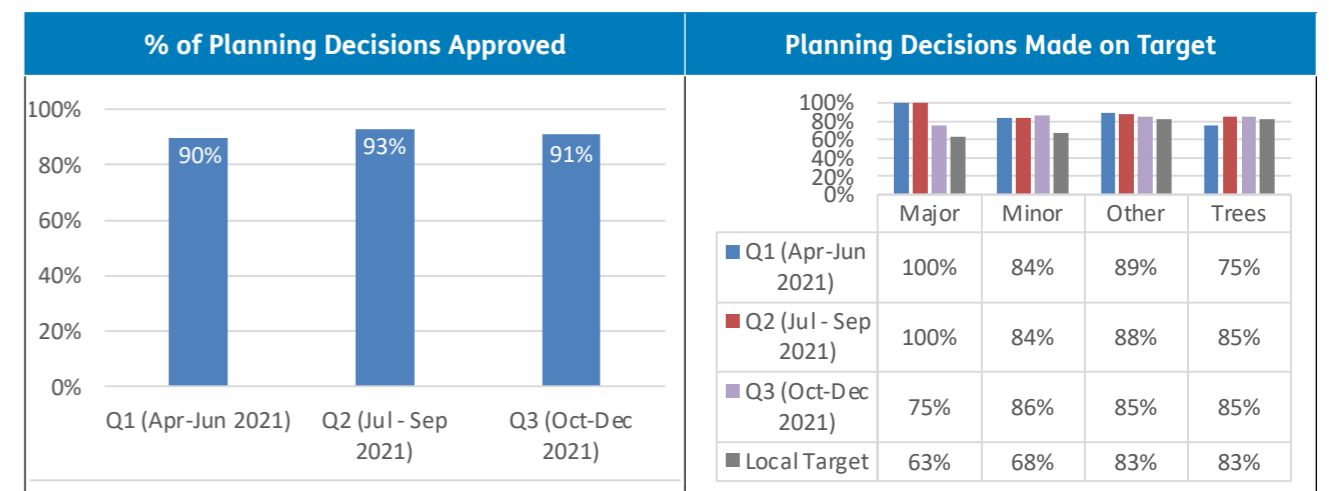


3.6m
Visitor Numbers

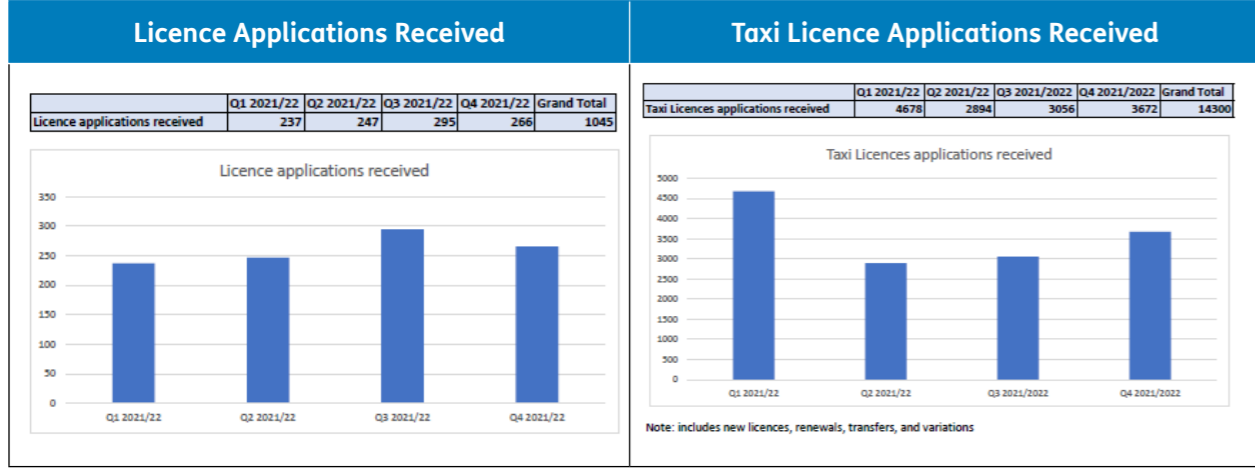


350,000
Staying Visitors

The Planning Service responded to lockdown with a series of initiatives to stimulate economic activity which was recognised nationally as an exemplary.



The Council is designated as the local Highways Authority and these services are responsible for planning, managing, and maintaining a safe and efficient highway network. This includes supporting all highway users, whether they are walking, wheeling, cycling, or using motorised vehicles. The services and the highway network are important for supporting the local economy and for connecting residents to important amenities, jobs, and leisure activities. The development of our transportation and highway network and the services provided have a key role to play in addressing climate change, air quality, congestion, inequalities, and other issues affecting our communities.



GENERATE INCOME FOR SOCIAL REINVESTMENT:

In February 2022 Cabinet approved the proposed strategy and Business Plan for Sefton Hospitality Operations Limited (SHOL). SHOL is a private company set up to create and operate hospitality outlets offering exciting, diverse, and accessible options for their customers. From hotels through to bars and restaurants, as well as outside catering, food delivery and events SHOL aims to provide unique experiences for both its guests and employees. In January 2022 SHOL launched a recruitment drive offering permanent employment and career opportunities, with all roles paying a real living wage or above and offering training and development routes in an interesting and diverse sector. SHOL is keen to cultivate a diverse and inclusive workforce.

CLEANER AND GREENER:

Removal of all fly-tipping incidents across the borough.

