

Report to Performance Overview and Scrutiny Committee
Council Performance Report September 2021
for period 1 July to 30 September 2021

Portfolio Holder:

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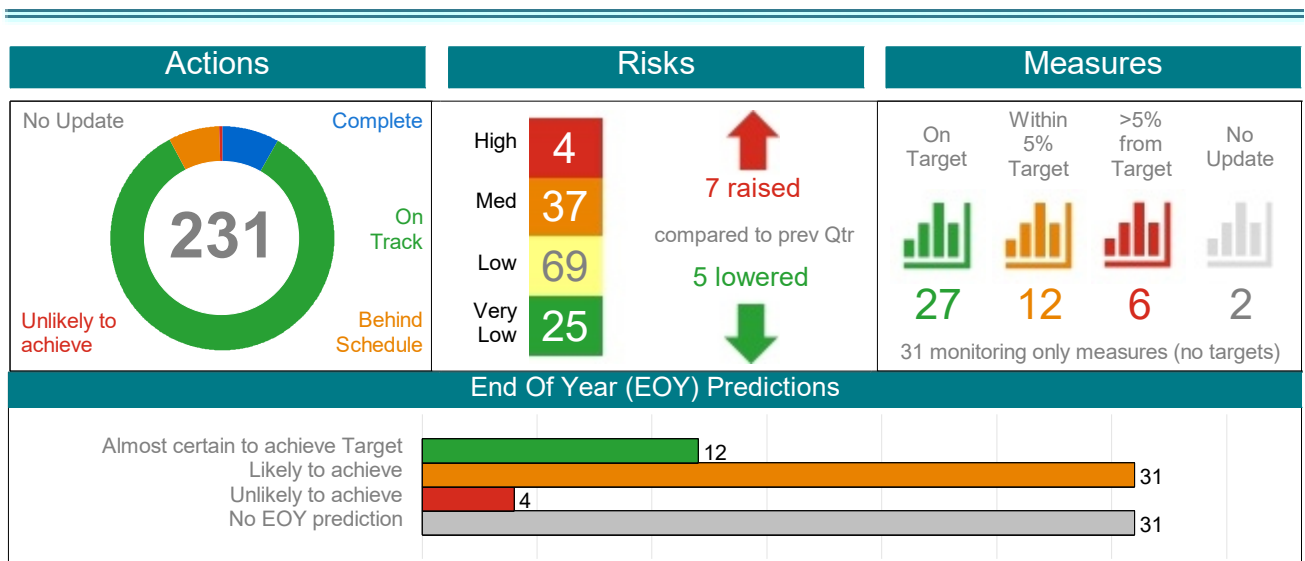
Date: 10 February 2022

The purpose of this report is to allow:

- The review of Council Performance for September 2021
- The scrutiny of areas of underperformance as appropriate

Recommendations

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




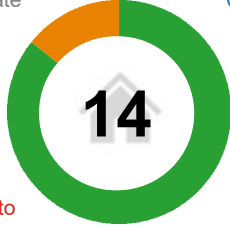

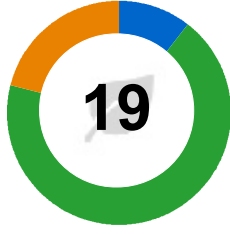

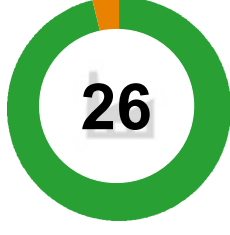



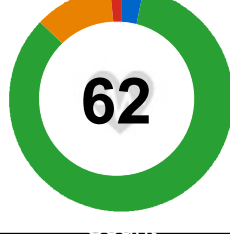

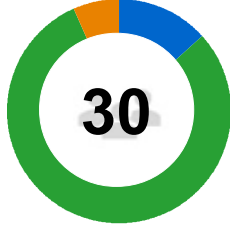

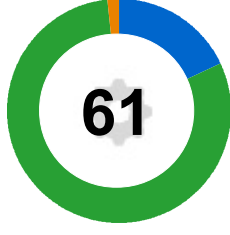
The council’s corporate performance report monitors delivery against the covid recovery strategy.

92% of actions within the recovery strategy are currently on track or have been completed and 60% of our updated targeted measures are on track.

SMT will continue to closely monitor all actions, risks and measures to support the successful delivery of the Covid Recovery Strategy; which is a key priority for the council.








The report provides a break down by recovery area and themes and further detail on exceptions are also included within the report.

Performance Summary by Recovery Area

	Actions	Risks	Measures
 Invest in quality housing	No Update  Complete On Track Unlikely to achieve Behind Schedule	High 0 Med 1 Low 1 Very Low 0 1 raised 0 lowered	On Target 5 Within 5% Target 0 >5% from Target 1 No Update 0 0 monitoring only measures (no targets)
 Championing a green recovery		0 2 6 7 0 raised 1 lowered	1 0 0 0 3 monitoring only measures (no targets)
 Creating and protecting jobs and supporting businesses		0 5 8 4 4 raised 1 lowered	1 1 0 0 2 monitoring only measures (no targets)
 Prioritising education and skills		0 5 9 0 0 raised 1 lowered	8 1 0 0 5 monitoring only measures (no targets)
 Promoting health and wellbeing and supporting the most vulnerable		1 8 25 4 1 raised 2 lowered	8 9 3 2 13 monitoring only measures (no targets)
 Driving Equality		0 3 10 3 0 raised 0 lowered	1 0 2 0 6 monitoring only measures (no targets)
 Enabling Area		3 13 10 7 1 raised 0 lowered	3 1 0 0 2 monitoring only measures (no targets)

Raised/lowered compared to previous Quarter
 0 risks not updated

Total of 4 measures suspended

Performance Summary by Recovery Area and Theme		Actions					Risks						Measures				
		Done	On Track	Amber	Red	No Update	Very Low	Low	Med	High	No Update	Closed	On Target	Amber	Red	No Update	Monitor Only
 Invest in Quality Housing	Build more affordable homes		6				1	1				3		1			
	Improve quality condition of existing homes		4	2							2	2					
	Support rough sleepers into permanent accommodation		2														
 Championing a Green Recovery	Greener economy reduces Oldham's carbon footprint		6	3			1	3								2	
	Reduce carbon emissions from transport, more cycle, walk, public transport		1				1										
	Well maintained accessible outdoor space	2	6	1		1	5	3	2			1				1	
 Creating and Supporting Jobs and Supporting Businesses	.		1					1	1								
	Creating the conditions for inclusive growth and thriving town centre		8				1	3	1								
	Help people get back into work or retrain for new careers		7					1	3			1				2	
	Support businesses to get back on their feet		9	1			3	3					1				
 Prioritising Education and Skills	.		2					1			1	2					
	Best start in life for our youngest children who have missed out as a result of Covid-19		2									1					
	Children and young people achieve their full potential		13					7	4			2	1			4	
	Schools and college leavers move on to education, employment and training		2					1	1			3				1	
 Promoting Health and Wellbeing and supporting the most Vulnerable	.		1														
	Continue to contain the spread of Covid-19 in Oldham	1	6				1	1	2			1	1				
	Safeguard and support our most vulnerable residents	1	20	5	1		1	9	3	1	1	7	6	2		7	
	Work with communities to improve health and wellbeing		25	2			2	15	3		1		2	1	4	6	
 Driving Equality	.		3						1								
	Help those adversely impacted by Covid-19	4	12	1		1	1	5	1		3	1		1	2	2	
	Reducing poverty and helping people get back on their feet		5					1	1					1		2	
	Reducing inequality and build resilience across Oldham's communities		4	1			2	4								2	
 Enabling Area	.	11	49	1		6	7	10	13	3		8	3	1	No update includes 4 suspended		2

Performance Measures

(C)orporate Measure
(O)ldham Profile
(M)onitoring Only (no target)

(M)onthly Pol(arity)
(Q)uarterly which
(A)nnually direction
is good

(Eng)lish Authorities
(GM)CA
(Stat)istical Neighbour
(Geo)graphic Neighbour

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
Championing a Green Recovery																		
M460 (COM) Percentage of households in fuel poverty	A	↓	11.7%	15.2%		15.2%	---	2019	15.2%	---		---		---	---	GM	14.8%	2019
M468 (CM) Percentage progress towards 2025 carbon neutrality target for Council Buildings and Street Lighting	A	↑				12.60%	---	2019/20	12.60%	---		---		---	---			
M497 (CM) Total number of fly-tipping enforcement actions	Q		3,958	3,034		567	---	Q2 21/22	647	---		---		---	---	GM	3,158	2019/20
M501 (C) Percentage of Household waste sent for Reuse, Recycling or Composting	M	↑	44.65%	44.00%	42.20%	52.57%	46.10%	Sep 2021 (Draft)	46.39%	45.59%		43.86%		44.71%	45.01%			

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			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
Driving Equality																		
M217 (COM) Percentage of people who feel that the CSP are dealing with local community safety issues	Q	↑				42.0%	---	Up to 30th June 2021	42.0%	---		---		---				
M218 (COM) Percentage of people who agree that people of different backgrounds get along in their area	Q	↑				67.0%	---	Up to 30th June 2021	66.0%	---		---		---				
M333a (C) Percentage Council spend in Oldham (12 month rolling)	Q	↑	53.39%	51.55%	55.18%	55.90%	55.00%	Oct 20 - Sept 21	55.20%	55.00%		55.00%		55.00%	55.00%			
M361 (COM) Unemployment rate in Oldham	M	↓	4.6%	5.1%	9.9%	9.2%	---	September 2021	8.4%	---		---		---	---	GM	6.3%	Sep-21
M362 (COM) Youth Unemployment rate in Oldham	M	↓	7.4%	8.0%	16.2%	14.5%	---	September 2021	12.7%	---		---		---	---	GM	8.2%	Sep-21
M566 (C) Percentage of care home beds rated as 'Good' or 'Outstanding' (NW ADASS CQC Data reports)	Q	↑	78.7%	79.1%		---	---	Suspended	---	---		---		---	---	GM	77.1%	Oct-21
M567 (C) Percentage of community based providers rated as 'Good' or Outstanding	Q	↑		86.2%		---	---	Suspended	---	---		---		---	---	GM	92.0%	Oct-21
M735 (COM) Percentage of nursery and primary pupils with free school meals	Q		19.3%	21.0%	26.9%	26.9%	---	2020/21 Spring term	26.9%	---		---		---	---	Eng	21.6%	2020/21 Spring term
M736 (COM) Percentage of secondary pupils with free school meals	Q		19.2%	20.8%	25.4%	25.4%	---	2020/21 Spring term	25.4%	---		---		---	---	Eng	18.9%	2020/21 Spring term
M918 (C) Percentage of calls answered in total	Q	↑	90.83%	89.59%	87.23%	79.19%	89.00%	Q2 21/22	78.72%	89.00%		89.00%		89.00%	89.00%			
S370 (C) Average time taken to process Council Tax reduction (new claims and change events) CTR	M	↓	13 days	13 days	22 days	20 days	21 days	Sept 2021	29 days	21 days		21 days		21 days	21 days			

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
Enabling Area																		
M340 (C) Percent of Internal Audit Opinions resulting in Weak, Inadequate, Limited Assurance	Q	↓				14%	15%	Q2 21/22	15%	15%		15%		15%	15%			
M498 (C) Street lighting - Percentage of issues resolved within target time	Q	↑	100%	100%	100%	100%	95%	Q2 21/22	100%	95%		95%		95%	95%			
M891 (C) Preventative maintenance: proportion of network resurfaced per £100k of allocated budget	Q	↑				20%	0%	Q2 21/22	98%	40%		75%		100%	100%			
M892 (C) Highway maintenance: proportion of the network resurfaced per £100k of allocated budget	Q	↑				0.00%	0.00%	Q2 21/22	39.81%	40.00%		75.00%		100.00	100.00			
S357 (CM) Percentage of council tax in year collected of the total owed (cumulative)	M	↑	94.46%	94.05%	93.29%	28.73%	---	Q1 - Q2 21/22	54.88%	---		---		---	---	GM	94.53%	2020/21
S368 (CM) Percentage of national non domestic rates (NNDR) collected in year as a % of the total owed	M	↑	97.22%	96.18%	90.48%	22.56%	---	Q1 - Q2 21/22	48.73%	---		---		---	---	GM	92.27%	2020/21

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
Invest in Quality Housing																		
M274 (C) Percentage of major planning applications determined in time	Q	↑	93.0%	92.0%	91.0%	100.0%	80.0%	Q2 21/22	100.0%	80.0%		80.0%		80.0%	80.0%	GM	95.0%	2020/21
M275 (C) Percentage of minor planning applications determined in time	Q	↑	94.0%	87.0%	82.0%	85.0%	80.0%	Q2 21/22	87.4%	80.0%		80.0%		80.0%	80.0%	GM	90.0%	2020/21
M408a (C) Total new homes completed	Q	↑	529	728	235	106	88	Q2 21/22	162	176		264		352	352	Eng	711	2019/20
M409a (C) Percentage of completed homes that are affordable	Q	↑	9.0%	23.0%	54.9%	52.8%	25.0%	Q2 21/22	60.5%	25.0%		25.0%		25.0%	25.0%	GM	18.0%	2019/20
M431 (C) Number of energy efficiency measures installed in Oldham households	Q	↑			130	28	20	Q1 - Q2 21/22	40	40		80		120	120			
M433 (C) Number of people supported through the Warm Homes Oldham scheme	Q	↑	1,258	2,089	2,617	651	400	Q1 - Q2 21/22	1,184	800		1,600		2,400	2,400			

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
Creating and protecting jobs and supporting businesses																		
M360 (C) Percentage of citizens on Welfare to Work programmes progressing into employment (Cumulative)	Q	↑				24%	31%	Oct 20 - Sep 21	35%	31%		31%		31%	31%			
M393 (C) Number of businesses supported after being successfully included in a referral package / programme.	Q	↑		288		81	78	Q2 21/22	154	156		234		312	312			
M461 (COM) Median gross annual pay of employees by residence (resident base)	A	↑	£25,375	£26,357		£26,357	---	2020	£26,357	---		---		---	---	GM	£29,140.	2021
M894 (COM) Percentage of addresses with Superfast broadband availability	A	↑	27.80%	98.20%	98.30%	98.30%	---	2021	98.30%	---		---		---	---	GM	97.12%	2021

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			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
Prioritising Education and Skills																		
M63 (C) Number of visitors to Gallery Oldham	Q	↑	93,578			708	800	Q1 to Q2 21/22	5,387	2,500		3,500		4,500	11,300			
M640 (C) Percent of 16 to 17 year olds who are not in education, employment or training (NEET)	M	↓	3.3%	3.3%		3.4%	3.5%	Sept 2021	1.8%	3.5%		3.5%		3.5%	3.5%	Eng	2.9%	2020
M649 (C) Percentage take up of 2 year-old children benefitting from funded early education places	Q	↑	66.7%	70.1%	64.1%	68.5%	70.0%	2020/21 Summer term	72.0%	70.0%		75.0%		75.0%	75.0%	Eng	62.0%	2020/21 Spring term
M67 (C) Total number of e-books, e-audio books and e-magazines loaned per month	Q	↑				24,026	22,500	Q2 21/22	22,526	22,500		22,500		22,500	90,000			
M69 (C) Number of library visits per 1000 population. To library service points - not including web visits	Q	↑	5,414	4,882		633	600	Q2 21/22	1,283	800		850		900	900	GM	3,395	2019/20
M702 (CM) Attendance rates in Oldham Primary Schools	Q	↑	96.2%	95.5%	95.9%	95.9%	---	2020/21 Autumn & Spring term	93.7%	---		---		---	---	Eng	96.3%	2020/21 Autumn term
M703 (CM) Attendance rates in Oldham Secondary Schools	Q	↑	95.3%	94.4%	93.9%	93.9%	---	2020/21 Autumn & Spring term	93.0%	---		---		---	---	Eng	94.3%	2020/21 Autumn term
M704 (CM) Percentage of Oldham Secondary schools that are judged as good or outstanding by Ofsted	M	↑	66.7%	66.7%	66.7%	66.7%	---	Sept 2021	66.7%	---		---		---	---	Eng	76.7%	Sep-21
M705 (CM) Percentage of Oldham primary schools that are judged as good or outstanding by Ofsted	M	↑	80.0%	83.7%	83.7%	84.0%	---	Sept 2021	83.7%	---		---		---	---	Eng	87.9%	Sep-21

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
M715 (C) Annual EHCP (SEND) statutory reviews completed within legal time frame	Q	↑		80.7%		97.6%	95.0%	Jan 21 to Sept 21	97.6%	95.0%		95.0%		95.0%	95.0%			
M716 (C) Timeliness of quality EHC plans: Percentage completed within 20 weeks over 12 months	M	↑	86.6%	94.8%		89.4%	75.0%	Jan 21 to Sept 21	86.5%	75.0%		75.0%		75.0%	75.0%	Eng	58.0%	2020
M733 (C) Percentage of children receiving their 1-3 preference of school place for the September intake in Reception	A	↑	96.6%	97.7%	97.5%	98.3%	97.3%	Sept 2021 allocation	98.3%	97.3%		97.3%		97.3%	97.3%	Eng	98.0%	Sept 2021 Allocation
M734 (C) Percentage of children receiving their 1-3 preference of school place for the September intake in Year 7	A	↑	87.5%	89.1%	89.3%	90.0%	93.9%	Sept 2021 allocation	90.0%	93.9%		93.9%		93.9%	93.9%	Eng	93.4%	Sept 2021 Allocation
M743 (CM) Percentage 16 to 17 year olds who are known to the LA undertaking an apprenticeship	A		4.0%	3.8%	3.4%	3.5%	---	Sept 2021	1.6%	---		---		---	---	Eng	3.8%	2021

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
Promoting Health and Wellbeing and supporting the most Vulnerable																		
M197 (C) Number of visits to OCL Leisure Centres per 1000 population	Q	↑	5,324			703	1,325	Data available mid Nov 21		2,650		3,975		5,300	5,300			
M222 (COM) Percentage of physically active adults (aged 19+)	A	↑	59.2%	59.2%		59.2%	---	2019/20	59.2%	---		---		---	---	GM	62.3%	2019/20
M49 (CM) Number of Domestic Abuse incidents reported to the police	Q					1,610	---	Q2 21/22	1,631	---		---		---	---			
M50 (CM) Number of Domestic Abuse referrals to MARAC	Q					329	---	Q2 21/22	289	---		---		---	---			
M543 (C) Number of individuals (65+) in a permanent residential or nursing placement – per 10,000 population 65+	Q	↓	209	204	178	184	200	Sept 2021	185	200		200		200	200			
M548 (C) Proportion of adults with learning disabilities in paid employment in England	Q	↑	2.8%	3.4%		2.9%	3.0%	Sept 2021	2.7%	3.0%		3.0%		4.0%	4.0%	GM	6.0%	2020/21
M549 (C) Percentage Learning Disability Service Users in Settled Accommodation	Q	↑				94.8%	96.0%	Sept 2021	91.3%	96.0%		96.0%		96.0%	96.0%	GM	87.6%	Q1 21/22
M551 (CM) Percentage of adults in contact with secondary mental health services who live independently, with or without support	Q	↑	55.0%	46.0%			---	Sept 2021	58.3%	---		---		---	---	Stat	53.0%	2020/21
M552 (C) Percentage of completed annual (planned) reviews	Q	↑				72%	50%	Q2 21/22	75%	55%		60%		65%	65%			

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			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
M553 (CM) The change in long-term service users (ASC) from the previous quarter	Q					3.8%	---	Q2 21-22 / Q1 21-22	1.3%	---		---		---	---	GM	0.6%	Q1 21/22
M554 (CM) Percentage of concluded section 42 enquiries with risk identified where risk removed is the outcome	Q	↑	36.8%	42.6%		38.0%	---	Q2 21/22	32.4%	---		---		---	---	Eng	28.5%	2020/21
M555 (CM) Percentage of concluded section 42 enquiries with risk identified where risk reduced is the outcome	Q		55.3%	48.1%		56.0%	---	Q2 21/22	64.7%	---		---		---	---	Eng	61.5%	2020/21
M556 (CM) Percentage Service Users receiving Direct Payments	Q		38.9%	45.4%		31.0%	---	Sept 2021	30.5%	---		---		---	---	GM	28.3%	2019/20
M557 (C) Percentage of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services (effectiveness of the service)	Q	↑	88.4%	93.6%		86.1%	89.0%	Q2 21/22	91.6%	89.0%		89.0%		89.0%	89.0%	GM	79.0%	2020/21
M565 (CM) Delayed days (per 100,000 of the population) aged 18+ attributable to social care in England	Q	↓	507 days	467 days		---	---	Suspended	---	---		---		---	---			
M568 (C) Percentage of Service Users that are in Community Based Services	Q	↑				76.8%	76.0%	Sept 2021	76.7%	76.0%		76.0%		76.0%	76.0%	GM	72.7%	Q1 21/22
M569 (C) Percentage of Service Users Receiving Domiciliary Care	Q	↑				32.8%	34.0%	Sept 2021	32.6%	34.0%		34.0%		34.0%	34.0%	GM	39.0%	Q1 21/22

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						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
M619a (C) Percentage of Care Leavers aged 16-18 (post year 11) in Education, Employment or Training	Q	↑	58.0%	44.0%		87.3%	70.0%	Sept 2021	83.0%	70.0%		70.0%		70.0%	70.0%	Stat	60.0%	31-Mar-20
M619b (C) Percentage of Care Leavers aged 19-21 in Education, Employment or Training	Q	↑	51.0%	32.0%		50.4%	60.0%	Sept 2021	59.0%	60.0%		60.0%		60.0%	60.0%	Stat	47.0%	31-Mar-20
M631a (C) 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 mth)	Q	↑	66.8%	72.4%	76.9%	70.8%	70.0%	Q2 (21/22)	62.6%	70.0%		70.0%		70.0%	70.0%			
M636 (C) Percentage who quit smoking at 4 weeks	Q	↑	45.0%	46.0%		52.0%	50.0%	To be reported in Q3		50.0%		50.0%		50.0%	50.0%	Eng	59.0%	2019/20
M639 (C) Achieve the expected standard for the childhood immunisation programme as indicated by uptake of MMR at age 5	Q	↑	96.9%	97.3%		97.3%	95.0%	2019/20	97.3%	95.0%		95.0%		95.0%	95.0%	GM	95.8%	2019/20
M646 (COM) Life Expectancy (Female)	A	↑	81.2	81.0	80.5	80.5	---	2018/20	80.5	---		---		---	---	GM	81.3	2018-20
M647 (COM) Life Expectancy (Male)	A	↑	77.4	77.6	77.2	77.2	---	2018/20	77.2	---		---		---	---	GM	77.6	2018-20
M654 (COM) Healthy Life Expectancy at birth (Female)	A	↑	61.6	58.3		58.3	---	2017/19	58.3	---		---		---	---	GM	60.7	2017-19
M656 (C) Percentage of Health Visitor mandated reviews completed within timescale	Q	↑	85.4%	88.0%		77.2%	88.0%	Q1 21/22	84.9%	88.0%		88.0%		88.0%	88.0%	Eng	82.0%	2019/20
M658 (COM) Healthy Life Expectancy at birth (Male)	A	↑	58.0	58.3		58.3	---	2017/19	58.3	---		---		---	---	GM	61.7	2017-19

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
M659 (C) Percent of NHS Health Checks offered which were taken up in the Quarter	Q	↑	67.8%			---	---	Suspended	---	---		---		---	---	GM	55.9%	2021/22 Q1
M664a (C) Percentage of referrals which are repeat referrals to Children's Social Care (in month)	Q	↓	26.0%	24.0%		23.1%	23.5%	Sept 2021	25.8%	23.5%		23.5%		23.5%	23.5%	Stat	24.0%	31-Mar-20
M683a (C) 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)	Q	↑	79.0%	77.0%		98.3%	90.0%	Sept 2021	100.0%	90.0%		90.0%		90.0%	90.0%	Stat	73.0%	31-Mar-20
M712 (COM) Rate of children looked after per 10,000 children aged under 18 years	Q		86.0	87.0		89.2	---	Sept 2021	89.0	---		---		---	---	Stat	107	31-Mar-20
M863 (C) Percent of eligible adults aged 65+ who have received the flu vaccine	Q	↑	72.8%	73.1%		73.1%	75.0%	2019/20	73.1%	75.0%		75.0%		75.0%	75.0%	GM	74.6%	2019/20
M928 (C) Percentage of Children Looked After placed within In-house Foster Care Provision	Q	↑		64.6%	60.0%	62.3%	60.0%	Sept 2021	58.8%	60.0%		60.0%		60.0%	60.0%			
M929 (C) Percentage CLA in long term stable placements	Q	↑	58.0%	69.0%		67.5%	70.0%	Sept 2021	66.8%	70.0%		70.0%		70.0%	70.0%	Stat	69.0%	31-Mar-20
M932 (C) Percentage of Children Looked After that have a permanence plan within four months of becoming looked after	Q	↑				100.0%	80.0%	Sept 2021	81.3%	80.0%		80.0%		80.0%	80.0%			

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
M933 (C) Percentage of Children Looked After with three or more placement moves in the last 12 months	Q	↓	13.0%	11.0%		9.4%	10.0%	Sept 2021	10.4%	10.0%		10.0%		10.0%	10.0%	Stat	10.0%	31-Mar-20
S202 (C) Council Sickness Absence	Q	↓	9.5 days	11.3 days	7.8 days	2.4 days	2.4 days	Sept 2021	5.0 days	4.7 days		7.1 days		9.5 days	9.5 days			

Red Performance Measures

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				

Invest in Quality Housing

M408a (C) Total new homes completed	Q	↑	529	728	235	106	88	Q2 21/22	162	176		264		352	352	Eng	711	2019/20
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Accountable Lead (Elizabeth Dryden-Stuart) Follow-up Action

Director (Emma Barton) Assurance

The performance has fallen below target in the last quarter, meaning that less homes have been built than anticipated. This measure is a boroughwide account of the number of homes built for which the Council has no direct control. There are some challenges in the construction industry at present linked to shortages of skills labourers and haulage drivers, which in turn is causing concerns for the availability of various materials, and by association significant cost increases are being seen. Continuous monitoring during recent years shows that whilst completions tend to fluctuate across the year, the annual 'end of year' target of 352 new homes completed is likely to be met. To date (Q2) 162 new homes have been completed against the cumulative target of 176. Officers will continue to monitor completions throughout the year to ensure that concerns regarding meeting the 'end of year' target are highlighted as soon as possible. Progress is also being made with delivery of the Council's Housing Delivery Test Action Plan, which includes a section on increasing the delivery of sites within our housing land supply - a part of which is identifying priority brownfield sites for delivery.

We are aware of additional challenges in the construction industry at present which will impact on subsequent delivery of new homes being built. There are national /international influences linked to Brexit & ongoing pandemic. Actions to influence & support delivery rates are linked to successful bids for brownfield housing land grants to support land remediation costs & viability challenges. More significant challenges being faced in the industry which may take an estimated 2-3 yrs to settle.

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				

Promoting Health and Wellbeing and supporting the most Vulnerable

M548 (C) Proportion of adults with learning disabilities in paid employment in England	Q	↑	2.8%	3.4%		2.9%	3.0%	Sept 2021	2.7%	3.0%		3.0%		4.0%	4.0%	GM	6.0%	2020/21
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Accountable Lead (Charlotte Walker) Follow-up Action

Director (Mark Warren) Assurance

Supported employment service (via Pure Innovations) is now embedded within the team and leading to paid employment. Covid 19 has had an impact on job availability and an overall increase in unemployment figures for the general population. This will be impacting on the LD cohort and options for employment. Further exploratory work is being completed within the Achieving Better Outcomes programme of work to target intervention with the sector and providers. This includes provider contracts being required to demonstrate their role in the local economy & accessing work options. The employment workstream of the strategy is being refreshed in line with GM, with ongoing focus via Get Oldham Working, and similar partners. Oldham continues to be a GM outlier in overall LD caseload as it has more people than other areas reducing the percentage outcome. The service continues to cleanse data and ensure recording is accurate along with better understanding how other locality systems are addressing this workstream. Given the related factors outside of ASC control, there is concern that this target cannot be met this year as the locality continues to recover from the impact of Covid 19 and the associated impact on capacity to respond to priority statutory requirements."

This continues to be a challenging area of work on balance with difficulties relating to capacity & demands in ASC. Whilst the specific workstream is being refreshed, this target cannot be achieved by ASC in isolation. In addition to existing the joint work with employment partners, especially Get Oldham Working, this is an opportunity for Council to lead locally as a Disability/ Neuro-inclusive & Confident employer. It is noted the service is still supporting some adults at risk with a query LD

Red Performance Measures

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
Promoting Health and Wellbeing and supporting the most Vulnerable																		
M631a (C) 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 mth)	Q	↑	66.8%	72.4%	76.9%	70.8%	70.0%	Q2 (21/22)	62.6%	70.0%		70.0%		70.0%	70.0%			
Accountable Lead (Bruce Penhale) Follow-up Action											Director (Elaine Devaney) Assurance							
<p>The performance has fallen below target in the last quarter, meaning that fewer families have closed to Early Help involvement with all issues resolved. Analysis of the issues remaining particularly highlights mental health, and also school attendance, physical activity and diet. There are also significant numbers where housing, behaviour and routines and relationships are residual issues. there are two broad sets of factors which may be contributing to this: the legacy of Covid on the circumstances of families in Oldham and the significant caseload pressures on early help teams.</p> <p>Follow up actions</p> <p>In order to understand the cause of the decline in performance, service managers in the Council and Positive Steps are undertaking a deep dive into 50 cases closed with issues unresolved (as measured by Early Help Assessment scores). This will take place during the next month (reporting back to the November Children's Assurance Board) to understand the detail underpinning this, and with an action plan for restoring performance levels. The service has increased the number of additional Family Workers through grant funding with 5 staff joining the service during the next six weeks, and this will assist in addressing the caseload pressures in the service enabling improvements in the timeliness and quality of service delivery.</p>											<p>There has been a consistently high level of volume and complexity coming through over the last 12 months. The strategic plan for the EH service has progressed into district areas working more closely with universal multi-agency services. Our partnership approach to enable multi-agency service delivery will be launched over the coming month supporting universal services to undertake EH functions in a more effective way.</p>							

Red Performance Measures

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				

Promoting Health and Wellbeing and supporting the most Vulnerable

M664a (C) Percentage of referrals which are repeat referrals to Children's Social Care (in month)	Q	↓	26.0%	24.0%		23.1%	23.5%	Sept 2021	25.8%	23.5%		23.5%		23.5%	23.5%	Stat	24.0%	31-Mar-20
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Accountable Lead (Leanne Cooper) Follow-up Action

The highest proportions of re-referrals continue to come from the Police and Schools and this has increased in Sept as schools have returned. The service is currently undertaking a practice review of assessments that result in no further action for social work intervention and re-referrals will be explored as part of this learning. The service is also reviewing the impact of:

- capacity in the MASH to triage the high volume of contacts
- the quality of assessments and interventions to support the child and family
- partnership opportunities to step down cases to universal Early Help support from police, health, schools and other voluntary and independent organisations.

This will enable a stronger community led Early Help preventative offer to reduce the risk of repeat escalation to social work services.

Director (Elaine Devaney) Assurance

The service is still embedding the integrated approach with early help. This is a key change which will take time to impact, the services work with multi-agency partners to strengthen the continuum of need and support partners to support lower level early help and volumes of additional referrals coming into children in need services. There is a series of quality assurance activity in place to gain further insight and strengthen the action plan to mitigate repeat referrals.

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				

Driving Equality

M918 (C) Percentage of calls answered in total	Q	↑	90.83%	89.59%	87.23%	79.19%	89.00%	Q2 21/22	78.72%	89.00%		89.00%		89.00%	89.00%			
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Accountable Lead (Pam Siddall) Follow-up Action

The team are working on several initiatives (integrated back office forms and chatbot) to increase digital take up in order to ensure the current resources are able to deal with residents who need our support as quickly as possible. Temporary additional resource have also been recruited to fill sickness gaps.

Director (Dominic Whelan) Assurance

Sickness in the service over the Summer period has presented a resource challenge with a 30% absence rate (mixture of long and short term sickness) so additional resource has been actioned and is having a positive effect. Coupled with the operational improvements the service is introducing the weekly trend is showing a more positive trajectory towards the target of 89%

Red Performance Measures

Performance Measure Name	Data	Pol	Previous Years			2021/22										Benchmarking		
			2018/19	2019/20	2020/21	Q1 (Jun 21)		Q2 (Sep 21)			Q3 (Dec 21)		Q4 (Mar 22)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Period for Q2 Actual	Actual	Target	Actual	Target	Actual	Target				
Driving Equality																		
S370 (C) Average time taken to process Council Tax reduction (new claims and change events) CTR	M	↓	13 days	13 days	22 days	20 days	21 days	Sept 2021	29 days	21 days		21 days		21 days	21 days			
Accountable Lead (Caroline Lee) Follow-up Action											Director (Anne Ryans) Assurance							
<p>The Council is experiencing high volumes of contact for Council Tax Reduction cases particularly in relation to claims from Universal Credit claimants. This demand has meant that it has been difficult to achieve the target for this performance indicator with existing resources. The Council has already augmented the benefits establishment temporarily by 3 staff in 2021/22 and is in the process of further strengthening the establishment until the end of March 2022, with a view to achieving the outturn target. The Council has already automated some Council Tax Reduction processes and plans to further develop this work in the coming months to reduce the number of Universal Credit data files that require manual intervention.</p>											<p>Work is taking place with Unity Partnership colleagues so that there is extra staffing support to address the very high levels of service demand. This is in addition to the efforts being taken to improve processes and procedures to improve performance. The position is being closely monitored.</p>							

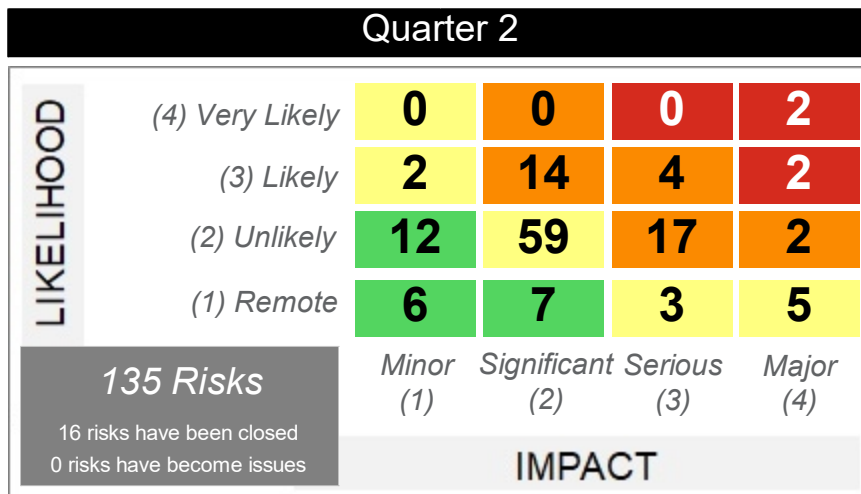
Actions "Unlikely to Achieve" (Red) for the current Quarter or "Behind Schedule" (Amber) for the last 2 Quarters

Action name	Forecast Complete Date *	Q1 (Jun 21)	Q2 (Sep 21)	Q3 (Dec 21)	Q4 (Mar 22)	Sep 21 comments
Enabling Area						
DE306 Develop & agree options to improve the approach to mgmt of PFI contracts across Team Oldham to align expertise into a more coherent & resilient approach and provide greater resilience, enhanced capability and improved outcomes to contract delivery	31-Dec-2021	Behind Schedule (Plan to Resolve)	Behind Schedule (Plan to Resolve)			Maternity cover supplied by Unity is in place, meaning interim arrangements are set up until Summer 2022. A draft report is prepared and will need to be re-submitted by the end of the calendar year.
Promoting Health and Wellbeing and supporting the most Vulnerable						
DA118 To deliver and embed a strengths-based approach in Community Health and Adult Social Care	31-Mar-2022	Behind Schedule (Unlikely to Achieve)	Behind Schedule (Unlikely to Achieve)			Strength based working being progressed in North Cluster, with a pilot across district partnerships, ASC & Action Together (commencing 22 Nov) & will include contributions from specialist ASC teams. Preparation for pilot, workshops have begun with weekly meetings taking place. Following pilot, recommendations will take place to roll out SBA across all PCN's.

* greyed "Forecast Complete Date" indicates change from baseline

Risks

12 - 16	High	<i>High level risks are monitored via the Strategic Risk Register and are reported via the Audit Committee</i>
6 - 9	Moderate	
3 - 4	Low	
1 - 2	Very Low	



Linked to Action	Risk Name	Risk Category	Implication	Mitigation	Revised		
					Impact	Likely	Rating
DA101 For each of the CHASC stakeholders to have established plans for balancing year end budget	RA101a Costs related to COVID legacy, and other external factors beyond our control, present inherent cost pressures across the CHASC stakeholder budgets	Financial	Budget not balanced and additional inherent cost pressures	Tracking COVID pressures and modelling impact. Escalation to DHSC on significant risk to LA funding	4	4	16
DA102 For each of the CHASC stakeholders to have a proposed budget clearly set out for 2021/22 to address any identified pressures in the budget line areas	RA102a Costs related to COVID legacy, and other external factors beyond our control, present inherent cost pressures across the CHASC stakeholder budgets	Financial	Budget not balanced and additional inherent cost pressures	Tracking COVID pressures and modelling impact. Escalation to DHSC on significant risk to LA funding	4	4	16
DX111 To provide additional proactive expert legal resource to support the increasing demands of the client service in relation to Adult Social Care	RX111a Unable to provide legal support which could result in increase in claims to the council, safeguarding issues and potentially serious injury and death	Legal / Regulatory	Cost and reputational implication to the council should we receive Judicial claims, litigation, fines.	A draft report has been circulated to colleagues in adult services to address the increased demand in adult social care and coroner's Court work and will be processed once the draft is agreed.	4	3	12
DX112 Consider the implications of Brexit on Family Law and continue to try to anticipate all issues before they arise and reviewing all current policies and protocols as appropriate	RX112a Insufficient capacity to provide timely legal advice can lead to safeguarding issues and potentially serious injury/death	Legal / Regulatory	Services acting on incorrect information resulting in non-compliance to legislation and failing to meet our statutory obligations and duties.	This work is ongoing as the case law changes to reflect the new jurisdictional issues post Brexit. The team has also concluded all settled status applications where appropriate, and support was required.	4	3	12

Driving Equality

Unemployment rate in Oldham (Sep 2021)
8.4%
 (Aug 2021) **8.5%**

Youth Unemployment rate in Oldham (Sep 2021)
12.7%
 (Aug 2021) **12.96%**

Nursery and primary pupils with free school meals
26.9%
 (2019/20) **21.0%**

Secondary pupils with free school meals
25.4%
 (2019/20) **20.8%**

People feel that the CSP are dealing with local community safety issues (Apr - Jun 2021)
42%
 (Jan - Mar 2021) **42%**

People agree that people of different backgrounds get along in their area (Apr - Jun 2021)
66%
 (Jan - Mar 2021) **67%**

Championing a green recovery

Households in fuel poverty (2019)
15.2%
 (2018) **11.7%**

Median gross annual pay of employees by residence - resident base (2020)
£26,357
 (2019) **£25,375**

Addresses with Superfast broadband availability (2021)
98.3%
 (2020) **98.2%**

Creating and protecting jobs and supporting businesses

Promoting health and wellbeing and supporting the most vulnerable

Female Healthy Life Expectancy at birth (2017/19)
58.3yrs
 (2016/18) **61.6yrs**

Male Healthy Life Expectancy at birth (2017/19)
58.3yrs
 (2016/18) **58.0yrs**

Rate of children (per 10,000) looked after aged under 18 years (Sep 2021)
89.0
 (Jun 2021) **89.2**

Female Life Expectancy (2018/20)
80.5yrs
 (2017/19) **81.0yrs**

Male Life Expectancy (2018/20)
77.2yrs
 (2017/19) **77.6yrs**

Adults (aged 19+) are physically active (2019/20)
59.2%
 (2018/19) **59.2%**

Workforce

SICKNESS (year to date)



average days lost to sickness

same period previous year



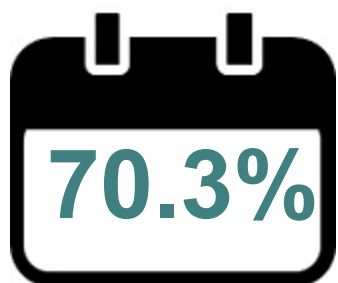
current trend



top 3 reasons

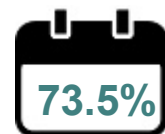
The top 3 reasons for absence are: Mental Health (2.2 days per FTE), Musculo-Skeletal (1.3 days per FTE) and Cancer related (0.5 days per FTE)

LONG TERM SICKNESS (year to date)



of days lost are due to long-term sickness

same period previous year

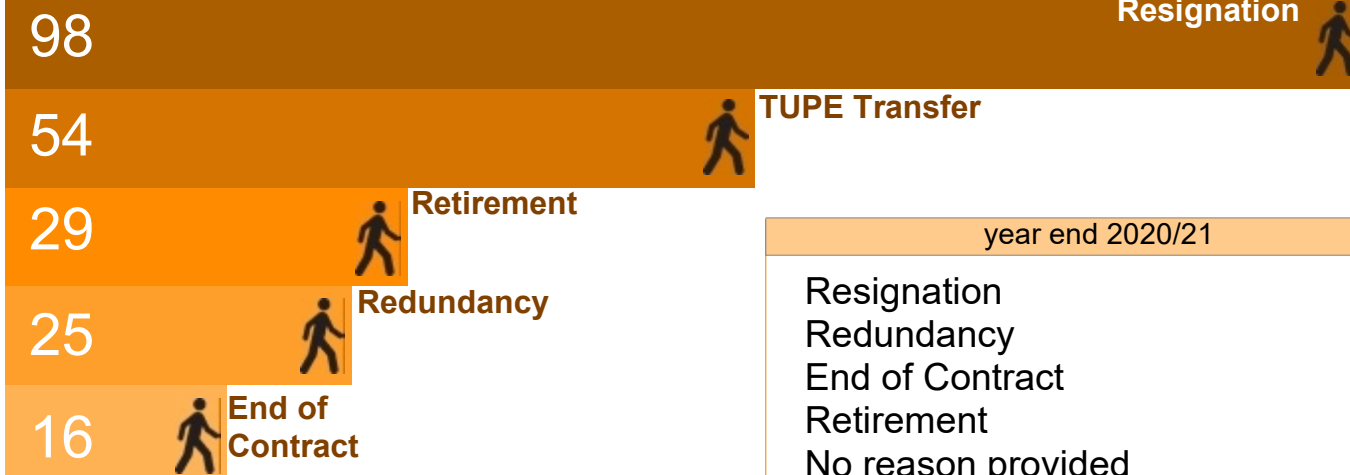


current trend



no additional comments available this period

TOP REASONS FOR LEAVING (year to date)



year end 2020/21

Resignation	152
Redundancy	69
End of Contract	53
Retirement	26
No reason provided	21

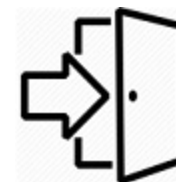
SICKNESS TOP 3 DIVISIONS (year to date)

1	Adult Social Care	9.78 days per FTE
2	Economy	7.23 days per FTE
3	Children's Social Care	5.29 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 instance of long terms absence

TURNOVER (year to date)

13.5%



Staff turnover

same period previous year

12.5%



current trend



TURNOVER (rolling 12 months)

100.0%

of people still in post after 12 months



same period previous year

93.0%

current trend

