

PLACE SERVICES
PERFORMANCE REPORT
QUARTER 3 2023-24



Contents

1. Our Borough Strategy 2021-30 Priorities3

2. Borough Strategy Priorities and the UN Sustainable Development Goals.....4

3. Purpose of the Report5

3. Executive Summary6

4. Part 1 - Statistical analysis7

4.1 Performance Against Target8

4.2 The Performance Trend8

4.3 Inter Authority Comparison.....9

4.4 Summary and conclusion of statistical analysis10

5. Part 2 - Commentary on performance against priority and outcome12

Priority 3 - Create safe and strong communities and neighbourhoods for all12

Priority 4 - Support a strong, thriving, inclusive, and well-connected local economy21

Priority 5 - Create green and vibrant places that reflect our heritage and culture28

1. Our Borough Strategy 2021-30 Priorities

Performance Management in St Helens Borough Council is focused around achieving the 6 strategic priorities outlined in Our Borough Strategy 2021-30.



Priority 1 - Ensure children and young people have a positive start in life

Priority 2 - Promote good health, independence, and care across our communities

Priority 3 - Create safe and strong communities and neighbourhoods for all

Priority 4 - Support a strong, thriving, inclusive, and well-connected local economy

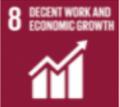
Priority 5 - Create green and vibrant places that reflect our heritage and culture

Priority 6 - Be a responsible council



2. Borough Strategy Priorities and the UN Sustainable Development Goals

The Sustainable Development Goals (SDGs) are a collection of 17 interlinked global goals designed to be a "blueprint to achieve a better and more sustainable future for all". The SDGs were set up in 2015 by the United Nations General Assembly and are intended to be achieved by the year 2030. Making progress towards the global goals by 2030 depends on local action. SDGs fit with Our Borough Strategy Vision and the Council's approach to Reset and Recovery. All 17 Sustainable Development Goals have been mapped against the 'Our Borough Strategy' priorities and outcomes.

 <p>ENSURE CHILDREN AND YOUNG PEOPLE HAVE A POSITIVE START IN LIFE</p>	     	 <p>SUPPORT A STRONG, THRIVING, INCLUSIVE AND WELL-CONNECTED LOCAL ECONOMY</p>	          
 <p>PROMOTE GOOD HEALTH, INDEPENDENCE AND CARE ACROSS OUR COMMUNITIES</p>	   	 <p>CREATE GREEN AND VIBRANT PLACES THAT REFLECT OUR HERITAGE AND CULTURE</p>	      
 <p>CREATE SAFE AND STRONG COMMUNITIES AND NEIGHBOURHOODS FOR ALL</p>	  	 <p>BE A RESPONSIBLE COUNCIL</p>	       

3. Purpose of the Report

The purpose of the report is to inform and update Elected Members on performance against the 6 priorities of the Our Borough Strategy 2021-30 and respective outcomes as set out above. The report covers the period Quarter 3 2023-24 providing the performance position reported over the course of the period. The reporting format splits the report into 2 distinct parts:

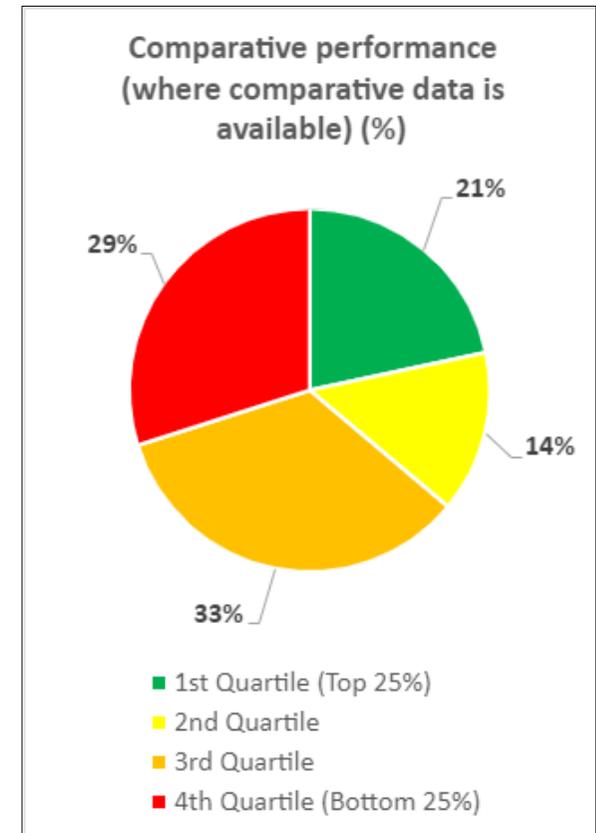
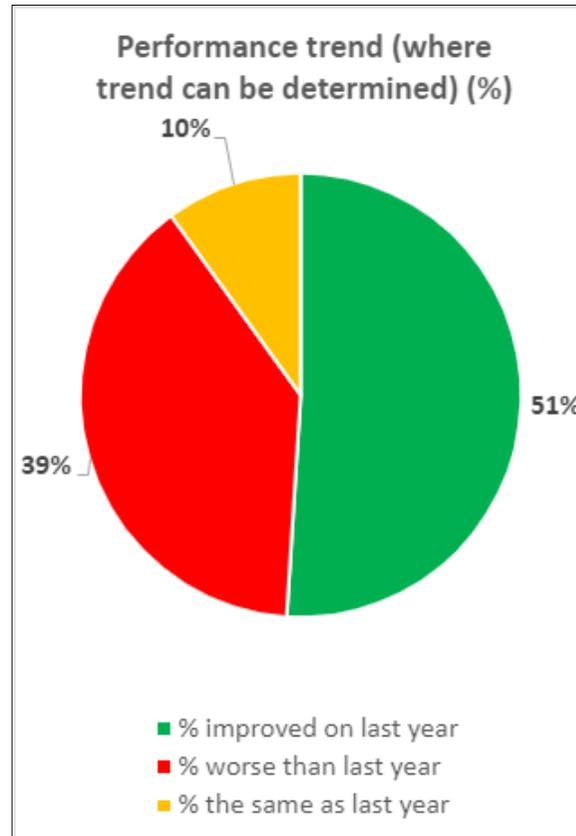
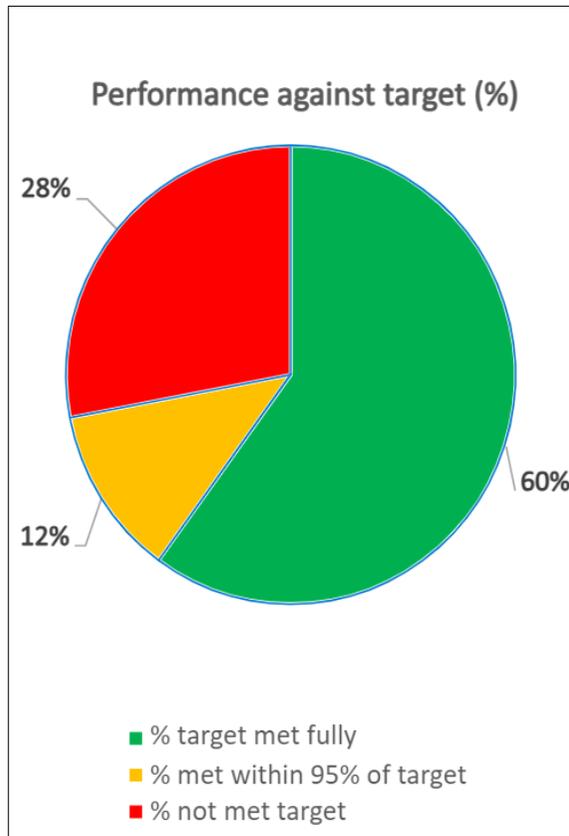
Part 1 of the report is a statistical analysis of the performance position at Quarter 3 2023-24.

Part 2 of the report is a commentary on performance against delivery of the 6 strategic priorities and their respective outcomes summarising current performance within the quarter and action being taken to improve performance where required.

3. Executive Summary

The charts below provide an overview position of all performance measures across all 6 Borough Strategy priorities as at Quarter 3 2023-24, examining:

- Performance against target.
- Trend - whether performance has improved / worsened since the position 12 months ago.
- Inter Authority performance - how St Helens' performance compares to that of a family group of authorities similar to St Helens.



4. Part 1 - Statistical analysis

To measure performance at Quarter 3 2023-24, the Council is reporting against a total of 86 performance indicators, where targets were set. The indicators reported are split between Tier 1 and Tier 2:

Tier 1 – A set of high-level strategic indicators and targets that constitute the Outcomes Framework of the Borough Strategy 2021-2030.

Tier 2 – A further set of performance indicators and targets to address key priority areas of performance within Directorates / Departments.

In the supporting scorecards for each priority area, this distinction is maintained and both tiers are shown as they are all relevant to an understanding of overall performance.

The Quarter 3 report statistical analysis looks at performance under 3 areas:

1. Performance against targets
2. Trend over 12-months
3. Inter-authority comparison

4.1 Performance Against Target

This measure sets out:

- The percentage of indicators by priority where targets have been fully met or exceeded.
- The percentage of indicators by priority that have not fully met target but are within 95% of target.
- The percentage of indicators by priority that have failed to meet the target by more than 5%.

In the supporting scorecards for each priority area, green, amber, and red colours are used to depict indicators in each of the above three bullet point situations.

Priority	Number of Indicators with data	% target fully met	% target met within 95%	% target not met
1. Ensure children and young people have a positive start	21	52% (11)	24% (5)	24% (5)
2. Health, independence, and care	21	57% (12)	14% (3)	29% (6)
3. Safe and strong communities and neighbourhoods	14	64% (9)	0% (0)	36% (5)
4. Strong, thriving, inclusive and well-connected economy	8	63% (5)	0% (0)	37% (3)
5. Green and vibrant places reflecting our heritage and culture	9	67% (6)	0% (0)	33% (3)
6. Responsible Council	13	70% (9)	15% (2)	15% (2)
Total	86**	60% (52)	12% (10)	28% (24)

** Some new indicators do not have targets set for the year as baseline data is being collected in 2023-24. See individual priorities for details.

A listing of indicators, which have met or exceeded target, have met within 95% of target, or have failed to meet target by more than 5% are shown within each of the 6 priority scorecards.

4.2 The Performance Trend

This measure compares performance at Quarter 3 2023-24 with performance at Quarter 3 2022-23 by setting out:

- The percentage of indicators where performance compared to last year has improved.
- The percentage of indicators where performance compared to last year has declined.
- The percentage of indicators where performance compared to last year is the same.

In the supporting scorecards for each priority a black arrow pointing up, downwards or sideways is used to depict indicators in each of the above 3 scenarios.

NB. There are a small number of indicators for 2023-24, where performance data in 2022-23 is not available and therefore it is not possible to show a performance trend. Where this is the case N/A appears.

Priority	Number of Indicators with data	% improved on last year	% worse than last year	% the same as last year
1. Ensure children and young people have a positive start	22	45% (10)	41% (9)	14% (3)
2. Health, independence, and care	19	42% (8)	42% (8)	16% (3)
3. Safe and strong communities and neighbourhoods	11	45% (5)	55% (6)	0% (0)
4. Strong, thriving, inclusive and well-connected economy	5	60% (3)	40% (2)	0% (0)
5. Green and vibrant places reflecting our heritage and culture	8	63% (5)	37% (3)	0% (0)
6. Responsible Council	13	70% (9)	15% (2)	15% (2)
Total	78	51% (40)	39% (30)	10% (8)

4.3 Inter Authority Comparison

This measure shows how performance in St Helens compares to the performance of a family group of authorities similar to St Helens. It does this by ranking each authority's performance by quartile. The top performing 25 % are in the first quartile and the bottom 25% in the fourth quartile. Authorities in between are placed in either the 2nd or 3rd quartiles. Comparative national data is only available to be used for **43** indicators.

In the supporting scorecards for each priority, where this measure is used, green indicates that St Helens is in the top best performing quartile, red that it is in the bottom quartile or yellow/amber that St Helens is in either the 2nd or 3rd quartile). The England average figure (Eng, Av) is also now presented, as is the statistical neighbour group average (LA Av.) to provide additional context to comparative performance.

Priority	Number of Indicators with data	% in 1st quartile	% in 2nd quartile	% in 3rd quartile	% in 4th quartile
1. Ensure children and young people have a positive start	22	23% (5)	14% (3)	23% (5)	40% (9)

Priority	Number of Indicators with data	% in 1st quartile	% in 2nd quartile	% in 3rd quartile	% in 4th quartile
2. Health, independence, and care	11	18% (2)	9% (1)	46% (5)	27% (3)
3. Safe and strong communities and neighbourhoods	0	0% (0)	0% (0)	0% (0)	0% (0)
4. Strong, thriving, inclusive and well-connected economy	6	33% (2)	17% (1)	50% (3)	0% (0)
5. Green and vibrant places reflecting our heritage and culture	2	0% (0)	50% (1)	0% (0)	50% (1)
6. Responsible Council	2	0% (0)	0% (0)	50% (1)	50% (1)
Total	43	21%* (9)	14% (6)	33%* (14)	33%* (14)

NB – Percentages rounded to nearest whole number

The latest available picture of inter authority performance largely relates to the 2021-22 financial year. Therefore, St Helens position vis-a-vis its quartile position is based on St Helens performance in that particular year relative to its statistical neighbours. Future reports will be updated to reflect the 2022-23 comparative performance position as and when verified data is published.

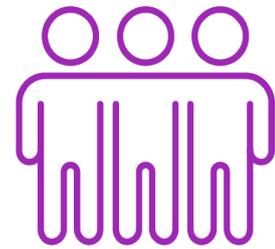
4.4 Summary and conclusion of statistical analysis

- **72%** of indicator targets have been either exceeded, met fully, or met within 95% of target. This compares to 73% of indicators in Quarter 3 2022-23.
- **28%** of indicator targets were not met, compared to 27% in Quarter 3 2022-23.
- The trend measure indicates over the course of the last 12 months **51%** of indicators showed improvement, **10%** of indicators maintained the same performance and **39%** of indicators showed a downward trajectory. The position in Quarter 3 2022-23 was that **52%** of indicators showed improvement, **7%** of indicators maintained the same performance and **41%** of indicators showed a downward trajectory.
- **21%** of all indicators where comparison is possible are in the top quartile, compared to 24% at Quarter 3 2021-22, whilst **33%** are in the bottom quartile, compared to 27% at Quarter 3 2022-23. 14% and 33% of indicators are in the 2nd and 3rd quartile respectively, compared to 20% and 29% in Quarter 3 2022-23 (NB percentages rounded to nearest whole number).
- Annual targets were set where possible within the context of national, Northwest, and local authority comparator group data. Equally targets aspire to be challenging but achievable within the context of the available resources. The targets also take account of performance during the last 3 years which has been an unprecedented period due to the onset and impact of the Covid-19 pandemic, a cost-of-living crisis, increasing demand for services and severe financial constraints.
- Performance should therefore be viewed within the context of what has continued to be a challenging operational period for the Council. The legacy impact of the pandemic, the cost-of-living crisis, rising demand for services and the requirement to deliver significant budget savings has impacted the Council's ability to meet targets and demonstrate improvements in performance trends. Equally in many areas the impact of the pandemic on performance is yet to be fully realised and understood. However, given the effect of the pandemic on St Helens to date there is the strong likelihood that

existing inequalities may be widened. This presents risks for future performance, but particularly in areas such as public health, education and schools and children's services where comparative performance is already challenging.

5. Part 2 - Commentary on performance against priority and outcome

Priority 3 - Create safe and strong communities and neighbourhoods for all



Outcomes

- Our communities and neighbourhoods are safe, strong, and caring.
- Our voluntary and community groups are better supported to make a difference.
- Our neighbourhoods provide the right homes for all.

Overview of priority performance

The tables below show provide an overview of performance at Quarter 3 2023-24 for the indicators reported.

Performance Against Target

Number of Indicators with data	% target fully met	% target met within 95%	% target not met
14	64% (9)	0% (0)	36% (5)

The Performance Trend

Number of Indicators with data	% improved on last year	% worse than last year	% the same as last year
11	45% (5)	55% (6)	0% (0)

Inter Authority Comparison

Number of Indicators with data	% in 1st quartile	% in 2nd quartile	% in 3rd quartile	% in 4th quartile
0	0% (0)	0% (0)	0% (0)	0% (0)

Priority 3 - Create safe and strong communities and neighbourhoods for all

Tier 1

Outcome	Ref	Performance Indicator	Reporting Frequency	Higher / Lower is better?	22/23 Outturn	23/24 Target	Q1 June	Q2 Sept	Q3 Dec	% Variance from Target (DEC)	Trend	Comparative Performance
Our communities and neighbourhoods are safe, strong, and caring	SC-001	Number of serious violence offences per 1,000 population	Quarterly	Lower	1.32	1.24	0.3	0.59	0.84	9.68%	↑	N/A
	SC-002	Percentage rate in repeat victimisation for those domestic violence cases being managed by a MARAC	Quarterly	Lower	38.1	39	26.9	28.3	29.3	24.87%	↑	N/A
	SC-005	The number of anti-social behaviour (ASB) related complaints received and resolved by the council as a percentage of all ASB complaints	Quarterly	Higher	N/A	75%	95.5	97.4	97.9	30.53%	N/A	N/A
Our neighbourhoods provide the right homes for all	HS-001	Number of households who are being assessed as being owed the full housing duty (where homelessness has not been prevented or relieved).	Quarterly	Lower	63	70	37	73	100	-100%	↓	N/A

St Helens Borough Performance Report - Quarter 3, 2023/24

Outcome	Ref	Performance Indicator	Reporting Frequency	Higher / Lower is better?	22/23 Outturn	23/24 Target	Q1 June	Q2 Sept	Q3 Dec	% Variance from Target (DEC)	Trend	Comparative Performance
	HS-002A	Total number of unique individuals verified as rough sleeping	Quarterly	Lower	84	100	60	111	150	-87.5%	N/A	N/A
	HS-002B	Number of unique individuals verified as new to rough sleeping	Quarterly	Lower	35	45	26	68	99	-182.86%	N/A	N/A
	G&P-011	Number of net increases in dwelling stock	Quarterly	Higher	427	486	64	158	207	-43.21%	↓	N/A
	G&P-012	New affordable homes as a percentage of all new homes (gross)	Quarterly	Higher	29%	24%	33	24	26	8.33%	↓	N/A

Tier 2

Outcome	Ref	Performance Indicator	Reporting Frequency	Higher / Lower is better?	22/23 Outturn	23/24 Target	Q1 June	Q2 Sept	Q3 Dec	% Variance from Target (DEC)	Trend	Comparative Performance
Our communities and neighbourhoods are safe, strong, and caring	SC-003	Number of domestic abuse recorded incidents per 1,000 population	Quarterly	Lower	26.83	26.5	5.5	10.83	15.71	20.94%	↑	N/A
	SC-004	Number of hate crimes incidents per 1,000 population	Quarterly	Lower	2.6	2.53	0.55	1.22	1.71	8.06%	↑	N/A
Our neighbourhoods provide the right homes for all	HS-003	Number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the local authority	Quarterly	Higher	70	15	5	8	20	100%	↓	N/A
	HS-005	Number of households that are families with children living in temporary accommodation.	Quarterly	Lower	112	120	31	59	87	3.33%	↓	N/A

St Helens Borough Performance Report - Quarter 3, 2023/24

Outcome	Ref	Performance Indicator	Reporting Frequency	Higher / Lower is better?	22/23 Outturn	23/24 Target	Q1 June	Q2 Sept	Q3 Dec	% Variance from Target (DEC)	Trend	Comparative Performance
	HS-006	Total number of weeks households spent in temporary accommodation provided by the local authority (not B&B/refuge).	Quarterly	Lower	10.9	10.5	13.6	12.2	11.7	-11.43%	↓	N/A
	HS-007	Number of households assisted to reduce fuel poverty.	Quarterly	Higher	1213	1100	287	497	853	21.86%	↑	N/A

Summary of Performance against outcome and action for improvement

Outcome - Our communities and neighbourhoods are safe, strong, and caring

Current Performance

- Performance against the outcome remains strong at Quarter 3 with all indicators meeting target and showing reductions across all reported crime categories compared to the same period in the previous year.
- **SC-001** - From 1st April 2023 to 31st December 2023 there have been a total of 155 reports of serious violence recorded by Merseyside Police in St. Helens, giving a cumulative rate of 0.84 per 1000 population which has met the target set at 0.93. For the same period last year, there was a total of 188 reports of serious violence recorded by Merseyside Police in St. Helens. During quarter 3 of 2023-24 there was a total of 48 reports of serious violence recorded by Merseyside Police in St. Helens, giving a rate of 0.26 per 1000 population.
- **SC-002** – From 1st April 2023 to 31st December 2023 there have been a total of total of 19 MARAC meetings where 550 cases were discussed with 161 of these being repeat cases, giving a cumulative repeat rate of 29.3%. This has met the target which has been set at 39%. In the same period last year there was a total of 545 cases discussed at MARAC with 206 of those being repeat cases, giving a cumulative repeat rate of 37.8%. During Quarter 3 there was a total of 6 meetings where 190 cases were discussed at MARAC with 59 of these being repeat cases, giving a repeat rate of 31.1%. During Quarter 3, 55.7% (106) of referrals were from Merseyside Police, the remaining 44.3% (84) of referrals were received from other agencies such as IDVA.
- **SC-003** - From 1st April 2023 to 31st December 2023 there have been a total of 2,881 reports of domestic abuse recorded by Merseyside Police in St. Helens, giving a cumulative rate of 15.71 per 1000 population which has met the target set at 19.87. In the same period last year there was a total of 3,710 reports of domestic abuse recorded by Merseyside Police in St. Helens. During Quarter three of 2023-24 there was a total of 896 reports of domestic abuse recorded by Merseyside Police, giving a rate of 4.89 per 1000 population for this period.
- **SC-004** - From 1st April 2023 to 31st December 2023 there have been a total of 314 reports of hate crime recorded by Merseyside Police in St. Helens, giving a cumulative rate of 1.71 per 1000 population which has met the target set at 1.86. For the same period last year, there was a total of 357 reports of hate crime recorded by Merseyside Police in St. Helens. During quarter 3 of 2023-24 there was a total of 101 reports of hate crime recorded by Merseyside Police in St. Helens, giving a rate of 0.55 per 1000 population. Racial hate crime was the most reported hate crime accounting for 64.4% (65) of hate crimes, sexual orientation related hate crime was the second most reported crime accounting for 19.8% (20) of hate crimes. Disability related hate crime accounted for 11.9% (12) of hate crimes and religion related hate crimes accounted for 4% (4) of hate crimes during this period. There were no reports of transgender related hate crimes during this quarter.
- **SC-005** - In the period October to December 2023 there have been a total of 149 anti-social behaviour (ASB) complaints reported to the contact centre. There are 3 outstanding complaints from December which are yet to be resolved giving a resolve rate of 97.9%. For the same period last year, there

were a total of 142 complaints reported to the contact centre. Over the course of the first 3 quarters there has been a total of 615 complaints reported, compared to 622 over the same period in the previous year.

Action for Improvement

- Positive performance is recorded for the Community Safety indicators, including a continued reduction in the number of reported cases of anti-social behaviour.

Outcome - Our neighbourhoods provide the right homes for all

Current Performance

- Performance against the outcome and targets set remains challenging at the end of Quarter 3.
- **HS-001** - The number of households owed the full housing duty where homelessness was not prevented was 27 for this quarter, greater than the 14 cases for Quarter 3 2023-24. This brings the cumulative total to 100, which has exceeded the annual target of 70. With effect from 3rd April 2018 the legislation has changed and accepting for full housing duty only occurs once homeless prevention and relief periods of up to 112 days have expired. Trying to resolve cases at prevention and relief stage remains the primary focus for the team. The team continue to explore all potential move on options including private rented sector and supported housing where appropriate. More cases have proceeded into main duty this quarter as no suitable properties became available within the relief period, the demand is exceeding the supply available, some clients have specific property needs, such as large or adapted properties or specific areas due to support needs. Similarly private rented sector housing has become less accessible due to rising rent levels and more landlords selling properties to take advantage of the increased market prices at the present time. The cumulative figure to date is 100 which far exceeds the target and reflects the difficulties in accessing alternative accommodation in a certain timeframe.
- **HS-002A / HS-002B** – Over the course of Quarter 3 2023-24 a total of 39 unique individuals were found rough sleeping across St Helens. Of the 39 individuals, 31 of the total found rough sleeping were classed as new to rough sleeping. New to Rough Sleeping is defined as not found rough sleeping in the previous 5 years. This brings the cumulative position over the first 3 quarters to 150 unique individuals found rough sleeping and 99 classed as new to rough sleeping within St Helens. Annual targets for both indicators have been exceeded at the end of Quarter 3.
- **HS-003** - A total of 12 private sector dwellings were returned to occupation or demolished in Quarter 3 2023-24. This brings the cumulative total for the year to date to 20, therefore meeting target, but showing a decrease in performance compared to the same period last year when 45 private sector dwellings were returned to occupation or demolished. Work is ongoing to liaise with the owners of vacant properties and encourage reoccupation.
- **HS-005** - The number of families with children in temporary accommodation was 27 over the course of Quarter 3 2023-24, bringing the cumulative total for the year to date to 86. The indicator met target this quarter, but performance was worse than the same period last year. Some of the cases in

temporary accommodation at the end of the quarter have offers of accommodation via local RSLs but there continues to be significant delays with void works and a reduced number of family properties being advertised via 'Under One Roof'.

- **HS-006** - There were 18 households who had spent time in temporary accommodation over the course of Quarter 3 2023-24. The cumulative total to date is 62 households who have spent 11.7 weeks in temporary accommodation to date. This is higher than the average of 10.4 weeks spent in such accommodation in the same period of the previous year and is off target for the quarter. There have been some significant delays with allocations via the RSLs which has impacted on time spent in temporary accommodation. Clients are positively encouraged to move on from temporary accommodation as soon as practicable. This figure only includes clients where there was a statutory duty to accommodate, it does not include those households who have been accommodated under discretionary powers.
- **HS-007** – A total of 853 households have been assisted to reduce fuel poverty over the course of the first 3 quarters 2023-24, above the target of 700, which may be due to an increase in referrals/requests for support due to the impact of energy price increases. The Affordable Warmth and Welfare team continue to provide services to support highly vulnerable residents contributing to a reduction in fuel poverty within the borough. The services include assisting clients to access emergency heating repairs/boiler replacements via housing financial assistance (accessing Energy Company Funding where possible), the housing emergency fund and other externally funded schemes. The Affordable Warmth & Welfare team have also been assisting clients with welfare benefit advice to maximise income and providing general energy efficiency/affordable warmth advice. Up to the end of Quarter 3 the welfare staff dealt with 622 enquiries for advice and have secured over £1.8 million worth of annual benefit gains and arrears for vulnerable residents.
- **G&P-011** – At the end of Quarter 3 2023-24 the indicator for the net increase of housing stock did not meet target and performance is lower than the same period last year. A total of 50 net dwellings were completed in Quarter 3 2023-24, bringing the total for the year to date to 207.
- **G&P-012** - There were 16 gross affordable dwelling completions during the third quarter of 2023-4, bringing the total in the year to date to 54. This equates to 26% of the 207 gross housing completions, which is better than the annual target of 24%.

Action for Improvement

- HS001 – The number of cases in which homelessness has not been prevented continues to rise. This is reflective of the wider challenges experienced in the private rented sector, the availability of alternative properties and the wider impact of cost of living factors on the service. These wider factors, alongside high demand for the service continues to impact on performance. However, the service continues to provide a number of early intervention services and will work to increase awareness of the importance of early engagement with the service.
- HS002A/B - The performance on these indicators reflects a significant growth in rough sleeping. During this quarter, the service has focused on the development and implementation of the Severe Weather Protocol, in order to ensure that there is a place of safety for people experiencing rough sleeping during periods of severe weather. This service has recorded consistent demand for provision and people using this service are supported into hostel and other forms of temporary accommodation when there is capacity to do so. This is a challenging context at present as hostels are

consistently at capacity. The service continues to secure additional units of accommodation as 'move on', recently working with a new provider to secure 13 further units of accommodation for people leaving hostel. Outreach services continue to work with our wider partners to engage people who are rough sleeping to provide emergency support also.

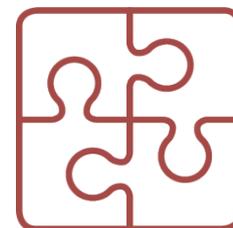
- HS006 – Whilst there has been a reduction in the number of families in temporary accommodation during Quarter 3 from the previous quarter, the indicator which records the time spent in temporary accommodation, remains worse than target. The service continues to prioritise move on from temporary accommodation, working with the Registered Provider to prioritise repairs to properties to enable a reduction in the time taken to re-let properties. However, challenges remain in the time taken for providers to re-let homes due to external factors and a reduction in the number of available affordable homes in the borough.
- G&P011 – Despite the completion of a further 50 net dwellings were completed in Quarter 3 2023-24, bringing the total for the year to date to 207, the indicator remains below target. However, a further 247 units are under construction across the borough.

For more information about individual performance indicators that support the achievement of these outcomes please see the scorecard.

Priority 4 - Support a strong, thriving, inclusive, and well-connected local economy

Outcomes

- Our local economy recovers and grows and people's skills and access to jobs improves
- Our town and neighbourhood centres are vibrant places for all to use, value and enjoy
- Our places are well-connected with accessible transport and digital networks



Overview of priority performance

The tables below show provide an overview of performance at Quarter 3 2023-24 for the indicators reported.

Performance Against Target

Number of Indicators with data	% target fully met	% target met within 95%	% target not met
8	63%* (5)	0% (0)	37% (3)

NB – *percentages rounded to nearest whole number

The Performance Trend

Number of Indicators with data	% improved on last year	% worse than last year	% the same as last year
5	60% (3)	40% (2)	0% (0)

Inter Authority Comparison

Number of Indicators with data	% in 1st quartile	% in 2nd quartile	% in 3rd quartile	% in 4th quartile
6	33% (2)	17% (1)	50% (3)	0% (0)

Priority 4 - Support a strong, thriving, inclusive, and well-connected local economy

Tier 1

Outcome	Ref	Performance Indicator	Reporting Frequency	Higher / Lower is better?	22/23 Outturn	23/24 Target	Q1 June	Q2 Sept	Q3 Dec	% Variance from Target (DEC)	Trend	Comparative Performance
Our local economy recovers and grows and people's skills and access to jobs improves	G&P-003	Number of people supported into Employment, Education and Training through employment support schemes	Quarterly	Higher	406	N/A	28	100	115	N/A	N/A	N/A
	G&P-005A	Rate of employment (working age)	Quarterly	Higher	73.6%	75%	73.6	76.1	76.8	2.95%	↑	3rd Quartile Eng Av. 76.3 LA Av. 74.5 (Jan - Dec 2022)
	G&P-005B	Number of claimants 18-24 as a proportion of all residents of the same age	Quarterly	Lower	7.5%	7.3%	7.8	8	8.2	-7.89%	↓	3rd Quartile Eng Av. 4.7 LA Av. 7.4 (Jan 2023)
	G&P-007	Percentage of residents economically inactive due to long-term sickness	Quarterly	Lower	32.7%	32%	41.7	47.3	46.7	-45.48%	↓	3rd Quartile Eng Av. 24.2 LA Av. 31.7 (Sept 2022)

Tier 2

Outcome	Ref	Performance Indicator	Reporting Frequency	Higher / Lower is better?	22/23 Outturn	23/24 Target	Q1 June	Q2 Sept	Q3 Dec	% Variance from Target (DEC)	Trend	Comparative Performance
Our town and neighbourhood centres are vibrant places for all to use, value and enjoy	G&P-013	Percentage of major planning applications determined within 13 weeks or within an agreed extension in time.	Quarterly	Higher	100%	100%	80	93	100	0%	↑	1st Quartile Eng Av. 86.0 LA Av. 95.9 (Q1, 2023/24)
	G&P-014	Percentage of minor and other applications determined within 8 weeks or an agreed extension time	Quarterly	Higher	97%	95%	97.8	98.8	97.5	2.63%	↑	2nd Quartile Eng Av. 80.0 LA Av. 89.4 (Q1, 2023/24)
	G&P-015	The percentage of planning appeals granted as a percentage of all appeals	Quarterly	Lower	27%	25%	0	25	50	-100%	N/A	1st Quartile Eng Av. 28.7 LA Av. 28.5 (2022/23)
Our places are well-connected with accessible transport and digital networks	ENV-014	Percentage of Highway Inspections for footway and carriageway planned inspections completed in accordance with the Highway Code of Practice	Quarterly	Higher	N/A	90%	97	98	94	4.44%	N/A	N/A

Outcome	Ref	Performance Indicator	Reporting Frequency	Higher / Lower is better?	22/23 Outturn	23/24 Target	Q1 June	Q2 Sept	Q3 Dec	% Variance from Target (DEC)	Trend	Comparative Performance
	ENV-015	The percentage of Call Out for Priority (1,2 & 3) Highway defects (Footway and Carriageway) repaired or made safe within the specified period in accordance with the Highway Code of Practice.	Quarterly	Higher	N/A	90%	87	99	98	8.89%	N/A	N/A

Summary of Performance against outcome and action for improvement

Outcome – Our local economy recovers and grows and people’s skills and access to jobs improves

Current Performance

- **G&P-003** - The number of people supported into Employment, Education and Training through the Community Renewal Fund, Ways to Work and Positive Inclusion schemes over the course of Quarter 3 was 15, cumulatively 115 for the year. This shows a decrease over the previous quarter (72), as Ways To Work has now moved into a different funding programme. LCR SIF funding is focused more on delivering support to economically inactive clients. The funding came with an emphasis on eligible participants for the project being Inactive at the time of registration, meaning they are further removed from the labour market and not job ready. The targets and value of this project are therefore significantly lower than those on the previous ESF-funded programme over the past 7 years. Most economically inactive participants will require longer and more intensive support to get them job ready and successful in their job search and resulting in job outcomes for this indicator. The newly adopted Inclusive Growth Strategy contains workstreams to support getting more people into employment, education, and training.
- **G&P-005A** – The rate of employment sits at 76.8% (NOMIS, data period is July to June 2023), above the target of 75%. St Helens’ employment rate is still above the NW average of 73.8% and also now the England average of 75.8%. The newly adopted Inclusive Growth Strategy will support workstreams to increase access to employment opportunities across the Borough.
- **G&P-005B** – The number of claimants 18-24 as a proportion of all residents of the same age has not met target for the quarter. The latest data is for November 2023 where 8.2% of 18–24-year-olds were claiming benefits, which represents a slight increase of 0.2% from the last reported data in August 2023, although levels have been largely static for some time. This indicator remains a concern as levels are significantly above NW (5.9%) and national (5.1%) levels, There are many factors including macro-economic and local labour market issues influencing this data.
- **G&P-007** – St Helens’ economic inactivity rate due to long-term sickness stands at 46.7% Quarter 3, based on ONS July 2022-June 2023 data. This is significantly higher than the NW average of 31.2 and the England average of 25.6. Although economic inactivity due to long-term sickness has reduced slightly in the last quarter, it is still up by around 2,300 from the same time a year earlier, which is a steeper rise than in the NW or nationally. Caveats must be made around this survey-based data especially when unusually large spikes occur. However, there will also be some negative effects from Covid, e.g., Long Covid forcing withdrawals from the labour market and in particular mental health issues spiking across the country. Economic inactivity due to long term ill health is also a longer term multi-factored socio-economic issue. The next data points will be monitored before any early conclusions are drawn.

Action for Improvement

- The Ways To Work service has secured extensions to its funding from October 2023 to March 2025 due to a mix of Liverpool City Region Strategic Investment Fund and UK Shared Prosperity Fund funding. This will ensure continuation of delivery to those looking for work and continued engagement with employers.
- In addition, the funding will dictate that there will be an increased focus on economically inactive residents. This will necessitate more outreach and wider engagement tools. New targets will be created once the funding contracts are agreed.
- There will be increased provision for responding to the threat of mass redundancies and mass recruitment opportunities.
- The UK Shared Prosperity Fund offers St Helens other opportunities to address performance in 2023-24, particularly with local programmes under development for:
 - Supporting town centre markets and surrounding businesses.
 - Business support, including start-up support, which will address business registrations and business density.
 - Wider LCR programmes around specialist business support and employment and skills.

Outcome – Our town and neighbourhood centres are vibrant places for all to use, value and enjoy

Current Performance

- **G&P-013** – Over the course of Quarter 3 2023-24 100% of major planning applications determined within 13 weeks or within an agreed extension in time, which met the target of 100%. There were 6 major applications determined in this quarter.
- **G&P-014** – The indicator for the percentage of minor and other applications determined within 8 weeks or an agreed extension time exceeded target in Quarter 3 2023-24, with performance standing at 100%. In Quarter 3 there were 154 decisions, all but 4 made within 8 weeks or an agreed extended time period.
- **G&P-015** – 3 planning appeal were granted out of the 6 appeal decisions made in Quarter 3 2023-24. The annual target is set at 25% of appeals granted as a percentage of all appeals made. This statistic is subject to some large fluctuations as often there are only a small number of appeals determined in St Helens by the Planning Inspectorate each quarter. In the previous quarter 4 appeal decisions were received, with only one of the four allowed.

Action for Improvement

- **G&P-013** – In regard to the percentage of major applications determined within 13 weeks or within an agreed extension of time - Officers will continue to work with applicants and agents on major applications to build strong working relationships to enable applications to be determined in within the statutory 13-week deadline or agree extensions of time where these are necessary.

Outcome – Our places are well-connected with accessible transport and digital networks

Current Performance

- **ENV-014** – Over the course of Quarter 3 2023-24, 94% of Highway Inspections for footway and carriageway planned inspections were completed in accordance with the Highway Code of Practice. The indicator is exceeding the annual target of 90%. This is a new indicator without historic data to benchmark against.
- **ENV-015** – Over the course of Quarter 2 2023/24, 98% of Call Outs for Priority (1,2 & 3) Highway defects (Footway and Carriageway) were repaired or made safe within the specified period in accordance with the Highway Code of Practice. Performance is comfortably above the 90% target for the year. This is a new indicator without historic data to benchmark against.

Action for Improvement

- **ENV-014 / ENV-015** - Monthly performance management monitoring will continue to take place to assess performance and take appropriate action if required.

For more information about individual performance indicators that support the achievement of these outcomes please see the scorecard.

Priority 5 - Create green and vibrant places that reflect our heritage and culture



Outcomes

- Our environment is protected for the future
- Our green and open spaces are enjoyed and looked after by us all
- Our spirit and identity are celebrated through our heritage, arts, and culture

Overview of priority performance

The tables below show provide an overview of performance at Quarter 3 2023-24 for the indicators reported. The figures include performance of the 3 recycling and waste indicators for Quarter 2 where reporting is time lagged.

Performance Against Target

Number of Indicators with data	% target fully met	% target met within 95%	% target not met
9	67% (6)	0% (0)	33% (3)

The Performance Trend

Number of Indicators with data	% improved on last year	% worse than last year	% the same as last year
8	63% (5)	37% (3)	0% (0)

Inter Authority Comparison

Number of Indicators with data	% in 1st quartile	% in 2nd quartile	% in 3rd quartile	% in 4th quartile
2	0% (0)	50% (1)	0% (0)	50% (1)

Priority 5 - Create green and vibrant places that reflect our heritage and culture

Tier 1

Outcome	Ref	Performance Indicator	Reporting Frequency	Higher / Lower is better?	22/23 Outturn	23/24 Target	Q1 June	Q2 Sept	Q3 Dec	% Variance from Target (DEC)	Trend	Comparative Performance
Our environment is protected for the future	ENV-001	The amount of direct greenhouse gas emissions within the scope of influence of local authorities (tonnes of CO2)	Quarterly (lagged)	Lower	9,054	8,551	9363	Data not yet available	To be reported in Q4	-%		N/A
	ENV-004A	Percentage of household waste arisings which have been sent for recycling	Quarterly	Higher	36%	40%	34.8	34	To be reported in Q4	-15%	↓	4th Quartile Eng Av. 42.1 LA Av. 45.0 (2021/22)
	ENV-004B	Kilograms of recycling per household	Quarterly	Higher	300.0	325	71.57	138.98	To be reported in Q4	-14.47%	N/A	N/A
	ENV-005	Kilograms of residual household waste collected per household.	Quarterly	Lower	445.2	477	130.2	261.75	To be reported in Q4	-9.75%	↓	2nd Quartile Eng Av. 553.9 LA Av. 529.7 (2021/22)

St Helens Borough Performance Report - Quarter 3, 2022/23

Outcome	Ref	Performance Indicator	Reporting Frequency	Higher / Lower is better?	22/23 Outturn	23/24 Target	Q1	Q2	Q3	% Variance from Target (DEC)	Trend	Comparative Performance
							June	Sept	Dec			
	ENV-006	Number of engagements within the waste and recycling service	Quarterly	Higher	N/A	TBC	1040	2468	2825	N/A	N/A	N/A
Our green and open spaces are enjoyed and looked after by us all	ENV-007	Average number of days taken to remove fly tipping from the public land	Quarterly	Lower	N/A	TBC	6	6	6	N/A	N/A	N/A
	ENV-008	Percentage of relevant land and highways that is assessed as having deposits of litter at an acceptable level	Quarterly	Higher	97.43%	92%	96.64	96.94	97.96	6.48%	↑	N/A
Our spirit and identity are celebrated through our heritage, arts, and culture	CC-001	Total number of physical and virtual visits to Library Services	Quarterly	Higher	402,222	270,000	91,140	208,717	311,060	53.61%	↑	N/A
	CC-002	Number of visits to council managed sports and leisure centres	Quarterly	Higher	1,397,209	1,350,000	332,871	665,006	1,020,372	0.78%	↑	N/A

Tier 2

Outcome	Ref	Performance Indicator	Reporting Frequency	Higher / Lower is better?	22/23 Outturn	23/24 Target	Q1 June	Q2 Sept	Q3 Dec	% Variance from Target (DEC)	Trend	Comparative Performance
Our spirit and identity are celebrated through our heritage, arts, and culture	CC-003	Total number of attendances at library, arts and cultural events supported by St Helens Library and Arts Services	Quarterly	Higher	37,114	40,000	9,788	25,682	36,357	21.19%	↑	N/A
	CC-005	Number of Physical Items Borrowed from St Helens Libraries	Quarterly	Higher	342,314	240,000	81,951	186,231	253,536	40.85%	↓	N/A
	CC-006	Number of Virtual Items Borrowed from St Helens Libraries	Quarterly	Higher	67,668	65,000	15896	39,146	64,839	33%	↑	N/A

Summary of Performance against outcome and action for improvement

Outcome – Our environment is protected for the future

Current Performance

- ENV-001** – Quarterly data reporting on Greenhouse Gas emissions is time lagged by one quarter, however the Quarter 2 data is not yet available. The latest available data shows that within the 12- month period to the end of June 2023 that total emissions under the influence of local authority control were 9,363 tonnes of CO2. This represents an increase from the 12-month period to the end of March 2023 where CO2 emissions totalled 9,092 tonnes. The indicator has not met the quarterly target of 8,957 tonnes of CO2. Whilst electricity use in corporate buildings decreased, gas use over the 12-month period to June 2023 was substantially higher than it was in the 12-month period to the end of March 2023. Electricity use in schools also somewhat increased. The national government also published its annual update to CO2 conversion factors for different energy types, and grid

electricity has a slightly higher carbon intensity than in the previous year. Together, these factors mean that CO2 emissions have increased over the last 12-month period.

- **ENV-004A** – Data for the percentage of household waste arisings which have been sent for recycling is time-lagged by one quarter. The recycling rate now stands at 34%, which means the indicator has not met the quarterly target. This is a deterioration on the reported Quarter 2 position in 2022-23 of 37.3% and lower than the 2022-23 outturn of 36%.
- **ENV-004B** – Data for kgs of recycling per household is time-lagged by one quarter. Over the course of the first 2 quarters 2023-24, there were 138.98 kg of recycling per household, which is below the quarterly target of 162.5 kg.
- **ENV-005** – The kilograms of residual household waste collected per household is time-lagged by one quarter. Performance now stands at 261.75 kilograms of residual household waste collected per household, which means the indicator has not met the quarterly target. This is a deterioration on the reported Quarter 2 position in 2022-23 of 240.64 kilograms.
- **ENV-006** - During the third quarter there was a total of 357 engagements with the waste and recycling service, bringing the cumulative total for the year to date to 2,825. This is a new indicator, and no target was set for 2023-24. The outturn data from 2023-24 will be used to inform future target setting.

Action for Improvement

- **ENV-001** - In partnership with the Combined Authority, funding via Public Sector Decarbonisation Scheme has been sought. The buildings that have been selected are from the sites with the highest energy cost and emissions. Proposed improvements include replacing existing heating systems to newer more efficient and low carbon systems, improved insulation, and the installation of solar PV at some sites. The sites selected are Chester Lane Centre, Queens Park Leisure Centre, St Helens Town Hall, Sutton Leisure, The Gamble Institute, Earlestown Town Hall, Hardshaw Brook Depot. We have now installed a network of 20 charging points at the depot, and we have taken receipt of the first 5 of 32 EV vehicles, with the remaining 27 to be delivered in Quarter 4. We service is currently without a Climate Officer however we are currently out for advert.
- **ENV-004A / ENV0004B / ENV-005** - The Councils new recycling and waste service has now been rolled out across the borough including additional capacity with new bags being issued to all household. In addition, direct communication information will be distributed to every household, support by an extensive programme of social media and in-person events, which is hoped to raise the importance of residents using the recycling service. It is anticipated that we will start to see the benefits in quarter 4.
- **ENV-006** - Significant recycling and waste engagement of the public is planned in from July to November 2023 linked to the re-launch of the domestic recycling and waste service. Details of all events are published on our website and on social media.

Outcome – Our green and open spaces are enjoyed and looked after by us all

Current Performance

- **ENV-007** – Over the course of the first 3 quarters, the average number of days taken to remove fly tipping from the public land was 6 days. This is a new indicator, and no target was set for 2023-24. The outturn data from 2023-24 will be used to inform future target setting.
- **ENV-008** – The percentage of relevant land and highways that is assessed as having deposits of litter at an acceptable level sits at 97.96% for the quarter, 6.48% ahead of target and roughly in line with performance from the same period in 2022-23.

Action for Improvement

Outcome – Our spirit and identity are celebrated through our heritage, arts, and culture

Current Performance

- **CC-001** – Library visits are up by 4.8% in comparison to the same period last year, keeping this KPI once again significantly above its target. St Helens Library is the most visited library in the borough so far this year (45,813 visits) and Eccleston Library has loaned the most items (38,209 loans). Active use of the digital library service has increased by 26% and digital loans are up 30.7%, demonstrating the dedication of library staff to promoting the digital service in line with the Library Strategy 2023- 2028, as well as the effectiveness of having eBooks, audiobooks, magazines, and newspapers accessible on a single platform.
- **CC-002** – Quarter 3 2023-24 attendance at leisure centres has been very strong across the service, particularly at Newton and Queens. Willowbees Adventure play at Newton has been extremely busy which has helped boost Newton's figures considerably on the previous year. The overall attendance for the year is now exceeding the target projection at this stage of the year. Go Active memberships numbers remain strong and attendances at all group exercise fitness classes have been excellent.
- **CC-003** - Over the course of Quarter 3 2023-24, there was a total of 10,675 attendances at library, arts and cultural events supported by St Helens Library and Arts Services, bringing the total in the year to date to 36,357. This is well above the Quarter 3 target of 30,000. Participation in events and activities this quarter has continued to be strong, exemplified by an extensive programme of events throughout the quarter, bringing our Borough of Culture year to a close. The Arts in Libraries programme continues to sell out shows, and class visits for subscribing members of the Schools Library Service have been taking place regularly at libraries across the service.
- **CC-005** – At the end of Quarter 3 2023-24, there was a total of 253,536 physical items borrowed from St Helens' libraries. Physical loans, though 3.3% lower than last year at the end of Quarter 3, are still exceeding the targets which have been set to reflect the impact of the proposed library strategy

on performance. Loans at Moss Bank Library are noticeably higher than last year (+18%), and the Schools Library Service have issued 10.9% more items to schools to support teaching, develop literacy, and inspire children from Nursery through to Secondary School age.

Action for Improvement

- **CC-001 / CC-003 / CC-005 / CC-006** – At the end of January 2024 the new service delivery model will commence operation and significant work will be undertaken in quarter 4 to support library users affected by the closures to continue to access the service be that at another library, on line or via the Home Delivery or Click and Collect offers. Events are being planned across the service to both promote the new offer and support customers to access the service in new locations or new ways.
- **CC-002** – Quarter 4 is historically the busiest period for the service. The focus for this period is the retention of the users who have joined the membership scheme to ensure they are retained. Work on the revised and simplified Terms and Conditions is nearing its conclusion and these will be ready for adoption and publication towards the end of the Quarter.

For more information about individual performance indicators that support the achievement of these outcomes please see the scorecard.