

**Report to PVFM**

## **Council Performance Report September 2020**

**Portfolio Holder:**

Councillor Sean Fielding, Leader of the Council

**Officer Contact:** Matt Drogan, Head of Strategy and Performance

**Report Author:** Matt Drogan, Head of Strategy and Performance

**Email:** [matthew.drogan@oldham.gov.uk](mailto:matthew.drogan@oldham.gov.uk)

**Date:** 9 February 2021

---

### **Reason for Decision**

The purpose of this report is to allow:

- The review of Council Performance for September 2020
- The scrutiny of areas of underperformance as appropriate

### **Recommendations**

- To note areas of good performance
- Agree improvement plans for any areas of under performance.

# Oldham Profile in Numbers

## POPULATION

Total Population (Mid 2019) **237,110** 

Male 49.3% Female 50.7%

Aged 0-15 22.5% Aged 16-64 61.3% Aged 65+ 16.2%

White 71.3% Pakistani 11.8% Bangladeshi 8.6% Other 8.3%

ONS Mid-Year Estimate 2018/ Oldham Population Estimates 2020



## INCOME & BENEFITS

Median Household Income **£21,752**

71.1% Employment Rate  
12.2% Out of Work Benefits  
9.6% Unemployment  
5.7% ESA Benefits

CACI 2019/DWP 2019/Nomis 2020



## HOUSING

**64.9%** Owner Occupied

12.9% in Fuel Poverty  
20.9% Social Rented  
13.6% Private Rented  
20.2% Claiming Council Tax Benefits/Housing Benefits

LHNA 2019/DECC 2019/Council Tax 2019



## HOUSEHOLD INFO

Number of Households **97,219**

30.3% Single Person Households  
13.1% Lone Parent Households  
7.5% Overcrowded Households  
60.7% with No Children

OMBC Council Tax 2020/Census 2011



**97%** with at least 1 qualification at KS4

68.1% School-Ready Children  
56.9% with standard pass in GCSE English and Maths

96.4% young people aged 16 to 18 are in EET  
13.6 Adults with No Qualifications  
52.6% 5 GCSEs A\*-C (including Eng & Maths)

DfE 2019/Positive Steps 2018/Census 2011

## HEALTH

**16.3%** Long Term Health Problems/Disabilities 


77.4 yrs Male Life Expectancy  
81.2 yrs Female Life Expectancy  
18.0% Currently Smoke

### Obese Children

Reception: 10.6% Year 6: 23.0%

Public Health England/Census 2011

## CRIME

**124** Victim Based Crimes (per 1,000 of the Population) 

2.5 Robbery of Personal Propert  
7.5 Residential Burglary Rate  
12.1 Vehicle Offences Rate  
39.2 Violence Against the Person Rate

ONS 2019

## COMMUNITY

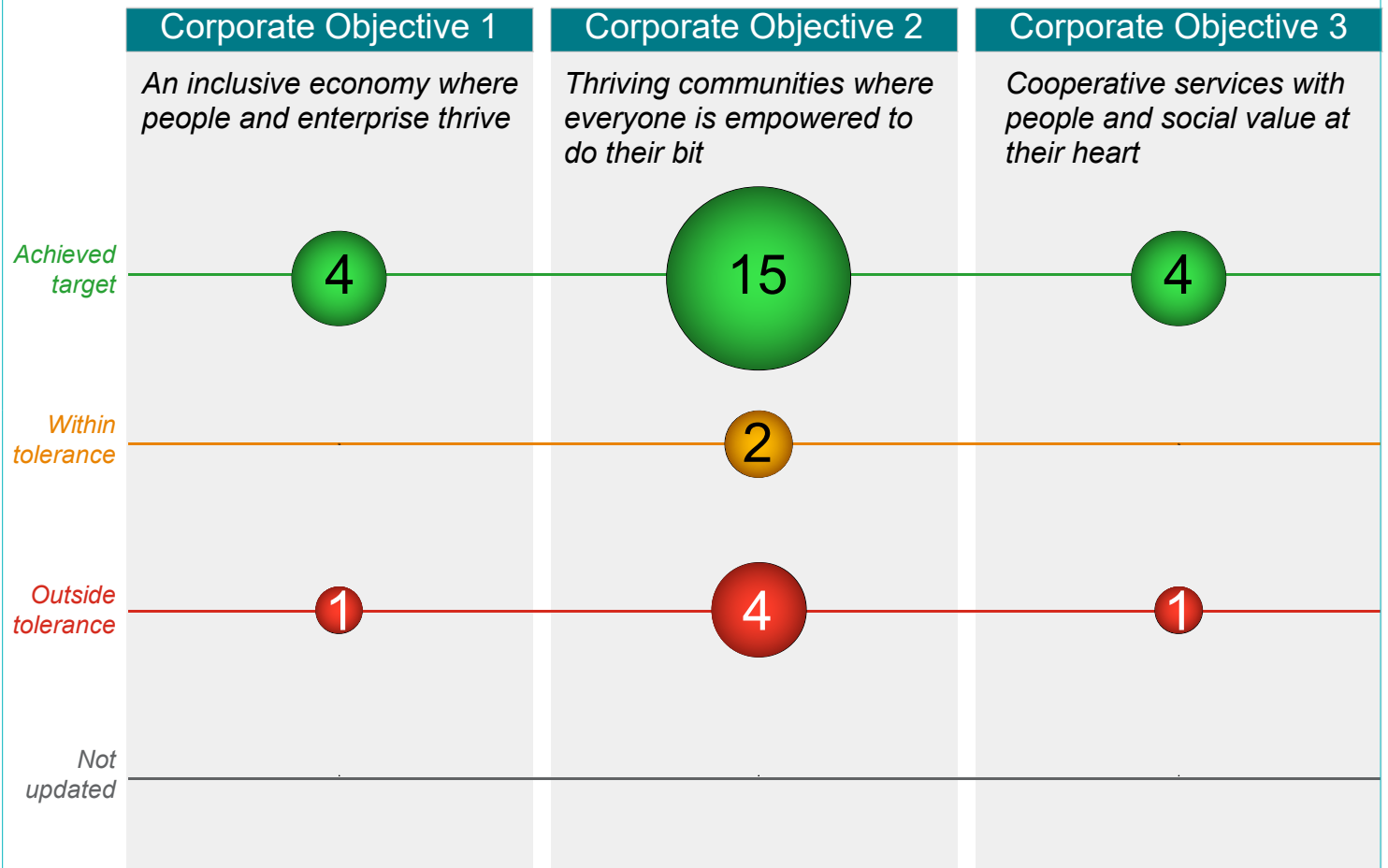
Satisfied with Local Area **71%** 

38% Volunteered in Last 12 Months  
31% Local Election Turnout  
26% Feel Involved in Community

YYC 2013 / UK Electoral Commision 2018

# Performance Measures by Objective

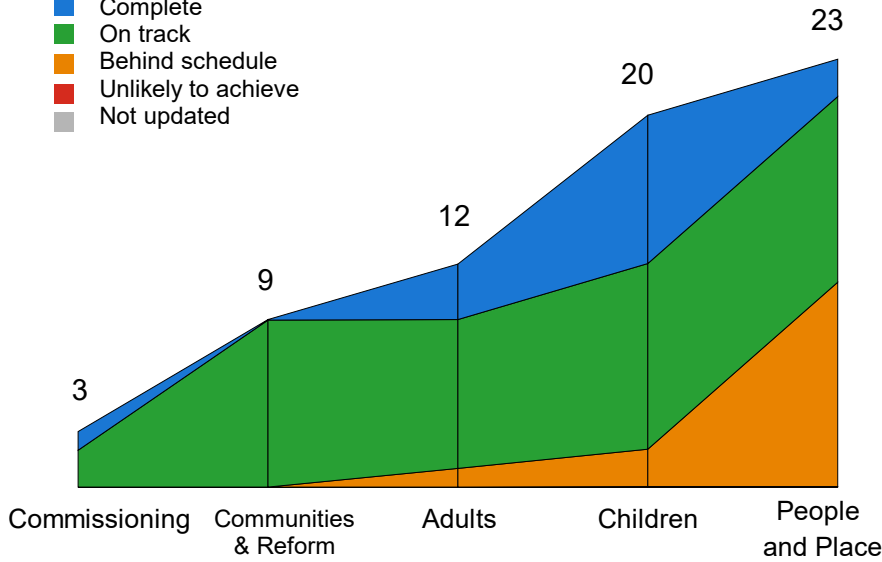
Details in Appendices I and II



## Action Summary

Details in Appendix III

- Complete
- On track
- Behind schedule
- Unlikely to achieve
- Not updated



## Comment

24 measures are currently suspended owing to the impact on reporting as a result of covid-19. There is a noticeable improvement on performance in this quarter; with 74% of measures now on target and 79% of actions on track and/completed. Strategy and Performance work closely with services to ensure performance against set targets is managed appropriately.

## Summary of Risks associated with Actions

Details in Appendix IV

	Quarter 1				Quarter 2				
	IV	III	II	I	IV	III	II	I	
A	0	1	0	0	0	1	0	0	A
B	0	0	10	0	0	1	11	0	B
C	0	0	15	0	0	0	14	0	C
D	1	3	4	0	1	0	5	0	D
E	0	0	0	0	0	0	0	0	E

### Impact

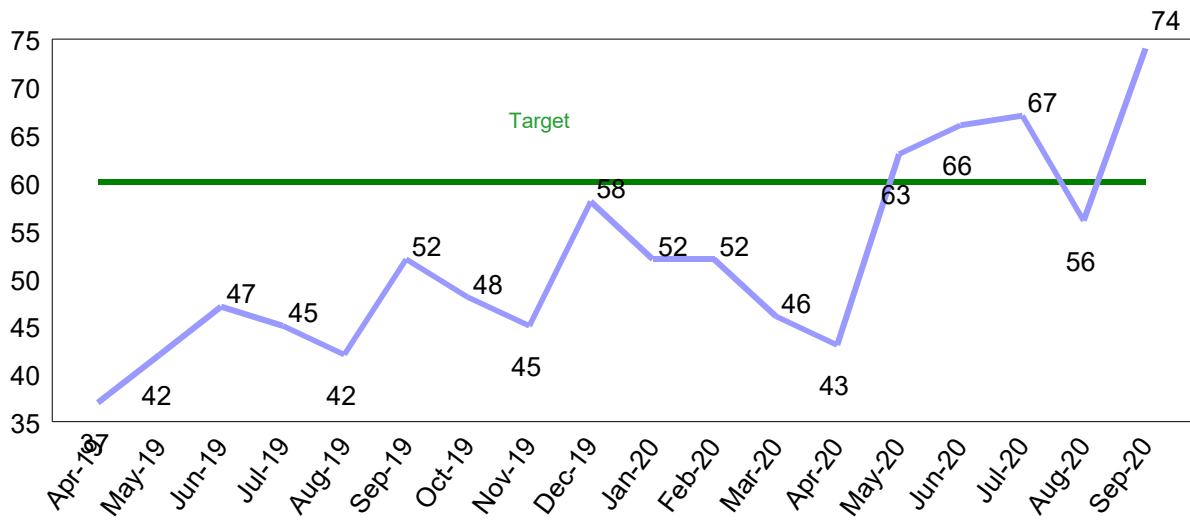
- I Catastrophic
- II Critical
- III Marginal
- IV Negligible

### Likelihood

- A Very High
- B High
- C Significant
- D Low
- E Very Low

## RAG-rated Performance Measure Trend (September 2020)

Performance Measures that achieved their target as a percentage of all reported Performance Measures. The aim is for 60% or more of the Performance Measures to have met their target.



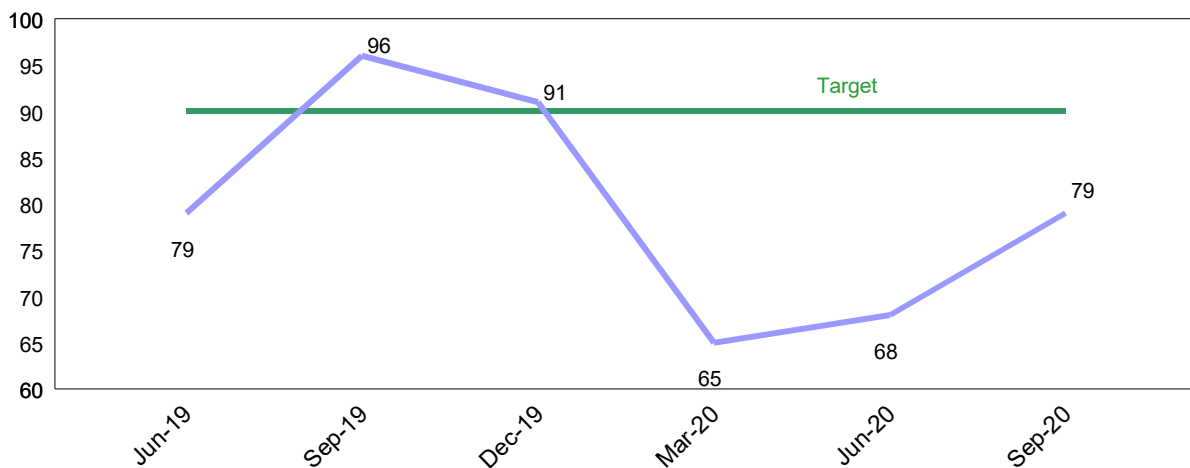
Prev. Quarter (Jun 20)    This Quarter\* (Sep 20)

No Update	0	0
> 5% off Target	6	6
Off Target	5	2
Achieved Target	21	23

\* One Performance measure less this Quarter due to the suspension of "M256 Number of life long learning enrolments" from August 2020

## Action Trend (September 2020)

Corporate Actions that are on track or completed as a percentage of all reported Corporate Actions. The aim is for 90% or more of the Corporate Actions to be on track or complete.



Prev. Quarter (Jun 20)    This Quarter (Sep 20)

No Update	0	0
Unlikely to achieve	0	0
Behind schedule	22	14
On track	36	39
Complete	10	15

## SICKNESS (year to date)



average days lost to sickness

same period previous year



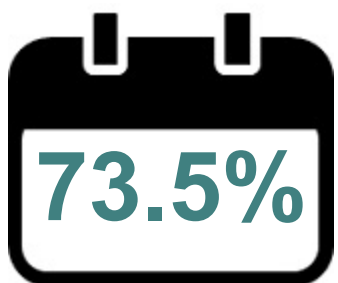
current trend



### top 3 reasons

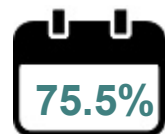
The top 3 reasons for sickness absence are Mental Health (1.28 days per FTE), Musculo-Skeletal (1.01 days per FTE) and Heart and Blood related (0.27 days per FTE)

## LONG TERM SICKNESS (year to date)



of days lost are due to long-term sickness

same period previous year

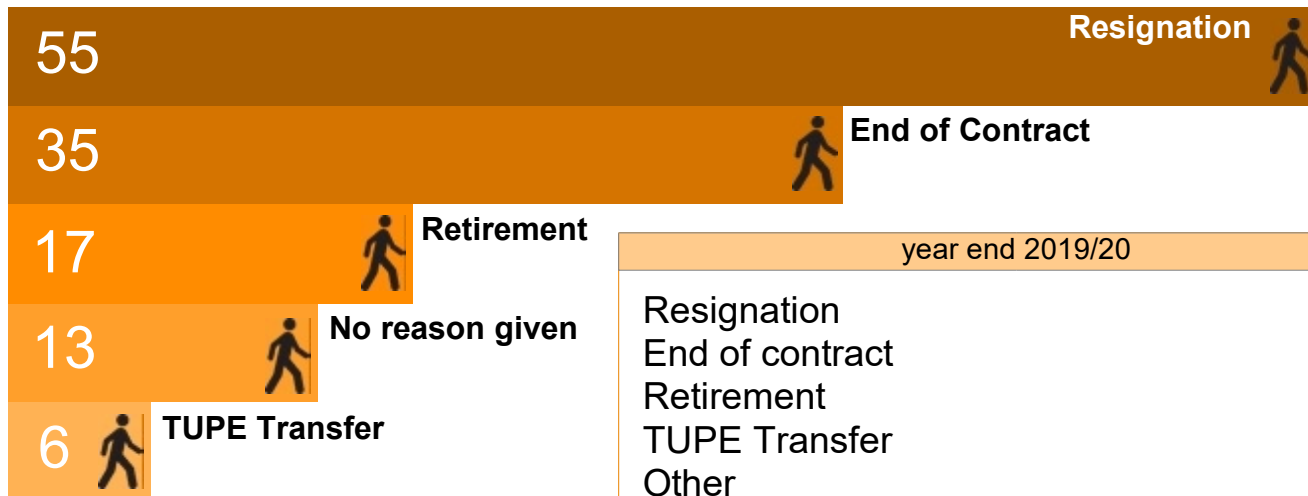


current trend



Long term absence is any absence that is longer than 20 working days in duration

## TOP 5 REASONS FOR LEAVING (year to date)



year end 2019/20

Resignation	158
End of contract	48
Retirement	35
TUPE Transfer	30
Other	18

## SICKNESS TOP 3 DIVISIONS (year to date)

1	Adult Social Care	5.17 days per FTE
2	Economy	5.07 days per FTE
3	Environmental Management	4.84 days per FTE

Average days FTE per employee is calculated by total sick days in the service since the start of the year divided by total number of FTE. Smaller service's figures may be more disproportionately affected by individual instances of long terms absence

## TURNOVER (year to date)

12.5%



Staff turnover

same period previous year

12.1%

current trend



## TURNOVER (rolling 12 months)

93.0%

of people still in post after 12 months



same period previous year

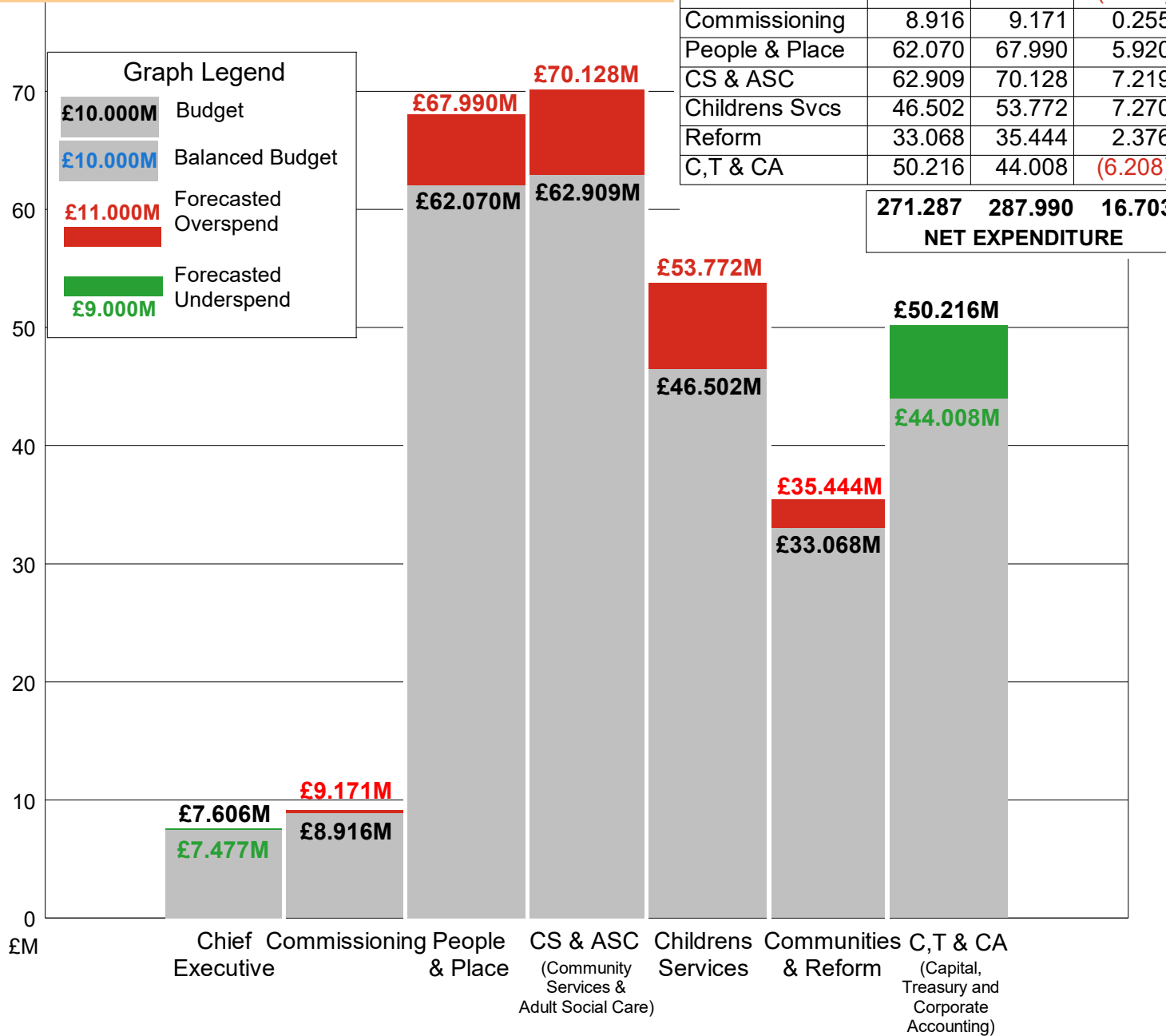
78.0%

current trend



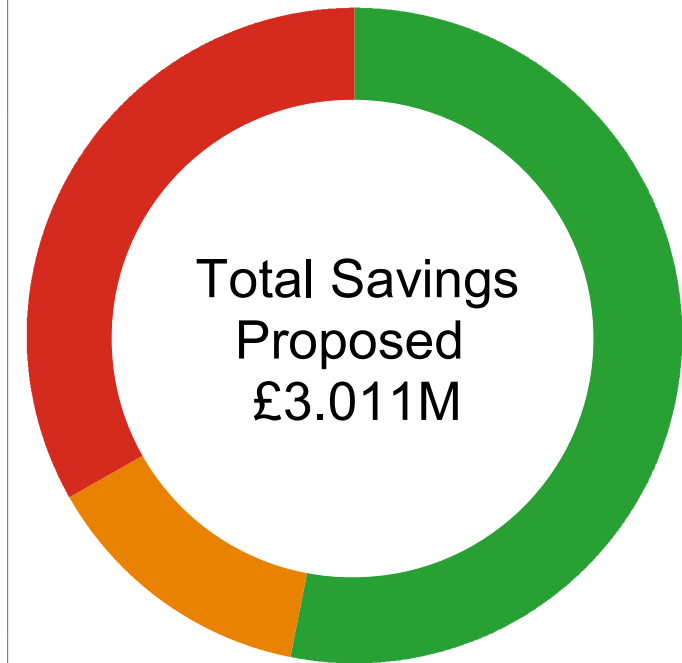
# Budget Forecast

Month 5 2020/21



# Approved 2020/21 Budget Reductions

Not achieved  
**£1.000M**



Delivered  
**£1.600M**

## **Appendices**

- I Corporate Measure detail
- II Corporate Plan Actions detail
- III Red Corporate Measure Follow-up Action(s)
- IV Risks associated with Actions
- V Amendments
- VI Suspended Corporate Measures

**Appendix I - Corporate Measure Detail**

Measure Name	Portfolio	Notes	GMCA Average	2019/20 Year End Outturn	Previous Period	Current Month Target	Current Month Actual	Current Month Actual and Status		
								tolerance (+/- 5% of target)	LEGEND	<span style="color: green;">●</span> on or better than target <span style="color: orange;">●</span> within tolerance <span style="color: red;">●</span> worse than tolerance

**START WELL : Children and Young people get the best start in life and make the most of their education**

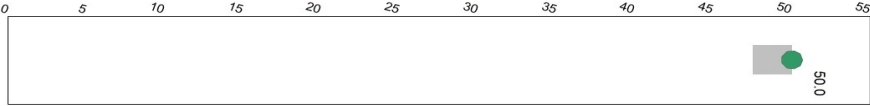
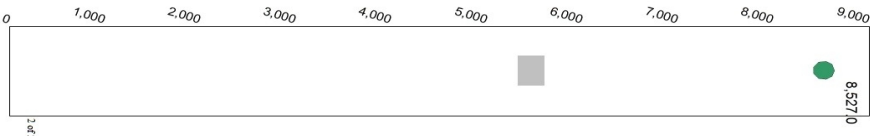
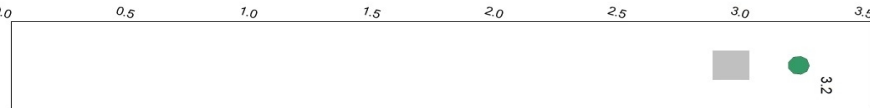
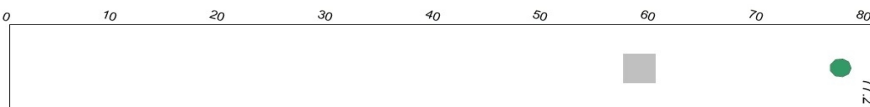
M729(CP) Percentage of children receiving their 1-3 preference of school place for the September intake in Reception and Year 7	Cllr S Mushtaq	Annual		92.2%	(Prev Yr) ACTUAL 92.2% TARGET 92.0%	92.0%	93.0%	
M716(CP) Timeliness of quality EHC plans: Percentage completed within 20 weeks over 12 months	Cllr S Mushtaq	Quarterly	65.4%	77.8%	(Prev Qtr) ACTUAL 88.7% TARGET 70.0%	70.0%	89.6%	
M683a(CP) Percentage of ICPCs that take place within 15 working days of a strategy discussion, or the strategy discussion at which section 47 enquiries were initiated if more than one has been held (in month)	Cllr E Moores	Monthly		N/A New Measure	(Prev Mth) ACTUAL 87.9% TARGET 80.0%	80.0%	100.0%	
M640(CP) Percent of 16 to 17 year olds who are not in education, employment or training (NEET)	Cllr S Mushtaq	Monthly	3.4%	3.4%	(Prev Mth) ACTUAL 3.6% TARGET 3.5%	3.5%	1.7%	
M619a(CP) Percentage of Care Leavers aged 16-18 (post year 11) in Education, Employment or Training	Cllr E Moores	Monthly		N/A New Measure	(Prev Mth) ACTUAL 81.0% TARGET 60.0%	60.0%	78.4%	



Measure Name	Portfolio	Notes	GMCA Average	2019/20 Year End Outturn	Previous Period	Current Month Target	Current Month Actual	Current Month Actual and Status
M619b(CP) Percentage of Care Leavers aged 19-21 in Education, Employment or Training	Cllr E Moores	Monthly		N/A New Measure	(Prev Mth) ACTUAL 45.0% TARGET 60.0%	60.0%	57.0%	<p>A horizontal bar chart with a scale from 0 to 70. A grey bar represents the target at 60.0%. An orange dot represents the actual value at 57.0%.</p>
M639(CP) Achieve the expected standard for the childhood immunisation programme as indicated by uptake of MMR at age 5	Cllr Z Chauhan	Quarterly		96.9%	(Prev Qtr) ACTUAL 96.9% TARGET 95.0%	95.0%	96.9%	<p>A horizontal bar chart with a scale from 0 to 100. A grey bar represents the target at 95.0%. A green dot represents the actual value at 96.9%.</p>
M655(CP) Percentage of children seen in the previous 12 months by an NHS dentist	Cllr Z Chauhan	Quarterly		63%	(Prev Qtr) ACTUAL 63% TARGET 60%	60%	63%	<p>A horizontal bar chart with a scale from 0 to 70. A grey bar represents the target at 60%. A green dot represents the actual value at 63%.</p>
M656(CP) Percentage of Health Visitor mandated reviews completed within timescale	Cllr Z Chauhan	Quarterly		88.6%	(Prev Qtr) ACTUAL 86.8% TARGET 88.0%	88.0%	80.3%	<p>A horizontal bar chart with a scale from 0 to 90. A grey bar represents the target at 88.0%. A red dot represents the actual value at 80.3%.</p>
M738(CP) Participation of 17 year olds in education or training (counted as Year 12 year group under CCIS)	Cllr S Mushtaq	Monthly		95.40%	(Prev Mth) ACTUAL 93.60% TARGET 94.00%	94.00%	31.30%	<p>A horizontal bar chart with a scale from 0 to 100. A grey bar represents the target at 94.0%. A red dot represents the actual value at 31.3%.</p>
M941(CP) Average time between a child entering care and moving in with its adoptive family, for children who have been adopted (days) per year	Cllr E Moores	Monthly		488 days	(Prev Mth) ACTUAL 444 days TARGET 426 days	426 days	445 days	<p>A horizontal bar chart with a scale from 0 to 450. A grey bar represents the target at 426 days. An orange dot represents the actual value at 445 days.</p>

Measure Name	Portfolio	Notes	GMCA Average	2019/20 Year End Outturn	Previous Period	Current Month Target	Current Month Actual	Current Month Actual and Status
--------------	-----------	-------	--------------	--------------------------	-----------------	----------------------	----------------------	---------------------------------

**LIVE WELL : Adults of working age benefit from inclusive growth, live well and are empowered to do their bit**

M636(CP) Percentage who quit smoking at 4 weeks	Cllr Z Chauhan	Quarterly		47.3%	(Prev Qtr) ACTUAL 49.1% TARGET 50.0%	50.0%	50.0%	
M67(CP) Total number of e-books, e-audio books and e-magazines loaned per month	Cllr B Brownridge	Monthly		N/A New Measure	(Prev Mth) ACTUAL 9,341 TARGET 5,600	5,600	8,527	
M548(CP) Proportion of adults with learning disabilities in paid employment in England	Cllr Z Chauhan	Quarterly	5.6%	3.05%	(Prev Qtr) ACTUAL 3.1% TARGET 3.0%	3.0%	3.2%	
M715(CP) Annual EHCP (SEND) statutory reviews completed within legal time frame	Cllr S Mushtaq	Monthly		49.2%	(Prev Mth) ACTUAL 72.1% TARGET 60.0%	60.0%	77.2%	

Measure Name	Portfolio	Notes	GMCA Average	2019/20 Year End Outturn	Previous Period	Current Month Target	Current Month Actual	Current Month Actual and Status
--------------	-----------	-------	--------------	--------------------------	-----------------	----------------------	----------------------	---------------------------------

**AGE WELL : Older people live fulfilling lives and form part of an engaged and resilient community**

M543(CP) Number of individuals (65+) in a permanent residential or nursing placement – per 10,000 population 65+	Clr Z Chauhan	Monthly		204	(Prev Mth) ACTUAL 177 TARGET 200	200	173	
--	---------------	---------	--	-----	--	-----	-----	--

Measure Name	Portfolio	Notes	GMCA Average	2019/20 Year End Outturn	Previous Period	Current Month Target	Current Month Actual	Current Month Actual and Status
--------------	-----------	-------	--------------	--------------------------	-----------------	----------------------	----------------------	---------------------------------

**PLACE : An organisation that works cooperatively with residents and partners to deliver for Oldham**

M915(CP) Customer satisfaction (Contact Centre)	Cllr A Jabbar	Monthly		96.11%	(Prev Mth) ACTUAL 98.01% TARGET 94.00%	94.00%	96.17%	
M631a(CP) Early Help - Proportion of cases where at least one individual shows an improvement in one or more assessed scores - excluding smoking & work and skills (in month)	Cllr A Chadderton	Monthly		N/A New Measure	(Prev Mth) ACTUAL 78.8% TARGET 65.0%	65.0%	81.0%	
M501(CP) Percentage of Household waste sent for Reuse, Recycling or Composting	Cllr B Brownridge	Monthly	49.33%	43.96%	(Prev Mth) ACTUAL 44.34% TARGET 49.12%	46.53%	46.99%	
M275(CP) Percentage of minor planning applications determined in time	Cllr H Roberts	Quarterly		89.9%	(Prev Qtr) ACTUAL 89.0% TARGET 80.0%	80.0%	94.0%	
M126(CP) Percentage CO2 reduction on 1990 baseline	Cllr B Brownridge	Annual 3yr in arrears		45%	(Prev Yr) ACTUAL 45% TARGET 41.6%	43.2%	44%	






Measure Name	Portfolio	Notes	GMCA Average	2019/20 Year End Outturn	Previous Period	Current Month Target	Current Month Actual	Current Month Actual and Status
M274(CP) Percentage of major planning applications determined in time	Cllr H Roberts	Quarterly		90.9%	(Prev Qtr) ACTUAL 86.0% TARGET 80.0%	80.0%	82.0%	A horizontal bar chart with a scale from 0 to 90. A grey square represents the target at 80.0%. A green circle represents the actual value at 82.0%.
M333(CP) Percentage Council spend in Oldham	Cllr A Jabbar	Monthly		57.00%	(Prev Mth) ACTUAL 55.00% TARGET 60.00%	60.00%	55.50%	A horizontal bar chart with a scale from 0 to 70. A grey square represents the target at 60.0%. A red circle represents the actual value at 55.5%.
M493(CP) Streets and grounds inspection issues	Cllr B Brownridge	Monthly		14%	(Prev Mth) ACTUAL 20% TARGET 21%	21%	16%	A horizontal bar chart with a scale from 0 to 25. A grey square represents the target at 21%. A green circle represents the actual value at 16%.
M890(CP) Highways: Classified Network Surface Condition (Percentage of principal roads requiring maintenance)	Cllr B Brownridge	Annual		4.7%	(Prev Yr) ACTUAL 6.0% TARGET 6.0%	4.0%	4.7%	A horizontal bar chart with a scale from 0.0 to 5.0. A grey square represents the target at 6.0%. A red circle represents the actual value at 4.7%.

Measure Name	Portfolio	Notes	GMCA Average	2019/20 Year End Outturn	Previous Period	Current Month Target	Current Month Actual	Current Month Actual and Status
--------------	-----------	-------	--------------	--------------------------	-----------------	----------------------	----------------------	---------------------------------

**WELL LED : Oldham has an inclusive economy, thriving communities and residents who are independent, resilient and engaged**

S202(CP) Council Sickness Absence	Cllr A Chadderton	Monthly	10.0 days	11.3 days	(Prev Mth) ACTUAL 3.2 days TARGET 4.4 days	5.5 days	3.8 days	
M664a(CP) Percentage of referrals which are repeat referrals to Children's Social Care (in month)	Cllr E Moores	Monthly		N/A New Measure	(Prev Mth) ACTUAL 21.3% TARGET 21.0%	21.0%	25.2%	
M340(CP) Percent of Internal Audit Opinions resulting in Weak, Inadequate, Limited Assurance	Cllr A Jabbar	Quarterly		11%	(Prev Qtr) ACTUAL 15% TARGET 15%	15%	14%	
M365(CP) Percentage of Council annual apprentice levy distributed to employers and apprenticeship training agencies within Oldham	Cllr A Chadderton	Quarterly		43.7%	(Prev Qtr) ACTUAL 3.4% TARGET 2.0%	10.4%	10.6%	
M682a(CP) Children's Social Care – Percentage of completed assessments to timescale (in month)	Cllr E Moores	Monthly		N/A New Measure	(Prev Mth) ACTUAL 94.8% TARGET 80.0%	80.0%	93.8%	
S370(CP) Average time taken to process Council Tax Reduction (new claims and change events)	Cllr A Jabbar	Monthly		N/A New Measure	(Prev Mth) ACTUAL 25 days TARGET 15 days	15 days	19 days	

## Appendix II - Corporate Plan Actions Detail

Ref	Actions		Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
	 Complete	 Behind Schedule								
<b>Corporate Objective 1 : An inclusive economy where people and enterprise thrive</b>										
DA113		Engagement with GMHSP(Health and Social Care Partnership) for the tender for Supported Employment Service and enable local improvement of employment of people with Learning Disabilities, Autism and Mental Health	Charlotte Walker	Cllr Z Chauhan	12/10/2020	31/3/2020	1/4/2021	The scheme started in August 2020 and runs for a period of three years.	Mark Warren	12/10/2020
DC100		Support Oldham Education Partnership Board in prioritising all the recommendations of Education & Skills Commission	Adrian Calvert	Cllr S Mushtaq	1/10/2020	31/3/2020	31/8/2020	All of the work of the Oldham Education Partnership (OEP), Local Authority and Opportunity Area was integrated to ensure that priorities are met in a cohesive manner to ensure the best outcomes for the children and young people in Oldham. The OEP has now ended at the end of the four years and the work is continued through Oldham Learning.	Gerard Jones	20/10/2020
DC101		Focus on raising standards in reading writing, maths and phonics to level up educational outcomes at the end of all key stages	Adrian Calvert	Cllr S Mushtaq	1/10/2020	31/3/2020	30/9/2020	A range of projects have been in place working with the Local Authority, Oldham Education Partnership and Oldham Opportunity Area. Outcomes for summer 2019 were positive. Given the current Covid-19 situation we will not receive data for 2020. Work in this area has now moved to Oldham Learning.	Gerard Jones	20/10/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DC105	Invest £37 million in new primary and secondary school facilities in order to meet demands on projected pupil need.	Andy Collinge	Cllr S Mushtaq	1/10/2020	31/3/2020	1/4/2024	A comprehensive programme of investment in additional school places continues at pace and further plans are being formulated to enhance the offer to parents and meet our statutory obligations to provide sufficient school places and offer parents a choice of good school places.	Gerard Jones	20/10/2020
DC111	Ensure all children are school ready when they are due to start school	Paula Healey	Cllr E Moores	15/10/2020	31/3/2020	30/9/2020	Schools and settings closed on 23 March 2020 owing to Covid-19. This is likely to have some longer term impact on our target to match school readiness by 2021 owing to potential gaps in learning and support that would have otherwise been in place.	Gerard Jones	20/10/2020
DC155	Get Oldham Working to engage with 6,000 residents and fill 5,000 new employment-related opportunities by 2020	Jon Bloor	Cllr S Fielding	14/4/2020	31/3/2020	31/3/2020	Since April 2016 the GOW phase 2 programme has filled 5,034 work related opportunities (against a target of 4,061). This consisted of 3,642 jobs, 117 traineeships, 606 apprenticeships & 669 Work experience placements. The programme has therefore achieved the target set 9 months early. It has been enhanced by £2.5m external funding.	Gerard Jones	30/4/2020
DC156	Encourage 'In work' progression to help at least 400 residents gain new skills so they can gain promotions up the career ladder (Career Advancement Service)	Jon Bloor	Cllr S Fielding	28/4/2020	31/3/2020	30/6/2020	Work is currently ongoing to review this programme. It has achieved significant uplift in salary levels for programme attendees. Funding ended March 2020 - work is ongoing to secure external funds.	Gerard Jones	30/4/2020
DC157	Fight for a Fair Employment borough, and lead the way as a GM Good Employment Charter member	Jon Bloor	Cllr S Fielding	28/4/2020	31/3/2020	30/6/2020	The Council is working towards signing the GM Good Employer Charter. It is also supporting this initiative with promotion via Growth Company and the Council Business Growth and Investment team.	Gerard Jones	30/4/2020



Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DC191	Explore options to support parents as co-educators, strengthening the partnership between council, schools and parents	Tony Shepherd	Cllr S Mushtaq	7/7/2020	31/3/2020	30/6/2020	Engagement through PCF, POINT and updates to the Local Offer. Co-production with partners has, and will continue to take place into the future as part of the SEND Strategy.	Gerard Jones	22/7/2020
DC193	Improve support for schools recruiting governors, particularly from underrepresented communities	Andy Collinge	Cllr S Mushtaq	1/10/2020	31/3/2020	1/4/2021	We continue to look at innovative ways to widen uptake of Governor vacancies across all communities in Oldham.	Gerard Jones	20/10/2020
DC194	Council investment will have ensured by 2022 that all new school places created for Oldham children and young people are in good or outstanding schools.	Tony Shepherd	Cllr S Mushtaq	6/10/2020	31/3/2022	30/9/2022	Crompton House extension completed Sept 2020; North Chadderton extension paper to SMT; Leesbrook new build scheduled for opening Nov 2020; Bluecoat 2 new build for Sept 2022.	Gerard Jones	20/10/2020
DC195	Oldham to match the national level of school readiness by 2021 through supporting best practice in early family learning support programmes	Paula Healey	Cllr S Mushtaq	9/10/2020	31/3/2021	31/7/2021	This action is closed.  Given the current COVID-19 situation no EYFSP data will be available nationally or locally for 2020. Work continues to ensure children are school ready through a range of support programmes and will be monitored through the new EYs partnership. Future updates around school readiness will continue to be provided in DC111	Gerard Jones	20/10/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DC196	Oldham children and young people (5-16) to report better than national averages of wellbeing by 2021 through targeted support for SEMH(Social Emotional and Mental Health) programmes in schools.	Natalie Williams	Cllr S Mushtaq	2/10/2020	31/3/2021	31/3/2021	There is no national wellbeing measure, so comparison with other areas is not possible. Oldham MHWB team developing a local measure to assess impact of targeted support programmes in schools. These continue through networks, training & joint working across services through COVID. Additional resource available from Nov 20 following a successful bid to GM MHIE	Gerard Jones	20/10/2020
DC197	Promote the Children's Champions scheme so that every child looked after has a champion to support them	Elaine Devaney	Cllr E Moores	15/10/2020	31/3/2020	31/3/2021	We continue to promote our Children's Champion Scheme for Care Leavers who want to be matched to a Champion. Outcomes for the 30 young people currently matched have included support and guidance, raising of confidence and self-esteem, employment and training opportunities and the development of positive relationships with trusted adults who are role models.	Gerard Jones	20/10/2020
DC198	Explore the options to provide free prescriptions to all children looked after and care leavers under 25	Elaine Devaney	Cllr E Moores	14/4/2020	31/3/2020	31/3/2020	The free prescriptions process is set-up. Health partners have agreed to fund all free prescriptions. One young person received their free prescriptions after testing the application process and the system is now live.	Gerard Jones	30/4/2020
DE117	Improve security at bus stations, metrolink stops and car parks	Carol Brown	Cllr B Brownridge	1/10/2020	31/3/2020	30/9/2020	Appropriate interventions to be requested through TfGM as the responsible authority.	Helen Lockwood	20/10/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DE119	Enhance and support all town centres by retaining and helping businesses to grow and thrive, and by encouraging new businesses to start up in empty properties	Emma Barton	Cllr S Fielding	7/10/2020	31/3/2020	30/9/2020	The Greaves under offer to a restaurant, due to open in Dec-2020. 18 Greaves Street is leased to micro bar due to open November 2020. Cash Grant scheme and Discretionary Grant schemes all completed. One outstanding scheme in each of Failsworth and Lees almost completed. Royton scheme has paid out grant to first 2 businesses.	Helen Lockwood	20/10/2020
DE139	Greater Manchester's Plan for Homes, Jobs and the Environment (aka GMSF): in partnership with GMCA, provide support for the opportunities and implications associated with the proposed development sites across the borough	Emma Barton	Cllr H Roberts	7/10/2020	31/3/2021	31/3/2021	Consultation in the Publication Plan to be confirmed. This will be followed by submission to the planning inspectorate for examination. Adopted anticipated 2022.	Helen Lockwood	20/10/2020
DE148	Maintain our 24-hour road repair promise for priority routes and invest in our secondary routes and highways	Gordon Anderson	Cllr B Brownridge	9/10/2020	31/3/2020	31/3/2021	The 2nd year of the 3 year £12m Highways Investment Programme is on target.	Helen Lockwood	20/10/2020
DE170	Review, develop and deliver a new Town Centre Vision, with an associated action plan, children`s masterplan, and comprehensive investment plan, which will support our local communities and ensure it is a place that thrives.	Emma Barton	Cllr S Fielding	7/10/2020	31/3/2020	30/9/2020	Updated Vision approved by Cabinet in August. Comms plan in development for review in Autumn. Work continues through Covid-19 period.	Helen Lockwood	20/10/2020
DE171	Develop and deliver the Oldham Museum and Archive (OMA) Centre to enhance the cultural offer in the town centre	Emma Barton	Cllr S Fielding	7/10/2020	31/3/2021	31/3/2021	The capital works to the Old Library for a Gallery and Museum space have been cancelled. The project has now been reprioritised and will no longer be progressing.	Helen Lockwood	20/10/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DE172	Develop and deliver the transformation of Oldham Mumps (Princes Gate) area	Emma Barton	Cllr S Fielding	7/10/2020	31/3/2021	31/3/2021	Discussions continue with Lidl on expected planning app & development timelines. The Old Bank—offers received & highest scored bid has been approved to sell. Sale on hold whilst application for community value listing is considered. Site C housing site—feasibility & options being developed to support Creating a Better Place & Housing Strategy priorities.	Helen Lockwood	20/10/2020
DE173	Develop options / business cases for key projects which will act as enablers for catalytic transformation of Our Town Centre - (examples - Market and retail offer, public services accommodation, culture offer and event space)	Emma Barton	Cllr S Fielding	7/10/2020	31/3/2020	30/6/2020	Creating a better place agenda now aligned with town centre vision.  Work around replacement market building continues.	Helen Lockwood	20/10/2020
DE186	Develop Oldham town centre's night time economy, attracting new, high quality businesses and creating a connected, diverse and safe evening offer	Emma Barton	Cllr S Fielding	7/10/2020	31/3/2020	30/6/2020	The Town Centre Team is continuing to support existing night-time economy businesses during the Covid-19 pandemic, including in relation to their re-opening.	Helen Lockwood	20/10/2020
DE187	Double the number of co-operative enterprises active in the borough	Emma Barton	Cllr S Fielding	7/10/2020	31/3/2020	30/6/2020	Work is on-going to support the Oldham In Place Partnership LAP application. Staff were focussed on the delivery of the Gvts Covid 19 grant scheme earlier this year, but this is now a key work stream. The programme will be embedded in the wider support offer. A range of new business start-ups focussing on social & co-operative enterprises will be supported.	Helen Lockwood	20/10/2020
DE190	Identify sites for public water fountains to support our green agenda	Gail Aspinall	Cllr B Brownridge	7/10/2020	31/3/2020	30/6/2020	The GMCA has paused its water fountains project.	Helen Lockwood	20/10/2020
DE191	Extend our free weekend car parking pledge (up to 3 hours) with unlimited free parking on weekdays after 3pm.	Emma Barton	Cllr B Brownridge	7/10/2020	31/3/2020	30/6/2020	All parking arrangements relaxed and / or suspended to support key workers during Covid-19 period.	Helen Lockwood	20/10/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DP213	Establish joint working with planning to support health promoting environments within the context of the GM spatial framework for new homes, town centre planning and transport infrastructure planning	Katrina Stephens	Cllr Z Chauhan	5/10/2020	31/3/2020	30/6/2020	Work in response to Council motion on health impact assessments is progressing. A process to provide public health input into Licensing decisions has been scoped, and is on track. Work paused due to Covid-19.	Rebekah Sutcliffe	8/10/2020
DP414	Create a programme of events and activities to tackle social isolation and increase access to culture	Katrina Stephens	Cllr Z Chauhan	5/10/2020	31/3/2020	30/6/2020	Audio-Described & BSL tours and activities at Gallery Oldham on-going. The Unexpected activity programme engaging older people with history collections. Libraries of Sanctuary programme on-going. Reading Friends which targeted older social isolated people now includes younger LGBT groups. Autism & dementia friendly activities. Work paused due to Covid-19.	Rebekah Sutcliffe	8/10/2020
DP415	Develop the Local Cultural Education Partnerships	Katrina Stephens	Cllr B Brownridge	5/10/2020	31/3/2020	30/6/2020	Funding has been secured to appoint a co-ordinator. Core group has broken in to task teams to progress key activities. Continuing to explore match funding options to release Curious Minds development funds to progress objectives. Work paused due to Covid-19.	Rebekah Sutcliffe	8/10/2020

### Corporate Objective 2 : Thriving communities where everyone is empowered to do their bit

DA104	Implement GM Learning Disabilities priorities ensuring all 10 priorities become BAU	Charlotte Walker	Cllr Z Chauhan	12/10/2020	31/3/2020	31/12/2020	All 10 GM Learning Disabilities priorities are embedded in the Local LD strategy. This is ongoing work and forms part of the workplan and the local Learning Disabilities strategy in Oldham.	Mark Warren	12/10/2020
-------	---	------------------	----------------	------------	-----------	------------	---	-------------	------------

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DA112	Review of the community services statutory requirements and compliance to include;-Care Act-Social care Green paper-NHS 10-year plan compliance-LPS(Liberty Protection Safeguarding)/MCA(Mental Capacity Act)	David Garner	Cllr Z Chauhan	5/10/2020	31/12/2019	31/3/2021	This continues as an ongoing piece of work that requires ongoing monitoring on legislation and statutory guidance impacting on the work of community health and social care. This is particularly relevant in regard to the response to Covid-19 due to the volume of guidance involved and the need to react quickly to regular changes. This will continue.	Mark Warren	12/10/2020
DA115	New legislative frameworks relating to MCA(Mental Capacity Act)/LPS(Liberty Protection Safeguarding) are embedded confidently in practice and leads to an increase in CoP DoLs in community settings	Hayley Eccles	Cllr Z Chauhan	12/10/2020	31/3/2021	31/3/2021	Our information and guidance for the workforce are in line, uphold & work in adherence to the Mental Capacity Act. We are developing Mental capacity training to support our workforce to be confident & effective in undertaking mental Capacity assessments remotely during the Covid period. LP planning is ongoing & we are meeting with national leads in July 2020	Mark Warren	12/10/2020
DA121	Monitor the effectiveness of the new RAS approach and further develop our personalised approach to our customer's health and social care journey.	Kirsty Littlewood	Cllr Z Chauhan	30/4/2020	31/3/2020	30/6/2020	Reporting arrangements now in place to monitor outputs from the RAS and sub groups established to lead on reviewing the data, to ensure the system is effective.	Mark Warren	15/7/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DA123	OMBC to continue to take a lead GM role in the GM transformation agenda, working across the core features of the GM ASC Transformation model (which includes supporting people to live independent lives for longer in their own homes)	David Garner	Cllr Z Chauhan	5/10/2020	31/3/2020	31/3/2021	This is an ongoing piece of work that includes involvement in a wide range of different GM Transformation Agendas that reflect the priorities of the Oldham Locality Plan. Implementation of the GM Transformation Programme has been impacted by C-19. We continue to promote the Home First approach through the work being carried out in response to C-19.	Mark Warren	12/10/2020
DA125	Achievement of our joint vision and priorities for the community health and adult social care service, covering key areas, such as stakeholder relationship, access to services, community enablement and IMT.	Mark Warren	Cllr Z Chauhan	6/10/2020	31/3/2020	31/3/2021	Priorities continue to be developed and remain at multiple stages of implementation. This forms a key part of the C-19 recovery planning and CHASC business plan. This includes the formalisation of the interim alliance model and CHASC approach. CHASC is now at stage three of the development of this approach.	Mark Warren	12/10/2020
DC167	Deliver on the corporate parenting strategy to significantly improve the life chances of every child in Oldham's care.	Elaine Devaney	Cllr E Moores	15/10/2020	31/3/2022	31/3/2022	Children in Care Council and Youth Council are active in Corporate Parenting Panel providing effective challenge, the voice of children and young people clearly represented. We are working with Corporate Parenting Panel on an EET strategy to deliver our pledge to create traineeships, work experience and apprenticeships so our young people are ready to work.	Gerard Jones	20/10/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DC171	Collaborate with the Early Intervention and Prevention Review in the development of Oldham Family Connect to ensure that recommendations are implemented in line with our ambition for Children in Oldham	Elaine Devaney	Cllr A Chadderton	14/4/2020	31/3/2020	31/3/2020	The review findings are being used to inform the development of the Oldham Family connect model. A group has been convened to steer the development of the tender for the contracted lower level services and connectivity with Oldham Family Connect.	Gerard Jones	30/4/2020
DC190	Support schools to set up breakfast clubs in every ward, and continue projects to tackle holiday hunger	Amanda Richardson	Cllr S Mushtaq	9/10/2020	31/3/2020	1/12/2020	Schools and settings closed on 23 March 2020 owing to Covid-19. Alternative model for FSM feeding is in place locally and nationally. The government has announced a package of support for pupils in receipt of FSM during summer holidays and schools are engaged with the implementation of this. A report will go to Portfolio in due course re: breakfast clubs.	Gerard Jones	20/10/2020
DC199	Review our fostering and adoption service to create more, stable places for children looked after, including through an incentive scheme for residents to become foster carers	Elaine Devaney	Cllr E Moores	15/10/2020	31/3/2020	31/3/2021	60% of Children in Care are placed with Oldham Fostering Service. 53% of children placed out of borough are with our own foster carers and remains strong. Over the last two years we've had no adoptive placement disruptions within Oldham Regional Adoption Agency adopters. Children are matched in suitable placements that are stable and well supported by us.	Gerard Jones	20/10/2020



Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DC200	Continue to work to ensure that all our Children Looked After are placed in the borough	Elaine Devaney	Cllr E Moores	15/10/2020	31/3/2021	31/3/2021	85% of Children Looked After are placed within Oldham residential and fostering provision, where safe to do so. Regular reviews of out of borough placements remains a priority at the Access to Resource Panel. To improve placement stability further we are developing our Sufficiency Strategy to meet our future needs so children can stay close to Oldham.	Gerard Jones	20/10/2020
DE124	Deliver pipeline of 1,000 new homes across the borough – with a range of high quality affordable and aspirational housing	Emma Barton	Cllr H Roberts	7/10/2020	31/3/2022	31/3/2022	All sites now active but none at pre- CV 19 capacity. 22 homes now occupied at North Werneth and Hartford Mill site mostly cleared. Planning App for Fitton Hill due to be submitted in Dec for mid-2021 SOS. Bullcote Lane (76 units) to receive BFL Funding. Maple Mill and council owned land in tranche 2.	Helen Lockwood	20/10/2020
DE126	Commit to preserving and enhancing the quality of our environment. Prosecuting fly tippers and people who drop litter	Carol Brown	Cllr B Brownridge	1/10/2020	31/3/2020	30/9/2020	Enforcement work reacting to service requests continues. Additional work to support cleaner air around schools and the appropriate use of legislation is currently underway.	Helen Lockwood	20/10/2020
DE132	Review, adopt and implement a new Oldham Housing Strategy 2019	Emma Barton	Cllr H Roberts	7/10/2020	31/3/2022	31/3/2022	The Strategic Housing Partnership is working with OHIP members to prevent homelessness within the borough. Draft MoUs still being worked up with key partners. 19 new council owned homes at Primrose Bank due for completion in Feb 20. SOC for 46 homes on HRA sites approved – due diligence underway.	Helen Lockwood	20/10/2020
DE140	Local Plan Review (Issues and Options)	Emma Barton	Cllr H Roberts	7/10/2020	31/3/2021	31/3/2021	Consultation in the Local Plan Issues and Options is due to commence November. Local Development Scheme has been updated and approved, incorporating revised timeline for GMSF and Local Plan.	Helen Lockwood	20/10/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DE144	Develop a joint programme of works to improve Air Quality across the Borough and Greater Manchester area	Carol Brown	Cllr B Brownridge	1/10/2020	31/3/2020	30/9/2020	Delays from Government in the response to the submitted Outline business case. Consultation delayed and work affected by the Covid-19 outbreak.	Helen Lockwood	20/10/2020
DE169	Improving Private Rented Sector standards	Emma Barton	Cllr H Roberts	7/10/2020	31/3/2022	31/3/2022	Collaborative work with Homes England and Unity is ongoing in order to deliver on the scheme. The decision has been taken in consultation with HE to revise the scope of the pilot from 20 properties to 10, due to uncertainties. We will be tendering the first refurbishment opportunity via the Chest before the end of October.	Helen Lockwood	20/10/2020
DE188	Establish the Oldham Code, setting our expectations for the quality of new homes	Emma Barton	Cllr S Fielding	7/10/2020	31/3/2020	30/6/2020	Work on the Oldham Code has been delayed due to Covid-19 and the need to focus on GMSF / Local Plan Issues and Options. This can be picked up once out to consultation on GMSF / Local Plan Issues and Options if needed. Or it can be looked at as part of the Local Plan review.	Helen Lockwood	20/10/2020
DE189	Work with stakeholders and the wider community to develop voluntary solutions to the problem of vehicle use around schools and vehicle idling; civil enforcement [also see DE192]	Emma Barton	Cllr S Fielding	8/4/2020	31/3/2020	30/6/2020	Resolved.	Helen Lockwood	20/10/2020
DE192	Work with stakeholders and the wider community to develop voluntary solutions to the problem of vehicle use around schools and vehicle idling; vehicle emissions [also see DE189]	Carol Brown	Cllr B Brownridge	1/10/2020	31/3/2020	30/9/2020	Work to support cleaner air around schools and the appropriate use of legislation is currently underway.	Helen Lockwood	20/10/2020
DP293	Lead the strategic development of place based integration and reform across the borough and implement planning for the GM reform white paper.	Vicky Sugars	Cllr S Fielding	5/10/2020	31/3/2020	30/9/2020	Reform Board established and Implementation Plan in place. Integrated Plan for the North Area completed in draft.	Rebekah Sutcliffe	8/10/2020

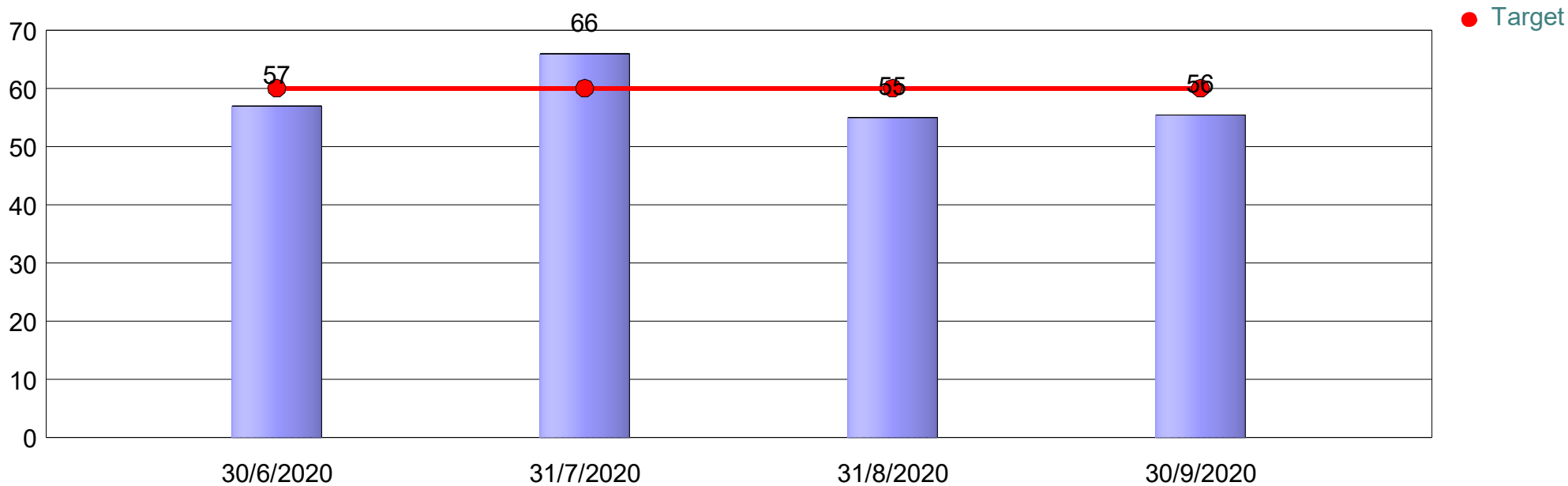
Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DP359	Work with Senior Officers and Elected Members to develop a narrative for both the place and the organisation that reflects our ambitions, our priorities and our values.	Shelley Kipling	Cllr S Fielding	12/10/2020	31/3/2020	30/9/2020	Work on the development of a narrative for the Council is being taken forward as part of plans for the Team Oldham Corporate Plan delayed owing to Covid-19. A discussion about timescales for the plan's launch is due to take place this month.	Rebekah Sutcliffe	12/10/2020
DP363	Work with Oldham Coliseum and Arts Council England to agree a sustainable model for the future of performing arts in the borough	Sheena Macfarlane	Cllr S Fielding	5/10/2020	31/3/2020	30/6/2020	Performance Space feasibility study produced for Town's Fund Application. Next steps will be development of business model Cultural Strategy desk research completed and proposals for Partnership Board produced. This will support collaboration, strategic approach and best use of resources.	Rebekah Sutcliffe	9/10/2020
DP366	Review of prevention and early intervention to inform recommissioning of Early Help	Liz Lyons	Cllr A Chadderton	5/10/2020	31/3/2020	31/12/2020	Tender process completed and preferred provider identified. Delegated decision report in progress to award contract. On track to be completed and new service mobilised by 31/12/20	Rebekah Sutcliffe	8/10/2020
DP413	Develop Northern Roots, building relationships with partners and stakeholders, and consulting with residents. [An action in the Economy portfolio re the Alexandra Park depot exists – DE142]	Anna Da Silva	Cllr S Fielding	5/10/2020	31/3/2020	30/9/2020	Northern Roots is progressing well. The Northern Roots charitable company has been set up and initial Directors appointed. Consultation with residents, partners and stakeholders is ongoing as possible under Covid 19 conditions. Funding application to Towns Fund to be submitted by the end of July 2020.	Rebekah Sutcliffe	8/10/2020
DP416	Encourage wider use of our excellent leisure facilities, and better food choices through Healthy Oldham promotions targeting those who benefit the most	Katrina Stephens	Cllr Z Chauhan	5/10/2020	31/3/2020	30/6/2020	Promoting physical activity opportunities and healthier food choices are key themes in the developing healthy weight and physical activity strategy, including local adoption of the 'That Counts' campaign. Work is underway through the LDP to develop and promote a wider leisure and physical activity offer for the borough. Work paused due to Covid-19.	Rebekah Sutcliffe	8/10/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
<b>Corporate Objective 3 : Cooperative services with people and social value at their heart</b>									
DA105	Lead the work being undertaken with partner organisations to implement a new approach to the delivery of community enablement	David Garner	Cllr Z Chauhan	5/10/2020	31/3/2021	31/3/2021	The Community Enablement Programme is ongoing. The enablement teams are a key part of the response to C-19 and plans are in place to ensure that the provision of community enablement meets the longer terms requirements of Oldham residents as well as being able to respond on an ongoing basis to the C-19 pandemic.	Mark Warren	12/10/2020
DA108	Implementation of the phase 2 cluster and specialised service integration programme to realise true integrated service delivery (links to several business planning actions)	Katie Lockey	Cllr Z Chauhan	12/10/2020	31/3/2020	31/12/2020	Unfortunately there has been a delay in progressing this work as initially intended as result of COVID 19 and the need to move staff to new teams to support the hospital discharge processes. As a result we are currently allocating cases across clusters to respond to the current demand and deploying staff capacity accordingly across all clusters.	Mark Warren	12/10/2020
DA110	Oversee the transition of clinical services to NCA(Northern Care Alliance) and ensure OMBC staff and priorities are embedded within the revised governance and employer model arrangements	Mark Warren	Cllr Z Chauhan	8/10/2019	31/8/2019	31/8/2019	Transfer of staff successfully took place on 1 July. The first 100 day check has been completed and work continues to monitor the impact of the transfer.	Mark Warren	30/4/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DA111	Development of an Oldham Cares Strategic Commissioning Function (SCF) with the CCG to enable transition to a single commissioning function	Mike Barker	Cllr Z Chauhan	12/10/2020	31/12/2019	1/3/2021	We are progressing to a end of March 2021 deadline. Work to decant the CCG from Ellen House into the Civic Centre will be complete by the end of August, the shared IT platform to support and enable integrated working is on track. Staffing structures are now being developed alongside new governance structure.	Mark Warren	12/10/2020
DA117	Implement a redesigned, integrated safeguarding model	Hayley Eccles	Cllr Z Chauhan	12/10/2020	31/3/2020	1/7/2021	The Head of Adults Strategic safeguarding was appointed on the 1st July 2020. The redesigned safeguarding model is now completed. The integrated Safeguarding model is ongoing with focussed work ongoing in relation to mental health, transition and complex and contextual safeguarding.	Mark Warren	12/10/2020
DC201	Inclusion (SEND) Strategy will aim to- Increase children educated in the borough- Reduce EHC requests and use resources flexibly- Improve post 19 provision- Ensure a sustainable and effective local offer is in place	Paula Green	Cllr S Mushtaq	9/10/2020	31/3/2020	30/9/2020	Requests for EHCP needs assessments & the process of assessment continue despite C-19. EHCP recovery plan is underway through SEND annual review team. Due to Covid response and our other business as usual the SEND strategy has not been reviewed and this will be delayed until spring term 2021. Focus currently is on BAU, Covid work & Ofsted APP area 3 & 5.	Gerard Jones	20/10/2020
DE162	The Medium Term Property Strategy (MTPS) is focused on rationalising the Council's Corporate Estate (over a 4 year period)	Emma Barton	Cllr S Fielding	7/10/2020	31/3/2022	31/3/2022	No change to Q1 update. In addition to a disposals programme, an accommodation review and working differently strategies being developed.	Helen Lockwood	20/10/2020

Ref	Actions	Action Updater	Cabinet Member	Date Comments Reviewed	Due Date	Forecasted Completion Date	Comments (Covid-19 impact highlighted in pale red)	Action Owner	Director Approve Date
DS103	Through our Welfare Rights Service, support people adversely affected by Welfare Reform.	Anne Ryans	Cllr A Jabbar	4/10/2020	31/3/2020	31/3/2021	The team continues to proactively support those who who contact the team for assistance and have developed outreach arrangements with cluster teams. The team is working to achieve additional financial support for customers (target of £1m for a full year). Progress continues to be made	Mike Barker	5/10/2020
DS184	Supporting delivery against key strategies including the town centre vision, the medium term property strategy, income strategy and commercial property investment strategy	Anne Ryans	Cllr A Jabbar	4/10/2020	31/3/2020	31/3/2021	Work continues to support these strategies but due to coronavirus and the need to make financial savings there has been a major review of the Creating a Better Place strategy approved as part of the capital programme at 26 Feb. 2020 Council. Finance officers attend all meetings, working groups and Member briefings to progress the town centre vision	Mike Barker	5/10/2020
DS232	Procurement will carry out a due diligence exercise establishing by category of spend business types within Oldham	Steve Boyd	Cllr A Jabbar	8/7/2020	31/3/2020	30/6/2020	Procurement have now completed the task of identifying local businesses by category type, and have now started the process of targeted engagement with Oldham Suppliers within the various cohorts.	Mike Barker	15/7/2020
DS240	Review council report templates to include the impact on children and young people on every report	Elizabeth Drogan	Cllr S Fielding	1/10/2020	31/3/2020	30/9/2020	Templates have been completed.	Paul Entwistle	4/8/2020
DS242	Deliver IT Strategic Roadmap within agreed timeframes in project plan.	Chris Petrie	Cllr A Jabbar	13/10/2020	31/3/2021	31/3/2021	The IT strategic roadmap has been reprofiled and approved by the Strategic Investment Board (SIB). Individual projects are reported and tracked through the SIB during its monthly meetings.	Helen Lockwood	20/10/2020

**Current and Previous Performance**



**Follow Up Action and Assurance Details**

**Accountable Lead**

Steve Boyd

**Target Date**

no date available

No Benchmarking Available

**Accountable Lead Follow Up Action**

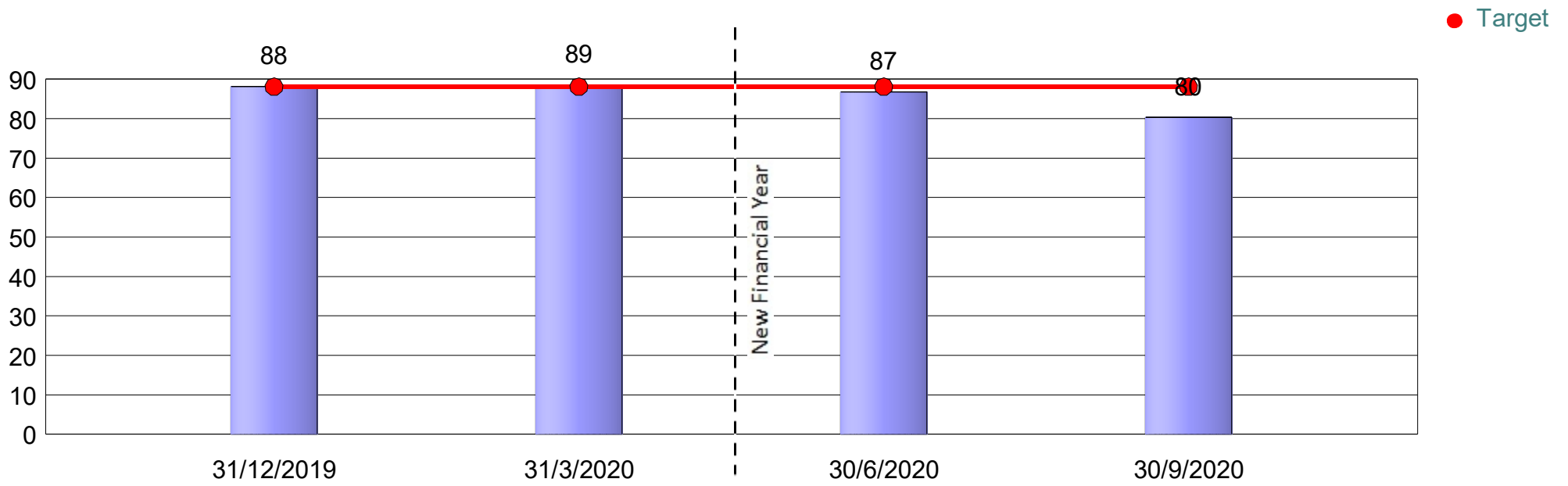
Due to the impact of COVID there has been a delay in embedding new procurement practices to help achieve the target for local spend. COVID has led to a delay in the deliverables of the following, Local Anchor Procurement Partnership Group, establishment of a local supply base, training events on bid submissions, close working with the Business and Investment team, The Growth Company and the GM Chamber. Also to compound this further we have been required to place more orders outside of the area to meet emergency demands caused by the pandemic.

**Director Assurance**

Mike Barker

We expect to see the percentage figure for local spend increase throughout the remainder of this Financial Year as the Category Leads in Procurement continue with their pro-active engagement with Local Suppliers.

**Current and Previous Performance**



**Follow Up Action and Assurance Details**

**Accountable Lead**

Rebecca Fletcher

**Target Date**

no date available

No Benchmarking Available

**Accountable Lead Follow Up Action**

The latest data available highlights the impact of covid on mandatory health visits. The service implemented its business continuity plan in line with correspondence received from NHSE/ NHSI on 19 March 2020 setting out how providers of community health services should release capacity to support the COVID19 response along with the prioritisation of new birth visits and visits with high risk families.

The service therefore redeployed a number of staff to support the COVID response in Oldham. In addition, shielding presented challenges with some staff unable to deliver services along with some shielding families who were anxious around visits.

We are having fortnightly meetings with the service and this includes discussion of how they are working to increase the numbers of mandated visits. Throughout COVID the service has also been supporting vulnerable families in collaboration with social care.

The latest NHS guidance has been for no more redeployment from this service and we are supporting them locally in that approach.

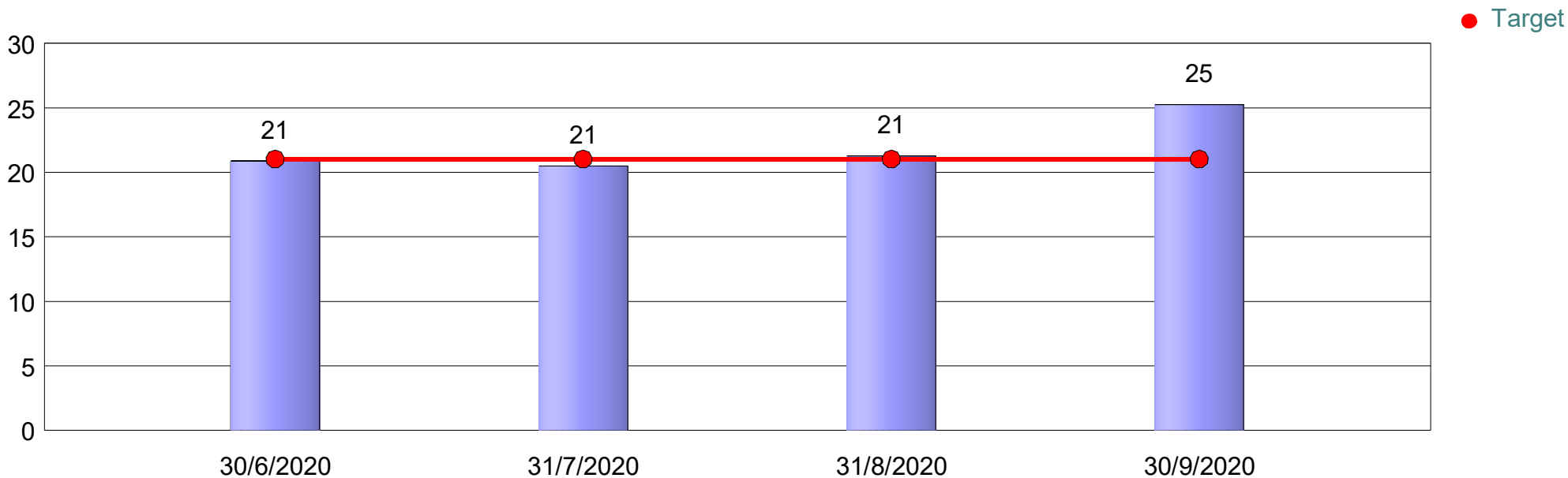
**Director Assurance**

Katrina Stephens

Performance is still in recovery from services being prioritised during the early phase of the pandemic, based on DHSC direction and redeployment of staff into other roles. We expect further improvement in performance in the next quarter now that more staff have returned from redeployment.



**Current and Previous Performance**



**Follow Up Action and Assurance Details**

**Accountable Lead**

Gemma Gerrish

**Target Date**

no date available

No Benchmarking Available

**Accountable Lead Follow Up Action**

Current Position: The average rate of repeat referrals over the past five months had been an improving picture. In September the rate has increased to 25.2% (103 re-referrals). This is due to an increase in re-referrals from self, parents and friends and predominantly referrals from schools (14.2% increase from the previous five months) since wider reopening. The impact of Covid-19 can be seen, half of all repeats in September are from referrals in the past five months. Quality assurance activity has told us there have been missed opportunities to step cases down at the point of contact and upon completion of assessment. This leads to repeat single assessments leading to no further action. The lack of meaningful intervention alongside single assessment has also contributed to re-referrals. However, there is consistency in decision making and no indication that contacts have progressed to referral inappropriately.

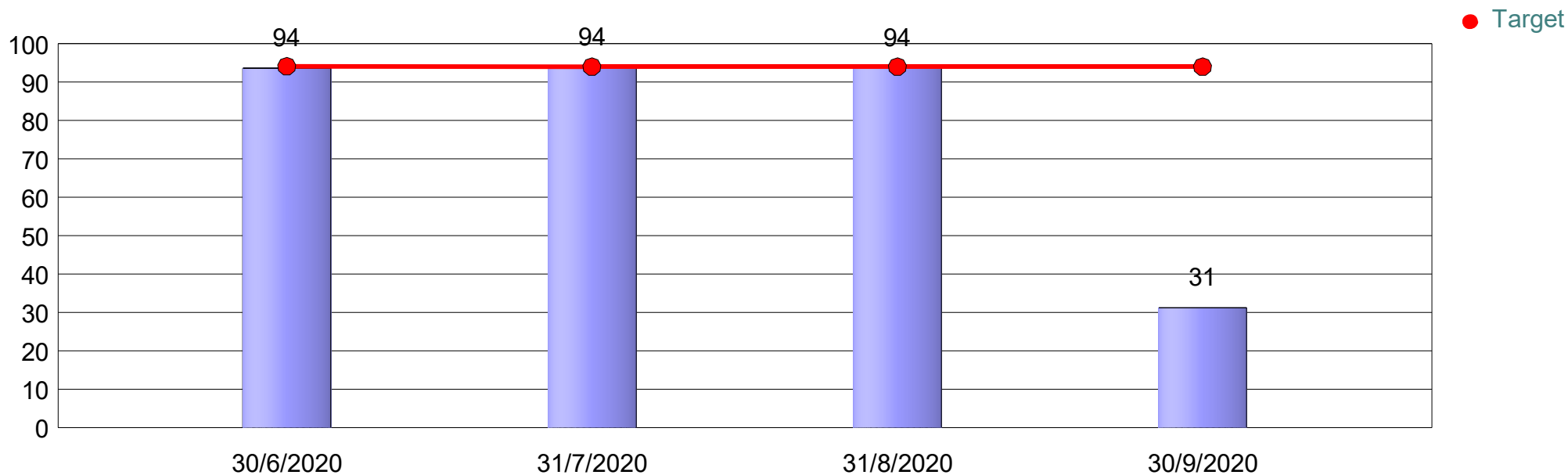
Action: There is an identified need for social care strength in the early help provision at the front door. There is monthly scrutiny of repeat referrals. A new integrated system goes live in November allowing more efficient Social Care and Early Help processes. The service is working with partners to review the Continuum of Need pathway to strengthen the focus and understanding of earliest possible help for children, young people and families where appropriate.

**Director Assurance**

Elaine Devaney

The re-referral rate has increased to 25.2%. There has been an increase in referrals from schools due to the impact of Covid-19. The service is working upon increasing quality assurance and intervention to support the management of demand coming through the MASH Team and Early Help. Management oversight has increased to monitor progress of impact upon the re-referral rate.

Current and Previous Performance



Follow Up Action and Assurance Details

Accountable Lead

Donna Lewis

Target Date

no date available

No Benchmarking Available

Accountable Lead Follow Up Action

Still in Q2 which is a tracking period, this means that Participation will be lower whilst yp settle down in their provisions. NEET rate is extremely low which is positive, unknown is higher however due to the tracking element. 16-18 Care Leavers in EET is at 84.1% this month - further increase of 1.3% on August. Normal reporting resumes next month.

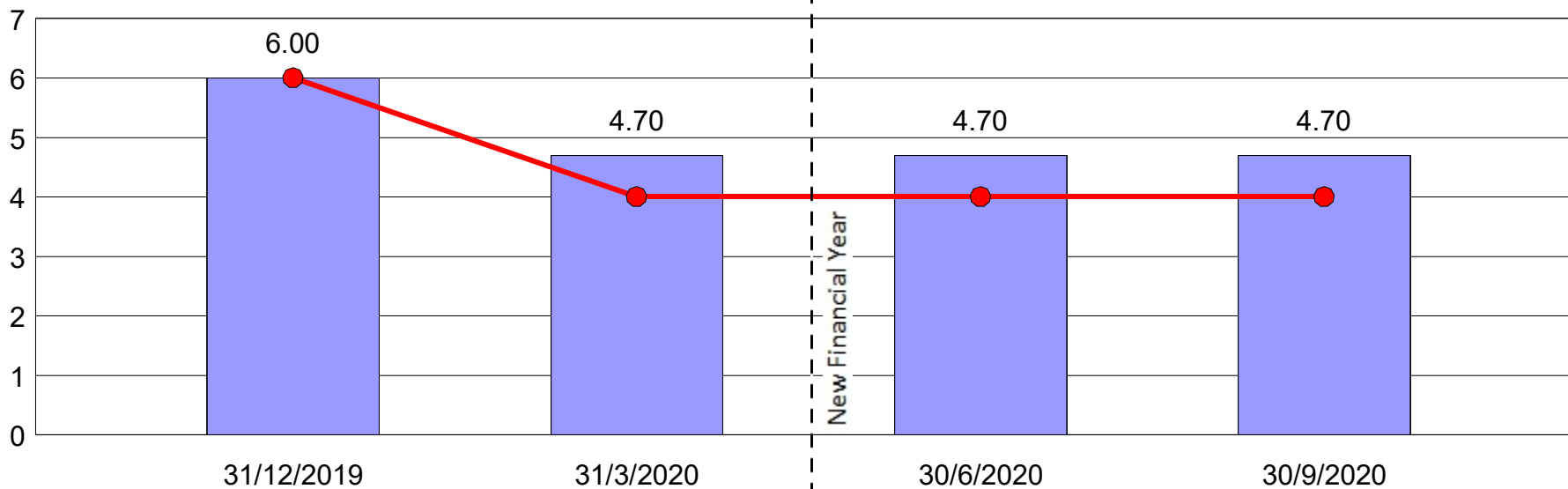
Director Assurance

Tony Shepherd

The participation of 17 year olds in education or training rate (M738) recorded in September is a snapshot at a point when young people are transitioning between phases of education, and so the figure of 31.3% does not an accurately reflect the situation. The rate at the next recording period will be accurate and there are positive indications from associated metrics which infer that the target of 94% should be met.

**Current and Previous Performance**

● Target



**Follow Up Action and Assurance Details**

**Accountable Lead**

Carol Brown

**Accountable Lead Follow Up Action**

This is an annual indicator. There is a need to expand the measures used to track highways investment and improvement to include secondary routes and this will be worked through over the review period.

**Director Assurance**

Carol Brown

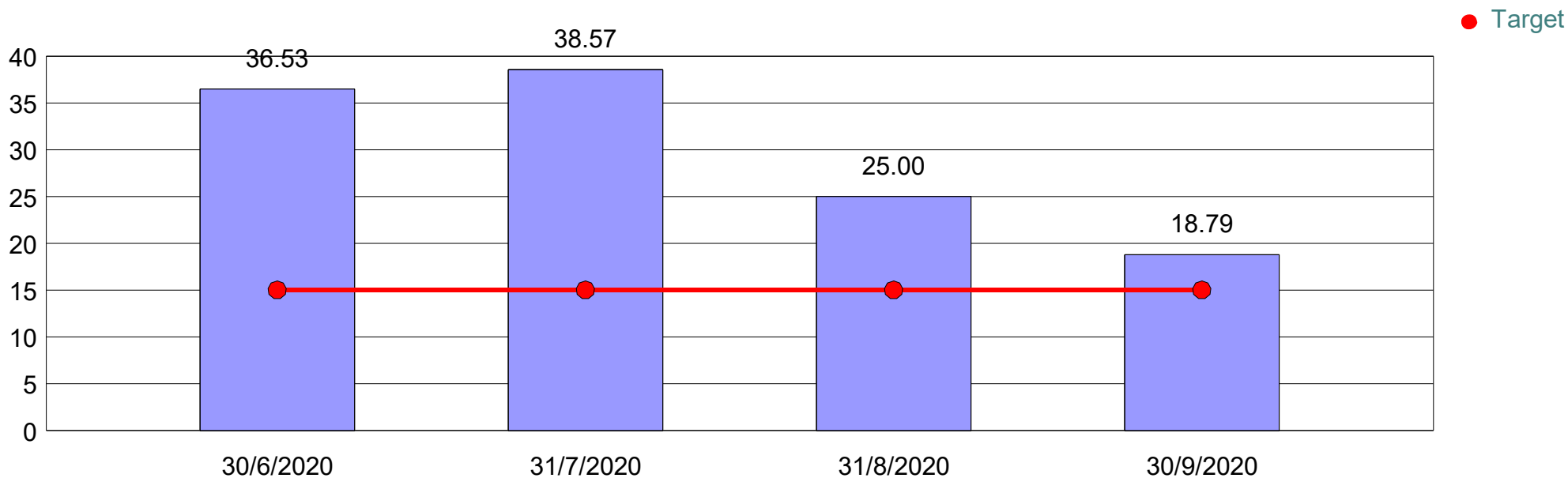
See Accountable Lead Follow Up Action comments

**Target Date**

31 Mar 2021

No Benchmarking Available

**Current and Previous Performance**



**Follow Up Action and Assurance Details**

**Accountable Lead**

Caroline Lee

**Target Date**

no date available

No Benchmarking Available

**Accountable Lead Follow Up Action**

Claims for Council Tax Reduction have increased significantly since lockdown. Overall volumes of post into the benefit service increased by 69% by the end of September 2020 (59,095 compared with 40,860 over the period April to September 2019) and the Council estimates that the working age Council Tax Reduction caseload could increase by 25% over the course of the year. At the same time as this increase in demand, remote access to core benefit processing systems has reduced productivity in lockdown by an estimated 20% but is steadily improving as a result of on-going work by ICT to strengthen the ability to home work. This includes the current pilot testing of a new online platform for accessing the Revenues and Benefits system which is currently being rolled out and is improving performance and the backlog of cases is falling. To help address the demand and backlog, the service had already recruited 2.5 fte agency staff to augment the resources available to process Council Tax Reduction (CTR) claims.

**Director Assurance**

Anne Ryans

A number of factors have led to this variance to target performance, all of which are caused by the impact of the pandemic. Action has been successfully taken to address these issues including the engagement of additional staffing resources. Good progress continues to be made and performance is moving towards the target which has been set. The position is being closely monitored and there is close liaison with the Unity team to consider and agree any further a

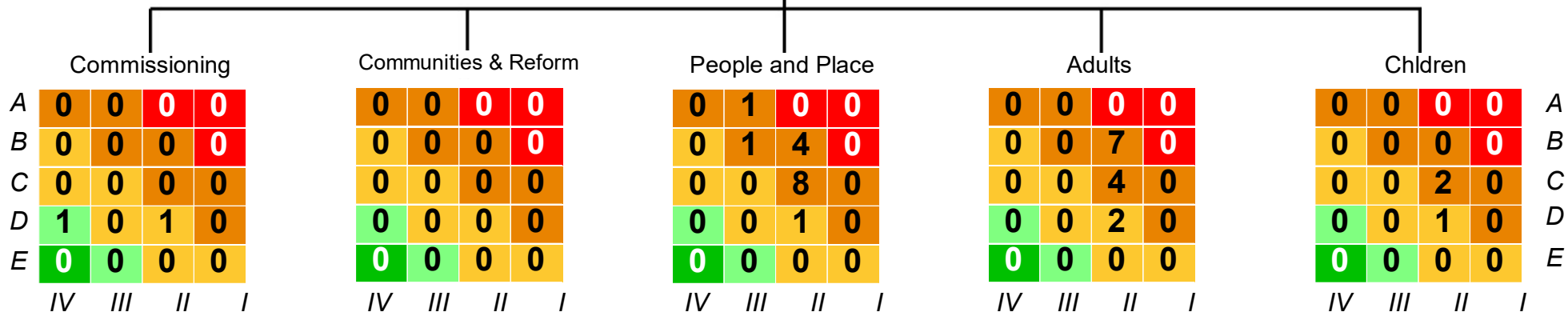
# Appendix IV - Risks associated with Actions

Details of any Red risks will appear below the matrices

All risks

A	0	1	0	0
B	0	1	11	0
C	0	0	14	0
D	1	0	5	0
E	0	0	0	0
	IV	III	II	I

Likelihood	Impact
A Very High	I Catastrophic
B High	II Critical
C Significant	III Marginal
D Low	IV Negligible
E Very Low	



Action		Ref	Risk Description	Likelihood	Impact	Mitigation	Date Risk Reviewed
Action Description	Action Update						
No Red risks to display							

**Appendix V - Amendments**

Details of potential changes to be made to the Corporate Performance Report

Performance Measure amendment(s)

<b>Measure Name</b>	<b>Amendment</b>
	None requested this month.

Action amendment(s)

<b>Action Name</b>	<b>Amendment</b>
	None requested this month.

## Appendix VI - Suspended Corporate Measures

### Suspended Measures - owing to the impact of Covid-19

M63(CP) Number of visitors to Gallery Oldham
M69(CP) Number of library visits per 1000 population. To library service points - not including web visits
M197(CP) Number of visits to OCL Leisure Centres per 1000 population
M256(CP) Number of life long learning enrolments
M356(CP) Number of work related opportunities created by Get Oldham Working
M357a(CP) Number of Get Oldham Working related Job opportunities filled
M393(CP) Number of businesses supported after being successfully included in a referral package / programme.
M408(CP) Total new homes built
M409(CP) Percentage of completed homes that are affordable
M494(CP) Number of food hygiene inspections
M565(CP) Delayed days (per 100,000 of the population) aged 18+ attributable to social care in England
M566(CP) Percentage of care home beds rated as `Good` or `Outstanding` (NW ADASS CQC Data reports)
M567(CP) Percentage of community based providers rated as 'Good' or Outstanding
M648(CP) % of children who have reached a Good Level of Development (GLD) at the end of the Early Years Foundation Sta
M649(CP) Percentage take up of 2 year-old children benefitting from funded early education places
M657(CP) Percentage of children who pass the Year 1 Phonics screening test.
M659(CP) Percent of NHS Health Checks offered which were taken up in the Quarter
M700(CP) Attendance rates in Oldham Primary and Secondary Schools
M722(CP) Percentage of pupils in good/outstanding Oldham schools
M730(CP) Percentage of pupils achieving the national standard in reading, writing and mathematics at the end of Key Stage 2
M804(CP) Percentage of young people who achieve level 5+ in both English and mathematics at KS4
M863(CP) Percent of eligible adults aged 65+ who have received the flu vaccine
S357(CP) Percentage of council tax in year collected of the total owed (cumulative)
S368(CP) Percentage of national non domestic rates (NNDR) collected in year as a % of the total owed