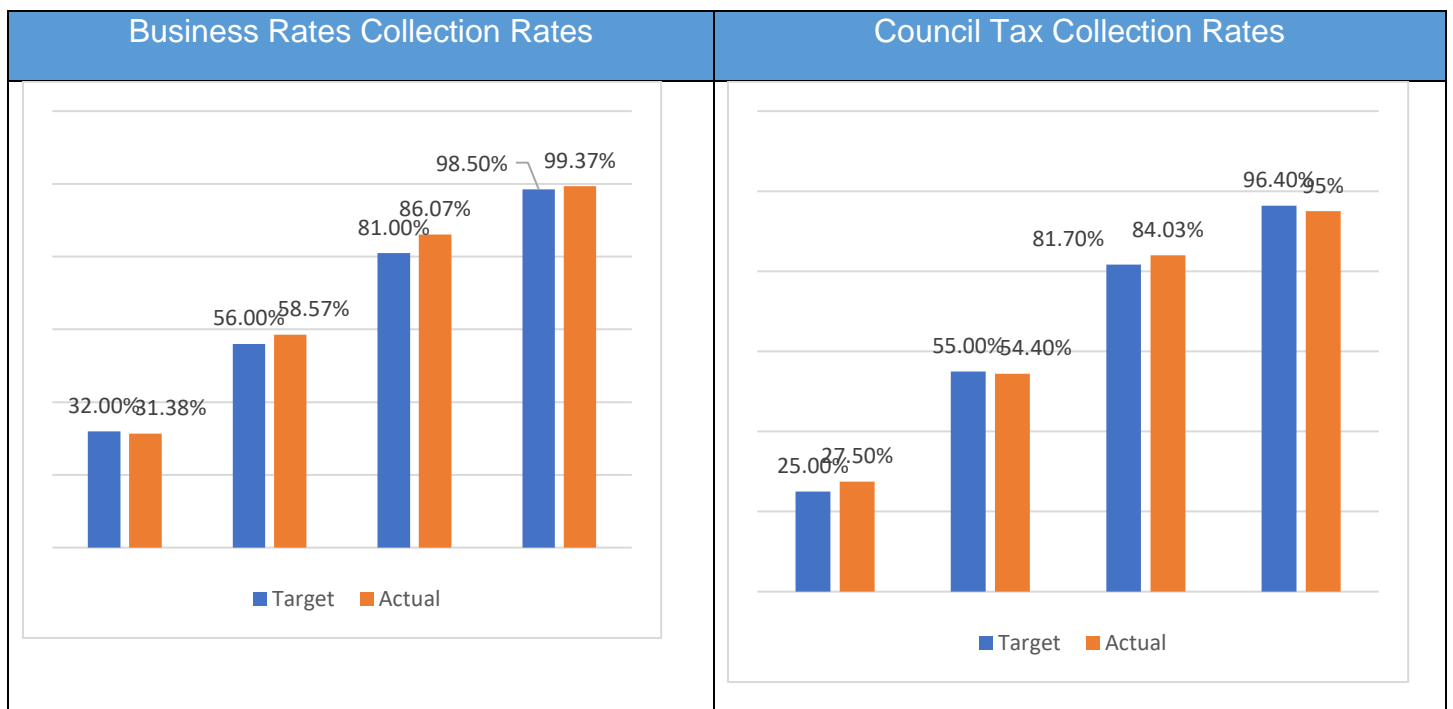


Performance



Business Rates collection performed well despite inflationary and other challenges faced by many businesses, and collection to 31 March 2023 showed an increase on the previous year.

Council Tax collection performed well despite the cost of living challenges faced by many households, and collection to 31 March 2023 represented a slight increase on the previous year.

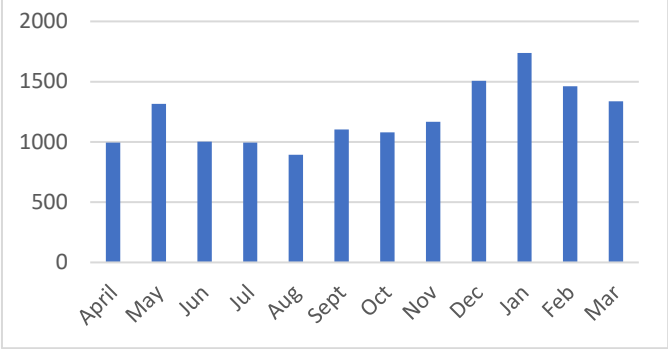
To assist with the increased cost of living the team has issued: -

- 109,691 Energy Rebates worth £150 per household with a total value of £16,453,650
- Distributed a further discretionary Energy Rebate fund worth £700,082 to 25,659 households. This included top-up payments to the main rebate worth up to an extra £30 for those on the lowest incomes.
- 235 Grants worth up to £400 for the Energy Bill Support Scheme to households who were not eligible to receive a discount directly from their energy suppliers.
- 17,693 households on the lowest incomes have benefitted from a Council Tax discount worth up to £25 off their Council Tax, with a total value to date of £439,456

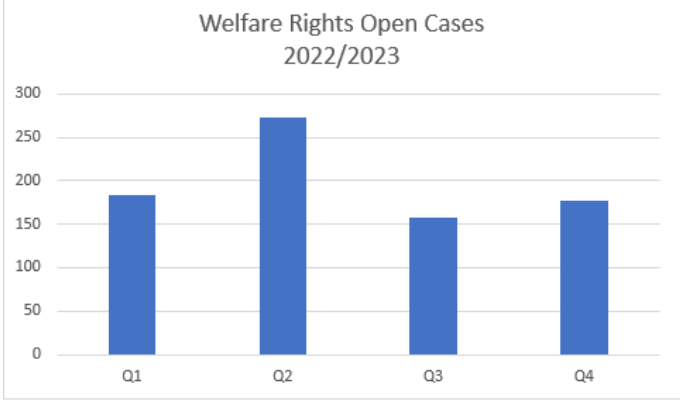
Exceptional Hardship relief worth £259,480 was distributed to 1477 households in 2022-23 with a further £51,834 distributed to 259 households up to 31 May 2023.

In Customer Services, the Contact Centre handled over 29,000 telephone calls offering advice and assistance to customers enquiring about the Government Energy Rebate payment, Household Support Fund payment or an ELAS award. They also assisted a high volume of customers in extending their Council Tax instalments to the end of the financial year and claiming Discretionary Hardship Payments and Exceptional Hardship Payments. In the One Stop Shops digital support was provided to over 1,100 residents to claim the Energy Rebate payment or to complete an ELAS application.

Emergency Limited Assistance Scheme



Welfare Rights Open Cases

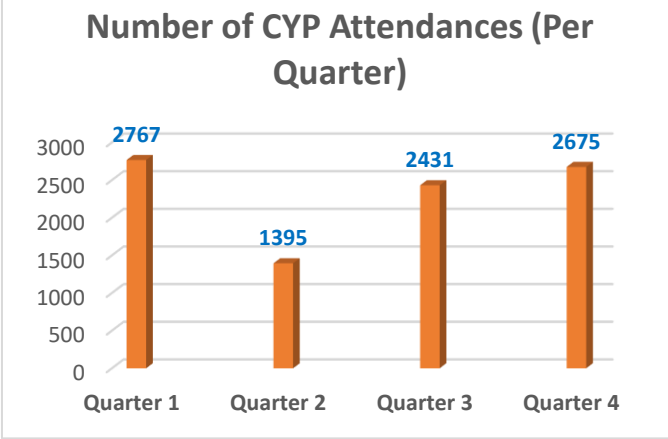


The Council received 15,078 applications between the 1st April 2022 to 31st March 2023; this is 54% more than the amount (9,812) received at the same period last year.

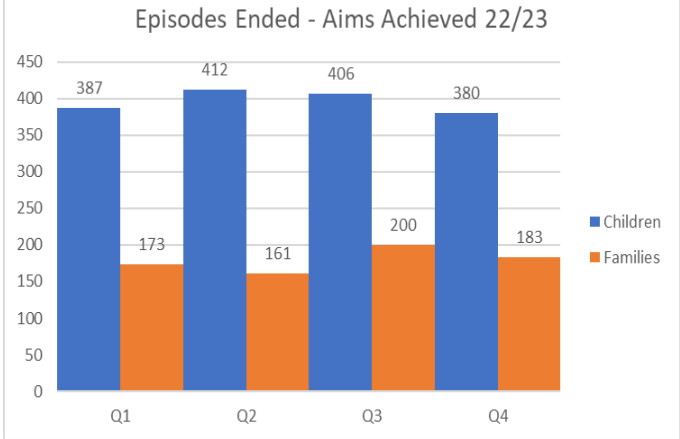
There have been 5,206 food vouchers provided, which is an increase of 41% from the same point last year and utility awards have increased by 42% with a total of 8,111 awards being made.

Total income generated by the Welfare Rights Team for 2022/2023 was £1,189,909.01 which is money that has gone back into the community and benefited the residents of Sefton through income maximisation, challenges and tribunals.

Number of attendances through Children and Young People Health and Wellbeing Offer



Early Help (EH) cases held & EH case closed with positive outcomes achieved



Representative of access to MOVE IT (Weight Management), 121 Programme (mental wellbeing) and Active Schools Service. There was a further 362 attendances through the Community delivery of February half term Be Active sessions.

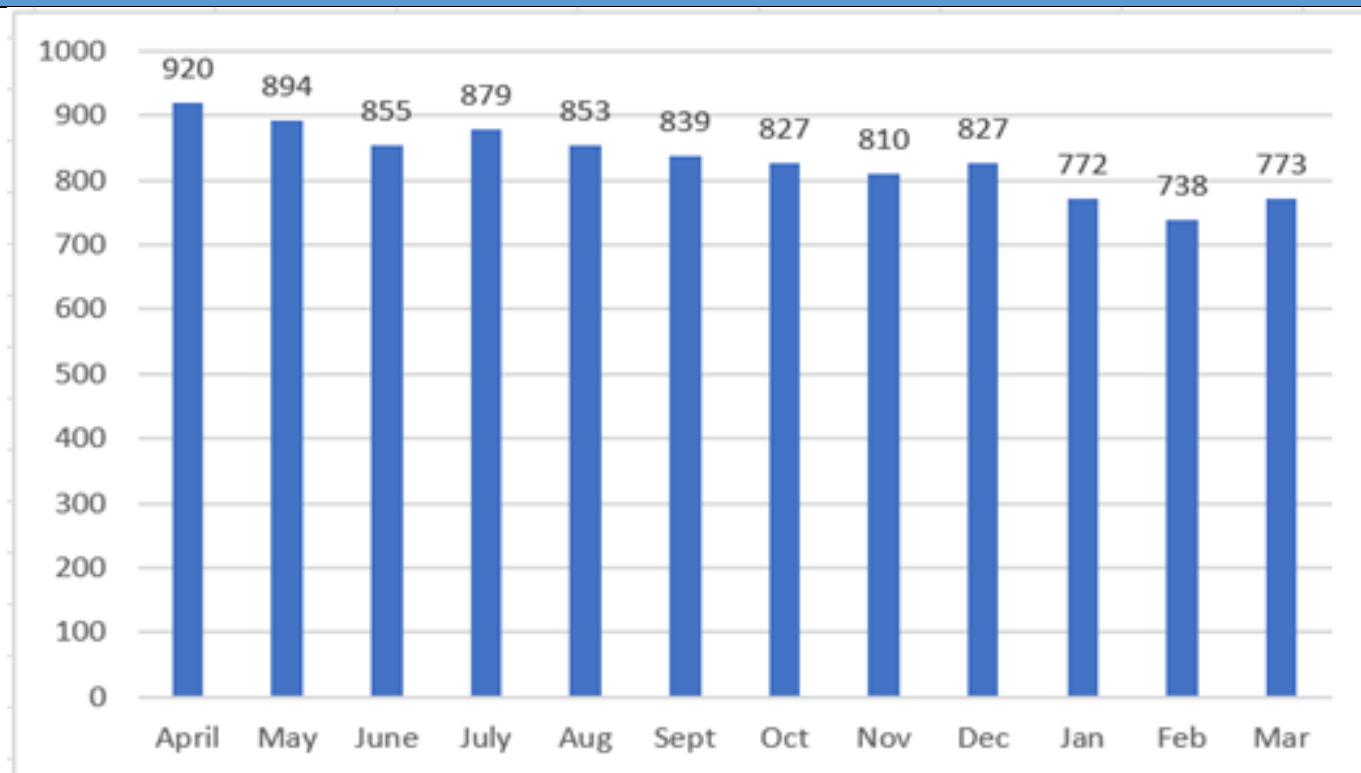
Aims Achieved (both categories – Fully Met and Partially Met) accounted for 40% of the overall total (1585 children and 717 families) of Episodes Ended in 22/23.

SEND Education Health & Care Plans % completed within 20 Weeks

Calendar Month	New Agreed Referrals in Month	Plans Finalised in Month	Plans Finalised in Month Within 20 Weeks	% Plans Finalised in Month Within 20 Weeks
2022-01	25	15	1	6.7%
2022-02	39	18	3	16.7%
2022-03	69	19	2	10.5%
2022-04	21	20	1	5.0%
2022-05	41	40	4	10.0%
2022-06	44	63	13	20.6%
2022-07	68	43	6	14.0%
2022-08	15	28	4	14.3%
2022-09	32	36	7	19.4%
2022-10	54	36	3	8.3%
2022-11	68	36	14	38.9%
2022-12	55	35	13	37.1%
Total	531	389	71	18.3%

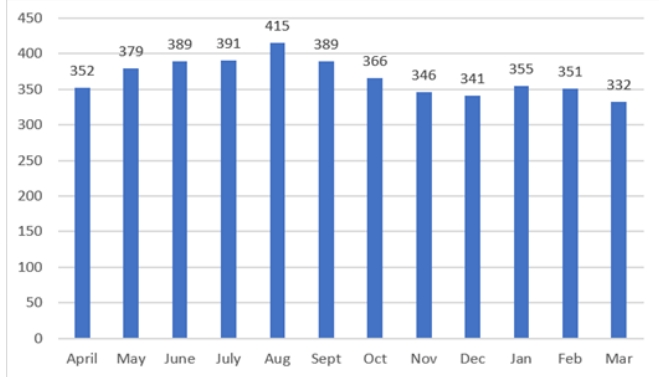
An education, health and care (EHC) plan is for children and young people aged up to 25 who need additional support from education, health and/or social care. Over the year there was an exponential increase in the number of EHCP requests, coupled with staffing issues this has resulted in a decline in EHCPs being finalised within the 20-week time frame. The numbers of completions within timescale increased from September. Over the last year there has been a greater focus on completing reviews for children and young people especially in the transition years. As a result, the numbers of reviews being completed has risen and is now in line with national.

Number of Children on a Children In Need Plan



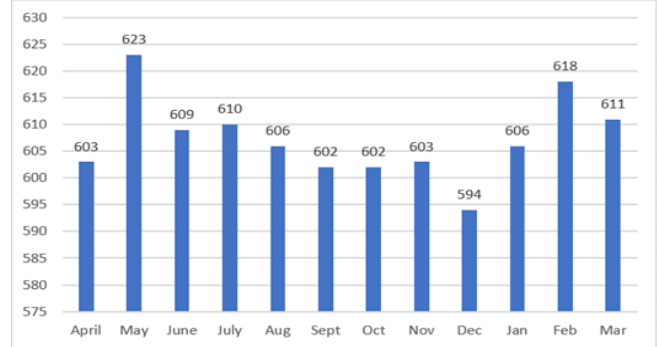
There are no direct performance comparators with other Local Authorities as the number of children in need with a plan is not published nationally or regionally. However, despite the trend showing a slight decline in the number of children in need (0-17yrs) with a child in need plan, the number is significant with consideration to caseloads and resources. A child in need is one who has been assessed by Children's Social Care as needing services, including family support, leaving care support, adoption support or disabled children's services. Typically, we would compare the rate of children in need with other LAs at a national and regional level. The rate of children in need per 10,000 children aged 0-17yrs in Sefton is 495. Using the most recent comparative data, the rate in 2021 was 400/10,000, which was above the national rate of 321/10,000 and the statistical neighbour rate of 367/10,000. The rate of children in need aged 0-17 in Sefton has been above the national rate since 2016, but despite a peak of 920 in April 2022, the number continues to show a steady decline, falling to 773 by the end of March 2023.

Number of Children on a Child Protection Plan



At the end of March 2023 there were 332 children who are the subject to a child protection plan, which represents a rate of 57/10,000 children aged 0-17yrs in Sefton. Using the most recent comparative RIG data, the rate of children aged 0-17 on a Child Protection Plan in Sefton at the end Q4 (March 2023) was 63/10,000, compared with the Northwest rate of 48.2/10,000. Since 2013 the rate of children who are the subject of a child protection plan in Sefton has been marginally above the national comparable rate, but below the rates seen across statistical neighbours and LA's in the Northwest, and the numbers have shown a slight increase in Jan 2023 with a steady decline in the last two months.

Open Episodes of Cared for Children



At the end of March 2023, there were 611 cared for children (CLA) with an open episode of care, which represents a rate of 115/10,000 children under 18yrs in Sefton. Using the most recent comparative RIG data, the rate of children looked after in Sefton at the end Q4 (March 2023) was 116/10,000 aged under 18yrs, compared with the Northwest rate of 97.8/10,000. Between 2013 and 2023 the rate of children cared for in Sefton has been broadly consistent with the rates seen across the Northwest and statistical neighbours, but above the national rate. However, since 2020, the rate of children cared for in Sefton has been above the Northwest and statistical neighbours and significantly above the national rate. At the end of financial year 2023 Sefton's rate of cared for children was 115/10,000 children under 18yrs, compared with 97/10,000 in the Northwest, 91/10,000 across statistical neighbours and 70/10,000 across England. Whilst actual numbers have fluctuated slightly over recent months, the trend is still showing an increase, which represents a sustained demand on Council services and resources.

Adult Social Care:

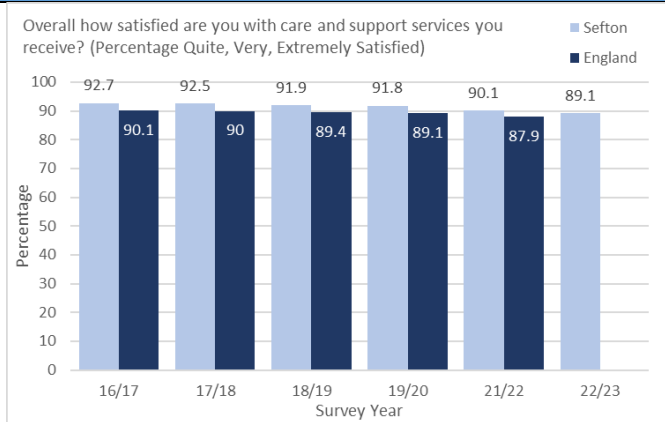
The annual Adult Social Care client survey consists of 50 questions and is sent out in February each year to a random selection of clients, some of the answers are captured below.

The Adult Social Care Outcomes Framework (ASCOF) measures nationally how well care and support services achieve the outcomes that matter most to people. The three metrics are included for Adult Social Care are part of the ASCOF.

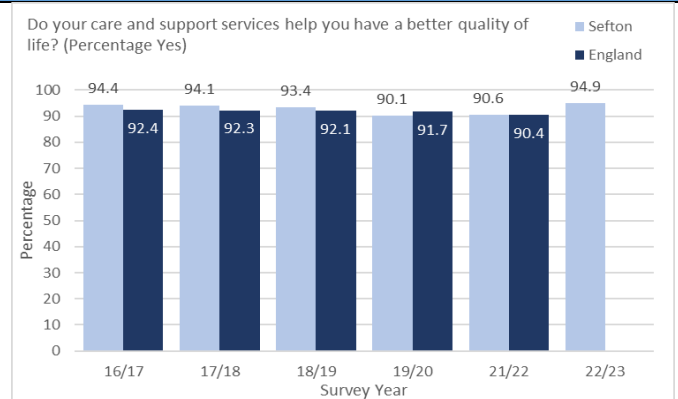
Between April 2022 and March 2023 Sefton's Adult Social Care service: received well over twenty-five thousand contacts; completed some four thousand initial assessments; and undertook some

six thousand reviews and re-assessments. Just under seven thousand clients and four hundred carers were in receipt of short or long term services at some stage in the year.

Overall satisfaction of survey respondents with the care and support services they receive. Percentage quite, very, or extremely satisfied.



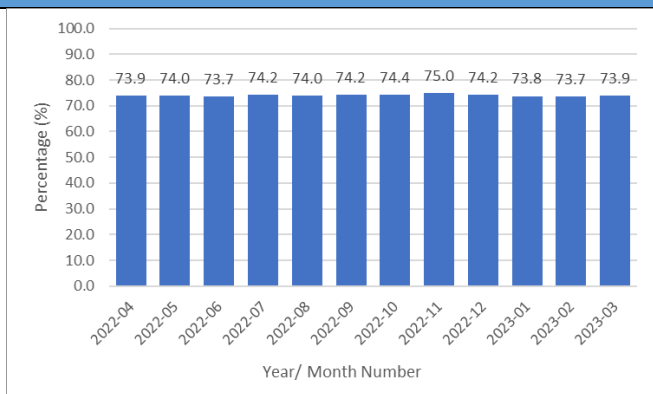
Overall proportion of respondents stating their services help them have a better quality of life. Percentage 'Yes'.



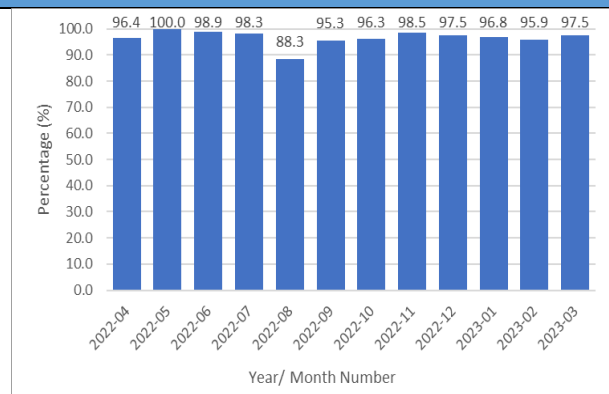
This question looks at the overall service satisfaction. Sefton's results have consistently been above the national average, although both Sefton and national survey results suggest a slight downward pattern, especially during the 'Covid-19' period.

The Annual Adult Social care client survey consists of 50 questions and is sent out in February each year to a random selection of clients. This question looks at the level of respondents who think their services have a better quality of life. Sefton's results have generally been at or around the national average. This year we have had an improvement to levels last seen 6 years ago in the latest survey. Again, the 'Covid-19' period had a slight detrimental impact both locally and nationally.

Proportion of people whose initial service was short term who did not go on to long term services (%)



Proportion of Adult Social Care Safeguarding Enquiries concluded where people's preferred stated outcomes were fully or partially met (%)



Wherever possible Adult Social Care aim to support people to be as independent as possible, living at home and having strong links with their communities. Whilst it is recognised that some people may need long term services, this measure specifically shows the proportion

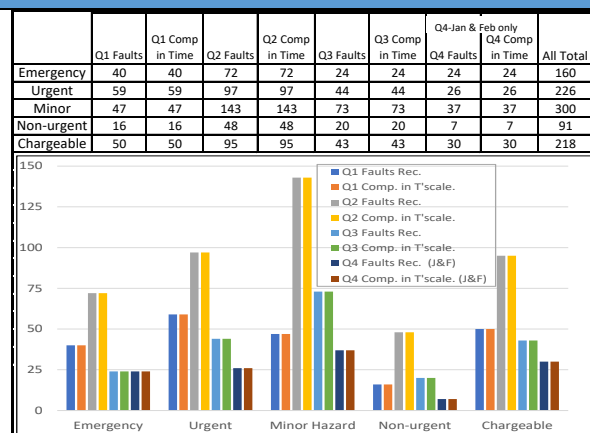
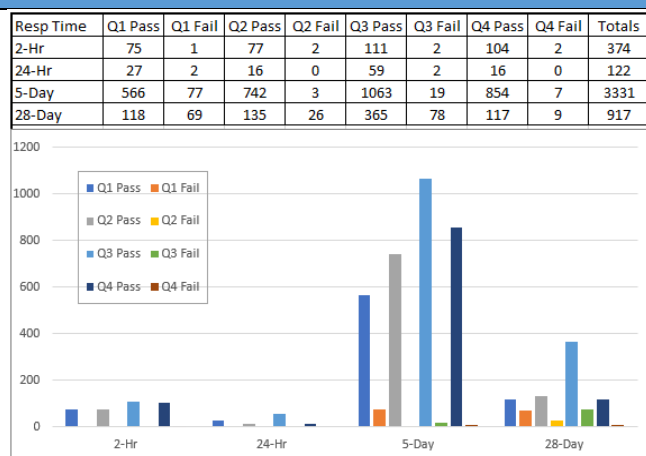
Adult Social Care has a responsibility to safeguard vulnerable people who have care and support needs. Making Safeguarding Personal (MSP) is a national initiative aiming to encourage an outcome focused and a person-centred approach in safeguarding work. We ask those

of people whose short-term service resulted in a reduced, or no ongoing, need for support. A key responsibility of Adult Social care is to ensure early help and intervention, helping people to delay the need for long term services. In 22/23 Sefton displayed consistent performance, with around 74% of short-term service clients not going into long-term services.

involved in a safeguarding episode what their preferred outcome would be, MSP indicates the percentage of people who had their preferred outcome fully or partially met. Whilst specific circumstances may mean that it is not always possible for an individual's desired outcomes to be achieved, this is a key aspect of our safeguarding work. MSP outcomes in 22/23 have remained consistent and were above 95% for significant portion of the year.

Street Lighting – response to notified faults

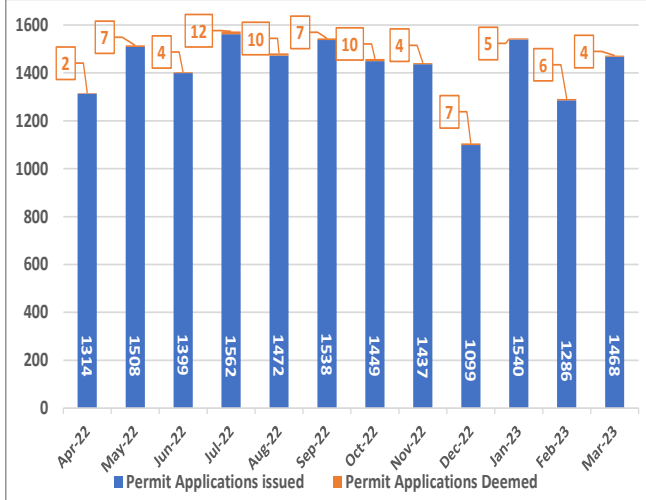
Urban Traffic Control – response to notified faults



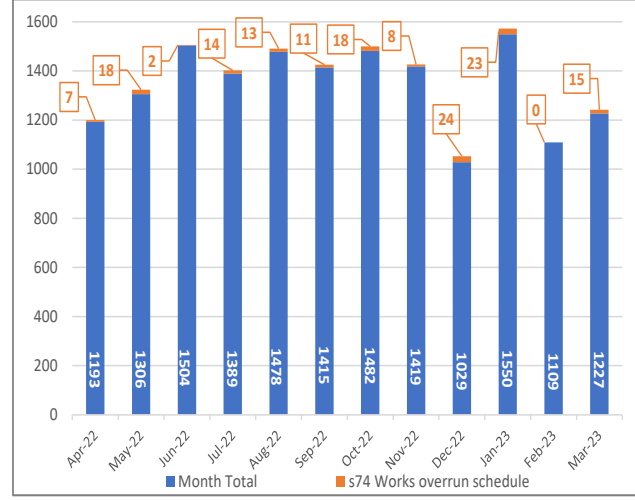
The Council has approximately 37,000 streetlights on its highways and recognises the importance of keeping them working well. When we are notified of faults, we assess the urgency of repair (e.g. 2-hours; 24 hours, 5 days etc.) allocate a target time for repair and pass it on to our appointed Contractor. We then monitor their performance against the targets. The contract includes financial penalties that can be applied if they fail to meet the required level of performance.

Urban Traffic Control (UTC) refers to our connected network of Traffic Lights and signal controlled pedestrian crossings. Keeping these working well is essential for keeping people safe and the highway network flowing. When we are notified of faults, we assess the urgency of repair (e.g. emergency; urgent; minor hazard etc.) allocate a target time for repair and pass it on to our appointed Contractor. We then monitor their performance against the targets. The contract includes financial penalties that can be applied if they fail to meet the required level of performance.

Network Management Permit Approvals



Network Management Permit Overruns

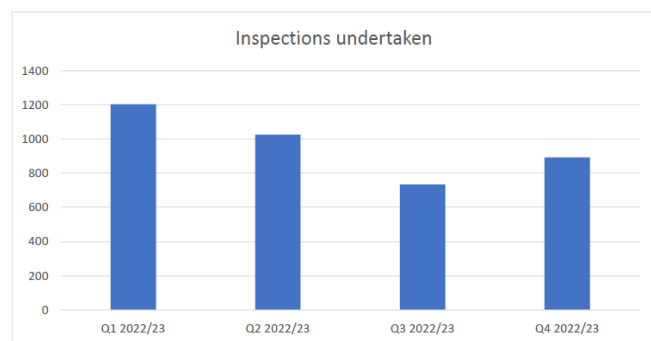


Minimising disruption caused by works on the highway is important for managing the network and keeping traffic moving. For this reason, anyone wishing to excavate part of the highway requires permission and a permit for the work. We have a set time to deal with requests (the time period differs depending upon the length of time the works will take) and either accept, challenge or amend the permit requested. If we do not deal with these requests in time, the permission is automatically granted (a Deemed Permit). This data shows how effectively we manage this important function. The Deemed Permits will also include requests we receive for roads that are not our responsibility.

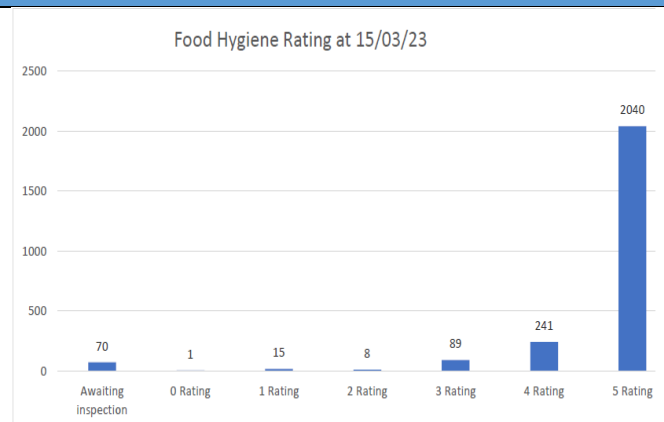
Anyone wishing to excavate part of the highway requires permission and a permit for the work. When we issue a permit, it allows a set time to complete the works and remove the obstruction. We monitor compliance with the permits and charge companies if they overrun the time allowed. This helps to minimise disruption and ensure that the works are dealt with efficiently.

Public Protection Inspections Undertaken

	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23	Grand Total
Inspections undertaken	1204	1025	734	893	3856



Food Hygiene Rating Scores



The Public Protection service undertakes a range of Food Safety, Health and Safety,

After inspecting a business, our officers use the national Food Hygiene Rating Scheme to award

Pollution Control, Trading Standards and Licensing inspections. These inspections enable us to monitor businesses, provide them with advice and guidance on legal requirements, and to take enforcement action when . The Inspection programmes are an important activity for maintaining standards and ensuring that people are protected from harm and protect good businesses from unfair competition by those who try to cut corners with compliance.

them a rating. The business must display this rating for customers to see and it is also published on the Food Standards Agency website. This provides potential customers with a simple way of understanding the businesses' hygiene standards. The ratings range from 0 (urgent improvement is required) to 5 (hygiene standards are very good), with 3 indicating that hygiene standards are generally satisfactory. Whilst the food business is ultimately responsible for the standards they maintain, the Council's monitoring, advice and enforcement activities play a crucial role, and enable customers to make informed choices about where to shop and eat.

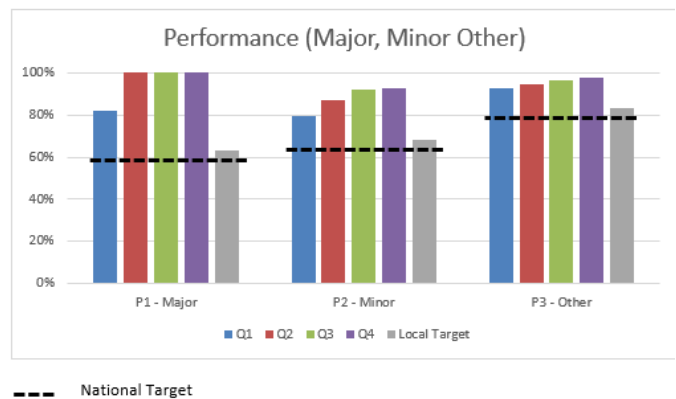
% of Planning Decisions Approved

Planning Decisions Made on Target

Percentage of planning applications approved: April 2022 – March 2023



Key performance against national targets for speed and quality of decision making: April 2022 – March 2023

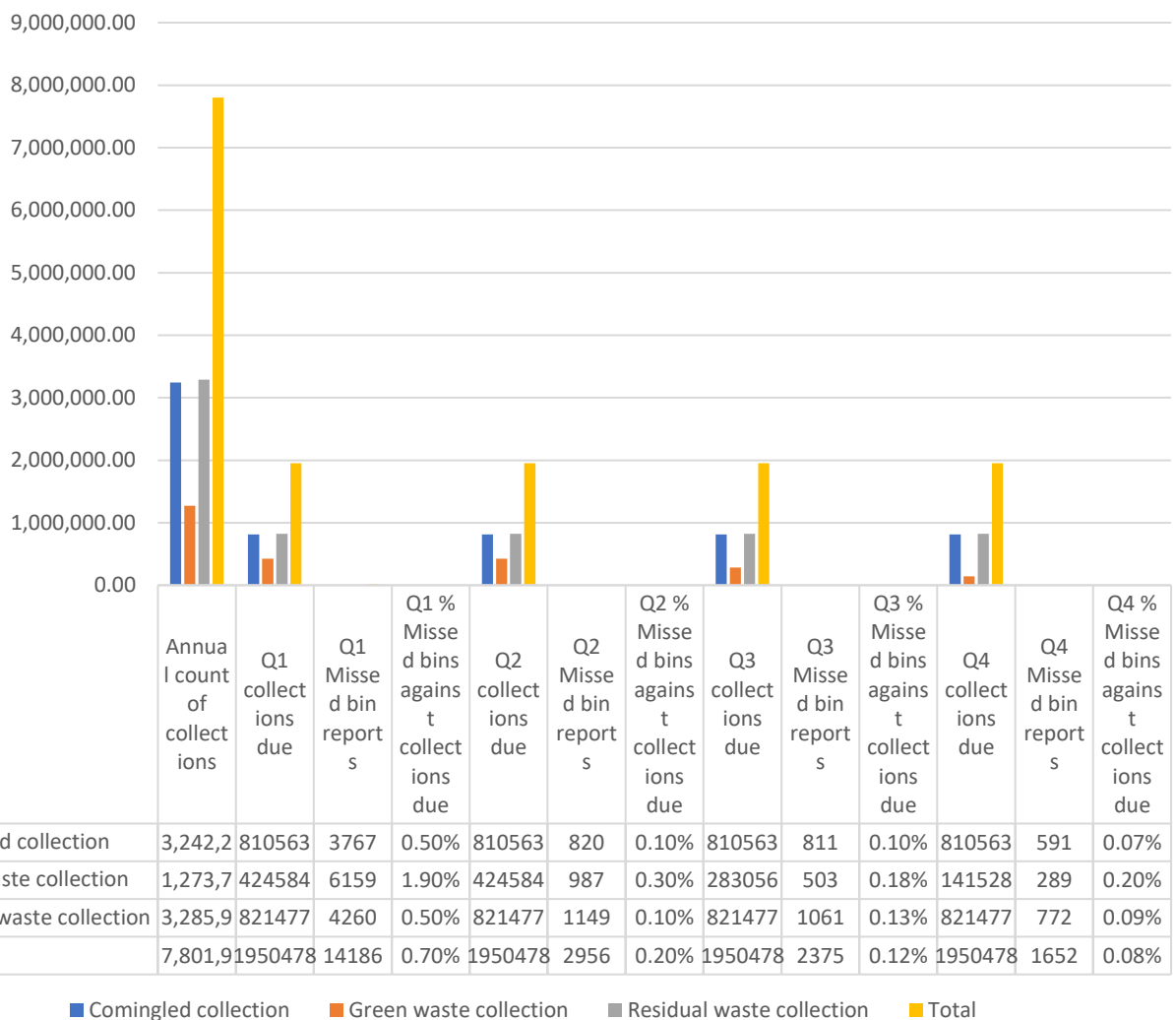


Despite much misplaced criticism and misconceptions of the planning system (holding back development) being played out in the media nationally, at a local level it can be seen that most developments which are submitted as planning applications to Sefton are approved. The Council has committed to ensure that there are sufficient resources deployed in the LPA to ensure that schemes can be negotiated, and resources deployed in securing acceptable schemes, when not all will be submitted in a form which can be accepted originally. Without this ability and resource to negotiate, the above rates of approval would be significantly lower. And in turn the pace of delivery, the impacts on the local economy, on supply chains and the ability of residential and commercial property owners to continue to adapt and change and respond to domestic and market trends

Government judge the performance of a LPA primarily on the speed of determination of decisions. In this regard, Sefton is above the national and our own higher local targets for the last financial year. In certain categories and quarters for 22/23 performance has been exceptional.

respectively would be lost. This commitment to resources was also a major factor (alongside staff dedication and endeavour) to the securing of the RTPI NW Planning Authority of the year earlier this month.

Bins Collected

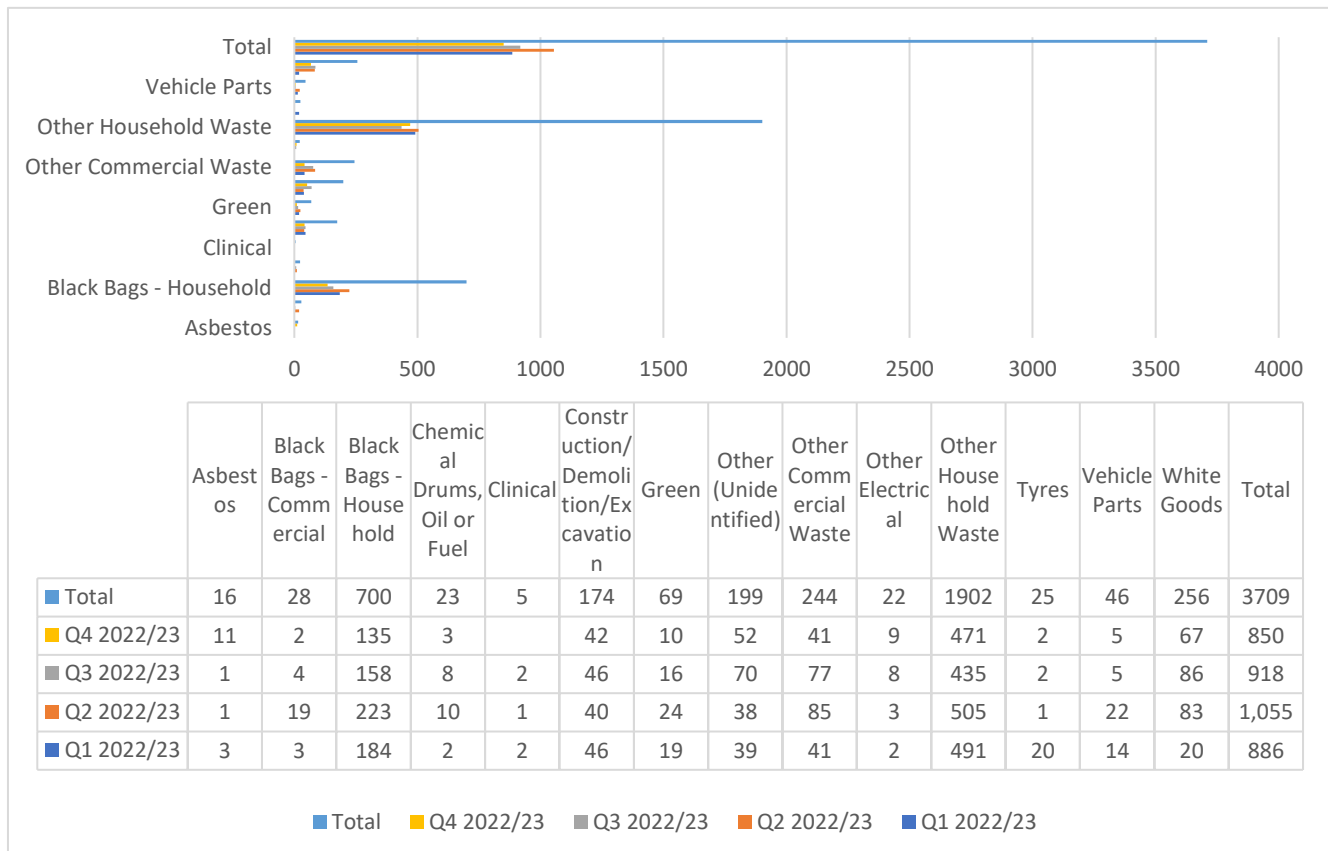


The Council has approximately 130,000 residential properties where collections of both residual and recycling waste are undertaken, predominately on an alternative weekly collection model. Of those properties, approximately 110,000 also participate in green waste collections, which is a non-statutory collection provision.

The Council understand the value of a robust and effective waste collection service however, on occasions collections are delayed by traffic, inclement weather conditions or unforeseen

circumstances. We aim to resolve complaints regarding missed collections for residual and recycling bins within 5 working days. Green bin collections are addressed within 10 working days. Our Q1 data displays a higher than average number of complaints received regarding green waste collections. This is reflective of significant operational issues that were experienced during that period. However, we are fully aware that the statistical data shown will not have captured all of the missed green bin collections experienced during that period as the majority of residents will have followed information shared via social media and our website regarding catch up collection arrangements rather than log individual complaints.

Fly Tipping Reports by Waste Type



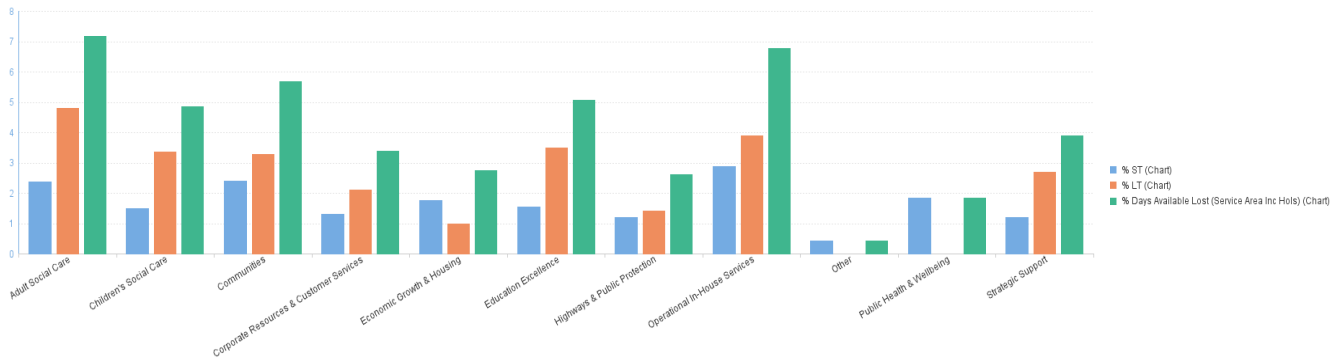
The Council is working hard with our partners to eradicate the crime of fly tipping which blights communities. This includes

- ensuring the environment is right, wherever possible, to ensure residents are able to dispose of their refuse in the appropriate way
- checking that residents and businesses are fully informed of the various methods of waste disposal including our bulky waste collection
- undertaking enforcement action where possible to prosecute offenders.

Where fly tipping is undertaken on land that is not owned by the Council officers will recoup the costs of cleaning up areas where necessary.

Sickness Absence

Sefton Council Sickness Absence 01/04/2022 - 31/03/2023



Short term sickness continues to be below the indicative target set by the council. As has been reported there are higher levels of sickness within Adult Social Care, Communities, Education Excellence and Operational In House Services. Some of this reflects the nature of some services e.g. operational in house services and some will require further work during the next year- Sickness levels, causes and required action is reported to both senior officer meetings and Overview and Scrutiny Committee.