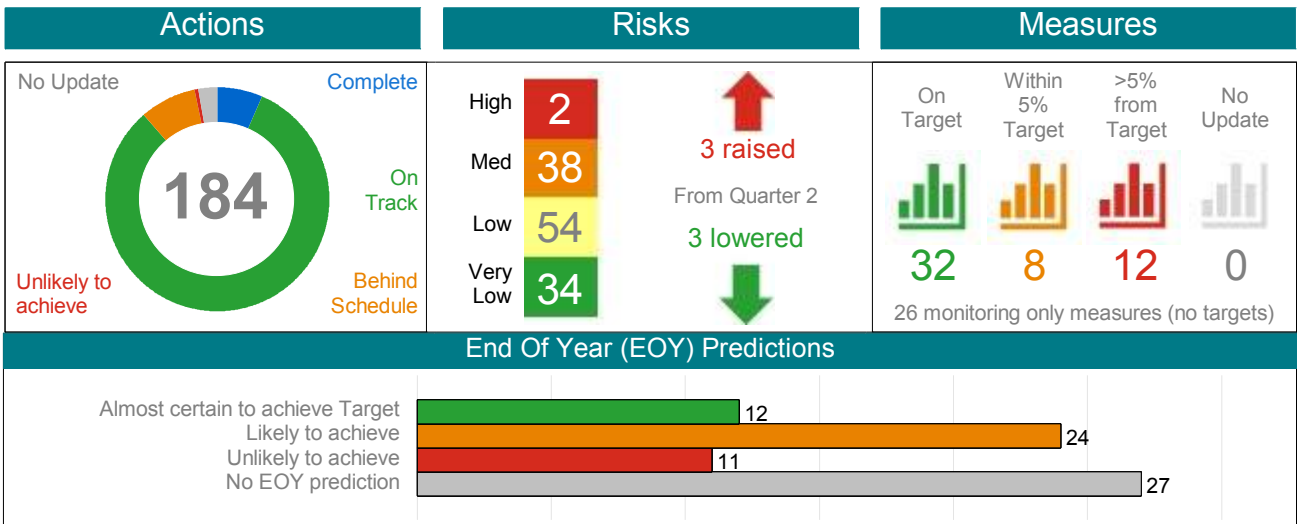





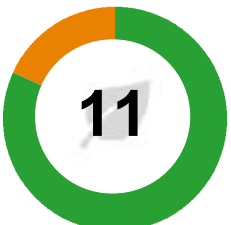

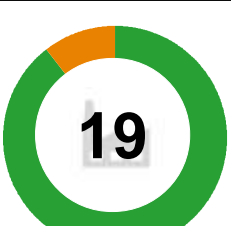

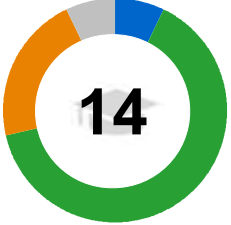

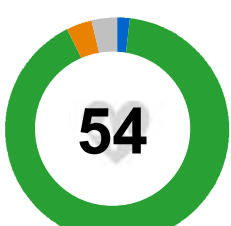

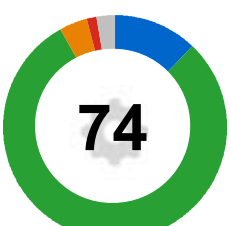
Council Performance Report 2022/23

for period 1 October to 31 December 2022 (Quarter 3)

Appendix A



Performance Summary by Priority Area

	Actions	Risks	Measures
 Quality homes for everyone	No Update  Complete On Track Unlikely to achieve Behind Schedule	High 0 Med 4 Low 5 Very Low 6 1 raised 0 lowered	On Target 7 Within 5% Target 0 >5% from Target 0 No Update 0 1 monitoring only measures (no targets)
 A clean and green future		0 3 1 5 1 raised 0 lowered	0 0 1 0 2 monitoring only measures (no targets)
 Better jobs and dynamic businesses		0 6 9 4 0 raised 0 lowered	3 0 4 0 6 monitoring only measures (no targets)
 A great start and skills for life		0 2 4 1 0 raised 1 lowered	3 2 0 0 4 monitoring only measures (no targets)
 Healthy, safe and well supported residents		1 14 17 6 1 raised 2 lowered	14 5 6 0 11 monitoring only measures (no targets)
 Service Specific		1 9 18 12 0 raised 0 lowered	5 1 1 0 2 monitoring only measures (no targets)

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			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Adult Social Care

M543 (C) Number of individuals (65+) in a permanent residential or nursing placement – per 10,000 population 65+	Q	↓	204	178	175	177	200	181	200	Dec 2022	178	200		200	200			
M548 (C) Proportion of adults with learning disabilities in paid employment in England	Q	↑	3.4%	3.0%	3.2%	3.9%	3.0%	4.0%	3.0%	Dec 2022	3.6%	3.0%		4.0%	4.0%	GM	4.6%	2021/22
M549 (C) Percentage Learning Disability Service Users in Settled Accommodation	Q	↑	96.7%	94.1%	92.5%	92.9%	96.0%	93.8%	96.0%	Dec 2022	93.4%	96.0%		96.0%	96.0%	GM	87.2%	Q3 21/22
M552 (C) Percentage of completed annual (planned) reviews	Q	↑			81.6%	78.4%	50.0%	75.9%	55.0%	Q3 22/23	81.0%	60.0%		65.0%	65.0%			
M553 (CM) The change in long-term service users (ASC) from the previous quarter	Q		-1.0%	0.1%	-0.7%	0.8%	---	0.5%	---	Q3 22-23 / Q2 22-23	-2.2%	---		---	---	GM	-1.1%	Q3 21/22
M554 (CM) Percentage of concluded section 42 enquiries with risk identified where risk removed is the outcome	Q	↑	42.6%		28.0%	36.0%	---	46.3%	---	Q3 22/23	30.8%	---		---	---	Eng	28.5%	2021/22
M555 (CM) Percentage of concluded section 42 enquiries with risk identified where risk reduced is the outcome	Q		48.1%		64.0%	60.0%	---	46.3%	---	Q3 22/23	66.7%	---		---	---	Eng	62.9%	2021/22
M556 (CM) Percentage Service Users receiving Direct Payments	Q		45.4%	41.9%	31.1%	31.1%	---	30.6%	---	Dec 2022	30.5%	---		---	---	GM	28.3%	2019/20

Performance Measure Name	Data	Pol	Previous Years			2022/23										Benchmarking		
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				
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	↑	93.6%	83.0%	86.2%	81.3%	89.0%	84.9%	89.0%	Q3 22/23	87.3%	89.0%		89.0%	89.0%	GM	85.9%	2021/22
M565 (CM) Delayed days (per 100,000 of the population) aged 18+ attributable to social care in England	Q	↓	467 days			---	---	---	---	Suspended	---	---	---	---	---			
M566 (C) Percentage of care home beds rated as 'Good' or 'Outstanding' (NW ADASS CQC Data reports)	Q	↑	79.1%		78.6%	72.2%	75.0%	71.9%	75.0%	January 2023	70.0%	75.0%		75.0%	75.0%	GM	72.2%	Jul-22
M567 (C) Percentage of community based providers rated as 'Good' or Outstanding	Q	↑	86.2%		91.8%	96.4%	90.0%	96.6%	90.0%	January 2023	96.9%	90.0%		90.0%	90.0%	GM	96.4%	Jul-22
M568 (C) Percentage of Service Users that are in Community Based Services	Q	↑	74.0%	77.1%	76.8%	76.4%	76.0%	76.3%	76.0%	Dec 2022	77.3%	76.0%		76.0%	76.0%	GM	71.4%	Q3 21/22
M569 (C) Percentage of Service Users Receiving Domiciliary Care	Q	↑	35.9%	36.3%	31.9%	31.3%	34.0%	34.8%	34.0%	Dec 2022	35.0%	34.0%		34.0%	34.0%	GM	37.5%	Q3 21/22

Performance Measure Name	Data	Pol	Previous Years			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				
Customer, Digital, Technology & Transformation																		
M286 (CM) Number of new cases accessing Welfare Rights Service	Q	↑				439	---	334	---	Q3 22/23	483	---		---	---			
M886 (CM) Total number of visitors to Access Oldham	M	↓				2,622	---	3,855	---	Dec 2022	3,711	---		---	---			
M894 (COM) Percentage of addresses with Superfast broadband availability	A	↑	98.2%	98.2%	98.2%	98.2%	---	98.2%	---	2022	98.5%	---		---	---	GM	97.5%	2016
M899 (C) Average wait time (mins) for all lines at the Customer Support Centre	Q	↓				9	9	11	11	Q3 22/23 - Targets to be agreed	7	7						
M918 (C) Percentage of calls answered in total	Q	↑	89.59%	87.23%	84.36%	84.01%	89.00%	83.38%	89.00%	Q3 22/23	87.08%	89.00%		89.00%	89.00%			

Performance Measure Name	Data	Pol	Previous Years			2022/23										Benchmarking		
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Childrens Social Care

M619b (C) Percentage of Care Leavers aged 19-21 in Education, Employment or Training	Q	↑	32.0%	48.5%	57.0%	57.1%	60.0%	51.6%	60.0%	Dec 2022	53.6%	60.0%		60.0%	60.0%	Stat	47.0%	31-Mar-21
M619c (C) Percentage of Care Leavers aged 17-18 in Education, Employment or Training	Q	↑				63.0%	70.0%	66.0%	70.0%	Dec 2022	68.2%	70.0%		70.0%	70.0%			
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	↑	72.4%	76.9%	72.3%	74.6%	70.0%	73.6%	70.0%	Q3 22/23	96.9%	70.0%		70.0%	70.0%			
M664a (C) Percentage of referrals which are repeat referrals to Children's Social Care (in month)	Q	↓	24.0%	23.0%	18.2%	29.0%	23.0%	26.2%	23.0%	Dec 2022	35.2%	23.0%		23.0%	23.0%	Stat	21.0%	31-Mar-21
M712 (COM) Rate of children looked after per 10,000 children aged under 18 years	Q		87.0	89.0	90.8	91.8	---	100.7	---	Dec 2022	93.9	---		---	---	Stat	98	31-Mar-21
M727 (C) Average caseload per social worker	Q	↓	16.0		21.5	20.0	18.0	19.1	18.0	Dec 2022	15.8	18.0		18.0	18.0	Stat	18	31-Mar-20
M858 (C) Percentage of Agency Social Workers in Children's Social Care	Q	↓	14.0%		13.1%	16.2%	20.0%	32.5%	20.0%	Dec 2022	35.0%	20.0%		20.0%	20.0%	Stat	15.0%	Q2 2020/21
M928 (C) Percentage of Children Looked After placed in internal provision	Q	↑	64.6%	60.0%	57.2%	52.4%	60.0%	70.0%	60.0%	Dec 2022	73.3%	60.0%		60.0%	60.0%	Stat	47.0%	31-Mar-21
M929 (C) Percentage CLA in long term stable placements	Q	↑	69.0%	68.0%	69.3%	51.4%	70.0%	58.9%	70.0%	Dec 2022	48.0%	70.0%		70.0%	70.0%	Stat	71.0%	31-Mar-21
M932 (C) Percentage of Children Looked After that have a permanence plan within four months of becoming looked after	Q	↑			95.5%	100.0%	85.0%	92.7%	85.0%	Dec 2022	90.1%	85.0%		85.0%	85.0%			

Performance Measure Name	Data	Pol	Previous Years			2022/23										Benchmarking		
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				
M933 (C) Percentage of Children Looked After with three or more placement moves in the last 12 months	Q	↓	11.0%	9.0%	10.6%	8.8%	10.0%	10.1%	10.0%	Dec 2022	11.7%	10.0%		10.0%	10.0%	Stat	8.0%	31-Mar-21

Performance Measure Name	Data	Pol	Previous Years			2022/23										Benchmarking		
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				
Economy																		
M274 (C) Percentage of major planning applications determined in time	Q	↑	92.0%	91.0%	100.0%	100.0%	80.0%	87.5%	80.0%	Q3 22/23	100.0%	80.0%		80.0%	80.0%	GM	95.0%	2022/23 Q2
M275 (C) Percentage of minor planning applications determined in time	Q	↑	87.0%	82.0%	89.2%	91.8%	80.0%	94.3%	80.0%	Q3 22/23	96.5%	80.0%		80.0%	80.0%	GM	91.0%	2022/23 Q2
M310a (CM) Number of private sector enterprises	A		6,865	7,195		7,195	---	7,140	---	2022	7,140	---		---	---	GM	10,707	2022
M310b (CM) Number of business births (per 10,000 population)	A	↑	67.5			67.5	---	67.5	---	2021	57.1	---		---	---	GM	75.4	2021
M360 (C) Percentage of citizens on Council run Welfare to Work programmes progressing into employment	Q	↑			106%	119%	100%	90%	100%	Q3 22/23	104%	100%		100%	100%			
M361 (COM) Unemployment rate in Oldham	M	↓	5.1%	9.9%	7.3%	6.7%	---	6.5%	---	Nov 2022	6.4%	---		---	---	GM	4.8%	Dec 2022
M362 (COM) Youth Unemployment rate in Oldham	M	↓	8.0%	16.2%	9.8%	9.1%	---	9.2%	---	Dec 2022	8.9%	---		---	---	GM	6.1%	Sep-22
M393 (C) Number of businesses supported through the GM programme	Q	↑	288		308	75	78	151	156	Q1 to Q3 22/23	219	234		312	312			
M408a (C) Total new homes completed	Q	↑	728	373	503	42	88	139	176	Q1 - Q3 22/23	204	176		352	352	Eng	699	2021/22
M409a (C) Percentage of completed homes that are affordable	Q	↑	23.2%	33.2%	35.0%	0.0%	25.0%	23.7%	25.0%	Q3 22/23	44.6%	25.0%		25.0%	25.0%	GM	25.0%	2021/22
M410a (C) Number of new affordable homes that have been completed in Oldham	Q	↑	169	124	176	0	22	33	44	Q1 - Q3 22/23	91	44		88	88	GM	205	2021/22
M431 (C) Number of energy efficiency measures installed in Oldham households	Q	↑	4,419	130	133	89	20	151	40	Q1 - Q3 22/23	199	80		120	120			

Performance Measure Name	Data	Pol	Previous Years			2022/23										Benchmarking		
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				
M433 (C) Number of people supported through the Warm Homes Oldham scheme	Q	↑	2,089	2,617	4,270	1,626	600	3,290	1,200	Q1 - Q3 22/23	4,568	2,400		3,600	3,600			
M460 (COM) Percentage of households in fuel poverty	A	↓	15.2%	15.2%		14.4%	---	14.4%	---	2020	14.4%	---		---	---	GM	14.6%	2020
M461 (COM) Median gross annual pay of employees by residence (resident base)	A	↑	£26,357	£26,357	£27,594	£28K	---	£28K	---	2022	£27K	---		---	---	GM	£30,693.	2022
M468 (CM) Percentage progress towards 2025 carbon neutrality target for Council Buildings and Street Lighting	A	↑			12.60%	18.40%	---	18.40%	---	Jan 2023	15.00%	---		---	---			
M891 (C) Preventative maintenance: proportion of network resurfaced per £100k of allocated budget	Q	↑			100%	0%	0%	69%	40%	Q3 22/23	69%	75%		100%	100%			
M892 (C) Highway maintenance: proportion of the network resurfaced per £100k of allocated budget	Q	↑			100%	0%	0%	40%	40%	Q3 22/23	81%	75%		100%	100%			
S13 (C) Percentage of vacant properties in town centre	Q	↓			25%	22%	25%	22%	25%	Q2 22/23	22%	25%		25%	25%			

Performance Measure Name	Data	Pol	Previous Years			2022/23										Benchmarking		
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				
Education, Skills & Early Years																		
M640 (C) Percentage of 16 to 17 year olds who are not in education, employment or training (NEET)	M	↓	3.3%		3.2%	3.9%	3.5%	2.1%	3.5%	Dec 2022	4.3%	3.5%		3.5%	3.5%	Eng	5.0%	2021
M649 (C) Percentage take up of 2 year-old children benefitting from funded early education places	Q	↑	70.1%	64.1%	78.7%	78.7%	75.0%	83.5%	75.0%	Autumn term 2022/23	86.8%	75.0%		75.0%	75.0%	Eng	72.0%	01/07/2022
M702 (CM) Attendance rates in Oldham Primary Schools	M	↑	95.5%	95.9%	94.3%	94.5%	---	94.5%	---	2022/23 Autumn Term	93.2%	---		---	---	Eng	93.8%	2021/22 Autumn and S
M703 (CM) Attendance rates in Oldham Secondary Schools	M	↑	94.4%	93.9%	91.8%	91.8%	---	91.8%	---	2022/23 Autumn Term	91.4%	---		---	---	Eng	91.4%	2021/22 Autumn and S
M704 (CM) Percentage of Oldham Secondary schools that are judged as good or outstanding by Ofsted	M	↑	66.7%	66.7%	58.3%	58.3%	---	58.3%	---	Dec 2022	58.3%	---		---	---	Eng	90.0%	Dec-22
M705 (CM) Percentage of Oldham primary schools that are judged as good or outstanding by Ofsted	M	↑	83.7%	83.7%	83.7%	83.7%	---	84.9%	---	Dec 2022	86.0%	---		---	---	Eng	81.0%	Dec-22
M715 (C) Annual EHCP (SEND) statutory reviews completed within legal time frame	Q	↑	80.7%	97.5%	98.9%	99.3%	95.0%	100.0%	95.0%	Jan 22 to Dec 22	95.0%	95.0%		95.0%	95.0%			
M716 (C) Timeliness of quality EHC plans: Percentage completed within 20 weeks over 12 months	M	↑	90.9%	89.1%	94.6%	100.0%	85.0%	96.2%	85.0%	Jan 22 to Dec 22	84.0%	85.0%		85.0%	85.0%	Eng	58.0%	2020
M733 (C) Percentage of children receiving their 1-3 preference of school place for the September intake in Reception	A	↑	97.7%	97.5%	98.0%	98.4%	97.0%	98.4%	97.0%	Sept 2022 allocation	98.4%	97.0%		97.0%	97.0%	Eng	98.4%	Sept 2022 Allocation

Performance Measure Name	Data	Pol	Previous Years			2022/23										Benchmarking		
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				
M734 (C) Percentage of children receiving their 1-3 preference of school place for the September intake in Year 7	A	↑	89.1%	89.3%	93.4%	91.2%	93.0%	91.2%	93.0%	Sept 2022 allocation	91.2%	93.0%		93.0%	93.0%	Eng	95.8%	Sept 2022 Allocation
M743 (CM) Percentage 16 to 17 year olds who are known to the LA undertaking an apprenticeship	M		3.8%	3.4%	3.7%	4.0%	---	1.4%	---	Dec 2022	3.3%	---		---	---	Eng	3.7%	2021

Environmental Services																		
M497 (CM) Total number of fly-tipping enforcement actions	Q		3,034	2,167	1,533	1,755	---	1,572	---	Q3 22/23	1,573	---		---	---	GM	2,351	2020/21
M498 (C) Street lighting - Percentage of issues resolved within target time	Q	↑	100%	100%	100%	100%	95%	100%	95%	Q3 22/23	100%	95%		95%	95%			
M501 (C) Percentage of Household waste sent for Reuse, Recycling or Composting	M	↑	44.00%	42.20%	47.65%	50.26%	50.00%	45.67%	47.59%	Dec 22	41.12%	43.50%		44.71%	45.80%			

Financial Services																		
S357 (C) Percentage of council tax in year collected of the total owed (cumulative)	M	↑	94.05%	93.29%	94.16%	28.47%	28.73%	54.95%	54.88%	Q1 - Q3 22/23	81.17%	85.00%		94.50%	94.50%	GM	94.32%	2021/22
S368 (C) Percentage of national non domestic rates (NNDR) collected in year as a % of the total owed	M	↑	96.18%	90.48%	93.91%	29.48%	22.56%	56.70%	48.73%	Q1 - Q3 22/23	83.05%	76.89%		94.00%	94.00%	GM	95.34%	2021/22
S370 (C) Average time taken to process Council Tax reduction (new claims and change events) CTR	M	↓	13 days	22 days	23 days	12 days	21 days	11 days	21 days	Dec 2022	11 days	21 days		21 days	21 days			

Performance Measure Name	Data	Pol	Previous Years			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				
Procurement																		
M333a (C) Percentage Council spend in Oldham (12 month rolling)	Q	↑	51.55%	55.18%	55.00%	51.30%	55.00%	49.10%	55.00%	Jan 22 to Dec 22	46.40%	55.00%		55.00%	55.00%			
Public Health, Heritage, Libraries and Arts																		
M62 (C) Total number of loans per quarter (physical and digital, books, magazines and newspapers)	Q	↑				104,169	80,000	118,010	80,000	Q3 22/23	103,055	80,000		80,000	320,000			
M63 (C) Number of visitors to Gallery Oldham	Q	↑			5,500	6,633	6,000	6,815	6,000	Q3 22/23	5,915	6,000		6,000	24,000			
M634 (CM) Number of adults in drug treatment services	M				1,187	1,217	---	1,222	---	Nov 2022	1,203	---		---	---			
M635 (CM) Number of adults in alcohol treatment services	M				445	473	---	489	---	Nov 2022	500	---		---	---			
M636 (C) Percentage who quit smoking at 4 weeks	Q	↑	46.0%	59.0%	55.5%	59.9%	50.0%	55.3%	50.0%	Q2 22/23	60.1%	50.0%		50.0%	50.0%	Eng	59.0%	2019/20
M656 (C) Percentage of Health Visitor mandated reviews completed within timescale	Q	↑	88.6%	70.4%	82.5%	82.5%	88.0%	83.3%	88.0%	Q1 22/23	83.3%	88.0%		88.0%	88.0%	Eng	82.0%	2019/20
M69 (C) Number of library visits per 1000 population. To library service points - not including web visits	Q	↑	5,183	153	1,505	2,080	1,650	2,389	1,850	Q3 22/23	2,639	2,150		2,441	2,441	GM	3,395	2019/20
Workforce & Organisational Development																		
S202 (C) Council Sickness Absence	Q	↓	11.3 days	7.8 days	11.4 days	2.9 days	2.4 days	3.3 days	4.7 days	Sep 22 to Dec 22	3.8 days	7.1 days		9.5 days	9.5 days			

Performance Measure Name	Data	Pol	Previous Years			2022/23										Benchmarking		
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				
Youth, Leisure & Communities																		
M197 (C) Number of visits to OCL Leisure Centres per 1000 population	Q	↑			3,608	1,478	1,325	2,951	2,650	Q1 - Q3 22/23	4,283	3,975		5,300	5,300			
M217 (COM) Percentage of people who feel that the CSP are dealing with local community safety issues	Q	↑			42.0%	42.0%	---	42.0%	---	Up to 31 Dec 2022	42.0%	---		---	---			
M218 (COM) Percentage of people who agree that people of different backgrounds get along in their area	Q	↑			67.0%	67.0%	---	67.0%	---	Up to 31 Dec 2022	67.0%	---		---	---			
M222 (COM) Percentage of physically active adults (aged 19+)	A	↑	59.2%	59.2%	59.2%	59.2%	---	59.6%	---	2020/21	59.6%	---		---	---	GM	61.9%	2020/21

Red Performance Measures

Performance Measure Name	Data	Pol	Previous Years			2022/23									Benchmarking			
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Adult Social Care

M566 (C) Percentage of care home beds rated as 'Good' or 'Outstanding' (NW ADASS CQC Data reports)	Q	↑	79.1%		78.6%	72.2%	75.0%	71.9%	75.0%	January 2023	70.0%	75.0%		75.0%	75.0%	GM	72.2%	Jul-22
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Accountable Lead (Helen Ramsden) Follow-up Action

Eight care homes in the borough have a rating of Requires Improvement. This includes the two largest care homes, accounting for c300 beds. Improvement plans are in place with all RI providers and ASC is working with the providers and monitoring achievement of improvements. A change in the CQC rating is dependent on a re-inspection by the regulator, who is catching up with inspections following the pandemic. Therefore, re-inspections and re-ratings prior to year end may be unlikely.

Director (Jayne Ratcliffe) Assurance

This is impacted by the current CQC profile of nursing home beds rated requires improvement. Whilst 75% of care homes in Oldham are rated Good by CQC, this equates to 63.4% of beds, due to two large nursing homes. All care homes who are rated below Good are subject to a quality improvement plan, progress is reviewed on at least a monthly basis. Focussed multi-agency discussions take place every month at both an operational and strategic level.

Performance Measure Name	Data	Pol	Previous Years			2022/23									Benchmarking			
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Childrens Social Care

M619b (C) Percentage of Care Leavers aged 19-21 in Education, Employment or Training	Q	↑	32.0%	48.5%	57.0%	57.1%	60.0%	51.6%	60.0%	Dec 2022	53.6%	60.0%		60.0%	60.0%	Stat	47.0%	31-Mar-21
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Accountable Lead (Nick Whitbread) Follow-up Action

This performance has improved since the last quarter, indicating the team is making progress. We are seeing more young people making the step from NEET to EET.

The team is supported by a partnership link worker from Get Oldham Working. They are working in the team individually with Personal Advisers and young people to identify opportunities without delay as they arise in line with their pathway plan.

The EET offer to young people and EET partnership plan is being refreshed and will be given priority to the service.

Director (Julie Daniels) Assurance

As part of the revised strategy the multi-agency EET steering group will be re-established to drive the plan to improve employment, education, and training outcomes for 19-21 year olds. The performance in this area has improved since the last quarter and continues to be scrutinised through the corporate parenting panel.

Red Performance Measures

Performance Measure Name	Data	Pol	Previous Years			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Childrens Social Care

M664a (C) Percentage of referrals which are repeat referrals to Children's Social Care (in month)	Q	↓	24.0%	23.0%	18.2%	29.0%	23.0%	26.2%	23.0%	Dec 2022	35.2%	23.0%		23.0%	23.0%	Stat	21.0%	31-Mar-21
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Accountable Lead (Leanne Cooper) Follow-up Action	Director (Julie Daniels) Assurance
The rate of re-referrals has increased further this quarter and remains higher than the actual target. The service has undertaken a key line of enquiry which identified a number of areas for further exploration. A clear action plan has been devised to ensure children and families are receiving the right support at the right time.	The demand into children's social care has been highlighted at the OSCP and has been recognised as an area requiring further scrutiny, which includes the issue of repeat contacts and referrals into the service. Repeat referrals have continuous oversight as a corporate measure and via the OSCP data and performance sub-group.

Performance Measure Name	Data	Pol	Previous Years			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Childrens Social Care

M858 (C) Percentage of Agency Social Workers in Children's Social Care	Q	↓	14.0%		13.1%	16.2%	20.0%	32.5%	20.0%	Dec 2022	35.0%	20.0%		20.0%	20.0%	Stat	15.0%	Q2 2020/21
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Accountable Lead (Sharon Moore) Follow-up Action	Director (Julie Daniels) Assurance
The service continues to be heavily dependent upon agency social workers due to the increase in demand and the challenges being faced with the recruitment of experienced social workers. A national recruitment campaign is being planned to bring in additional permanent social workers as part of the children's investment programme, which will reduce this dependency.	The financial investment into children's social care has been finalised. This will enable the service to progress with various initiatives to address recruitment and retention of the permanent workforce. This includes the social work academy, career progression, retention payments and an enhanced salary at entry level social work.

Red Performance Measures

Performance Measure Name	Data	Pol	Previous Years			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Childrens Social Care

M929 (C) Percentage CLA in long term stable placements	Q	↑	69.0%	68.0%	69.3%	51.4%	70.0%	58.9%	70.0%	Dec 2022	48.0%	70.0%		70.0%	70.0%	Stat	71.0%	31-Mar-21
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Accountable Lead (Nick Whitbread) Follow-up Action	Director (Julie Daniels) Assurance																	
<p>There has been a reduction in this performance.</p> <p>The team is exploring a potential practice issue whereby practitioners record temporary respite moves which reflect as permanent moves in the performance data.</p> <p>Regardless, this performance does need to improve. The service knows that planning for children needs to improve and being able to manage instability at the very early stages to avoid escalations and disruptions. Equally, the service is spending considerable time undertaking learning from placements have disrupted in order to influence decision making in the future.</p>										<p>It is recognised that long term stable placements for children and young people is a priority. The investment programme has a key focus on placement sufficiency and stability with an enhanced package of support for foster carers and timelier exit of care to a permanent home.</p>								

Performance Measure Name	Data	Pol	Previous Years			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Childrens Social Care

M933 (C) Percentage of Children Looked After with three or more placement moves in the last 12 months	Q	↓	11.0%	9.0%	10.6%	8.8%	10.0%	10.1%	10.0%	Dec 2022	11.7%	10.0%		10.0%	10.0%	Stat	8.0%	31-Mar-21
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Accountable Lead (Nick Whitbread) Follow-up Action	Director (Julie Daniels) Assurance																	
<p>There has been a reduction in this performance.</p> <p>The team is exploring a potential practice issue whereby practitioners record temporary respite moves which reflect as permanent moves in the performance data.</p> <p>Regardless, this performance does need to improve. Where we see children moving frequently, the practice around planning and matching children is crucial. The service has identified this as a key area of practice improvement and know that learning exercises are required when frequent moves occur. Equally, there is work being undertaken with the management team about decision making in these circumstances and managing disruptions appropriately.</p>										<p>It is recognised that long term stable placements for children and young people is a priority. The investment programme has a key focus on placement sufficiency and stability with an enhanced package of support for foster carers and timelier exit of care to a permanent home.</p>								

Red Performance Measures

Performance Measure Name	Data	Pol	Previous Years			2022/23									Benchmarking			
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Economy

M393 (C) Number of businesses supported through the GM programme	Q	↑	288		308	75	78	151	156	Q1 to Q3 22/23	219	234		312	312			
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Accountable Lead (Jon Bloor) Follow-up Action	Director (Paul Clifford) Assurance
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Due to Christmas Break the latest report from partners has not been produced - so the data is the same as November. It is expected by the end of January and the target is anticipated to meet the target based upon dialogue.	Due to Christmas Break the latest report from partners has not yet received and the position reported remains unchanged from November. Current intelligence shows that by the January reporting period it is expected that the target will be fully met.
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Performance Measure Name	Data	Pol	Previous Years			2022/23									Benchmarking			
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Economy

M891 (C) Preventative maintenance: proportion of network resurfaced per £100k of allocated budget	Q	↑			100%	0%	0%	69%	40%	Q3 22/23	69%	75%		100%	100%			
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Accountable Lead (Gordon Anderson) Follow-up Action	Director (Paul Clifford) Assurance
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There is a weather element coming into this now, as completion of the nature of the particular work involved is weather dependent, and cannot actually restart again until March itself – so its completion will be weather dependent – if the weather is suitable, it will all be completed. If not, it won't, and will need to be completed as soon as in the new Financial year. Which won't practically be an issue.	I support the comments provided by the Accountable Lead – effective maintenance is subject to favourable weather conditions, and although the rating is Red, works will be completed when the weather allows, even if this slips in to the next financial year. This isn't a service delivery issue, rather a practical challenge which cannot be overcome.
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Red Performance Measures

Performance Measure Name	Data	Pol	Previous Years			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Education, Skills & Early Years

M640 (C) Percentage of 16 to 17 year olds who are not in education, employment or training (NEET)	M	↓	3.3%		3.2%	3.9%	3.5%	2.1%	3.5%	Dec 2022	4.3%	3.5%		3.5%	3.5%	Eng	5.0%	2021
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Accountable Lead (Jon Bloor) Follow-up Action	Director (Richard Lynch) Assurance
Work ongoing with Positive Steps to identify individuals to support. Review to be undertaken by Employment and Skills Board to include pastoral care, implications of Covid on the cohort.	Levels of attrition for year 13 students remain a concern. Work is ongoing to understand root causes and to ensure interventions and support respond to the needs of this group who remain the most affected by the impact of the pandemic. Improvements in year 12 participation are noted.

Performance Measure Name	Data	Pol	Previous Years			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Environmental Services

M501 (C) Percentage of Household waste sent for Reuse, Recycling or Composting	M	↑	44.00%	42.20%	47.65%	50.26%	50.00%	45.67%	47.59%	Dec 22	41.12%	43.50%		44.71%	45.80%			
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Accountable Lead (Craig Dale) Follow-up Action	Director (Nasir Dad) Assurance
Decembers recycling rate is lower than the average month, this is expected, however the combined monthly averages are still on track to meet the set target	The recycling rates will be revised once the December 2022 figures have been validated by DEFRA. This said, overall target is still achievable and on track to be met.

Red Performance Measures

Performance Measure Name	Data	Pol	Previous Years			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Procurement

M333a (C) Percentage Council spend in Oldham (12 month rolling)	Q	↑	51.55%	55.18%	55.00%	51.30%	55.00%	49.10%	55.00%	Jan 22 to Dec 22	46.40%	55.00%		55.00%	55.00%			
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Accountable Lead (Steve Boyd) Follow-up Action										Director (Sayyed Osman) Assurance							
Local spend has been impacted by Unity coming in house.										Local spend has been technically impacted by the move of Unity being re-integrated into the council. Therefore the spend shows as council.							

Performance Measure Name	Data	Pol	Previous Years			2022/23								Benchmarking				
			2019/20	2020/21	2021/22	Q1 (Jun 22)		Q2 (Sep 22)		Q3 (Dec 22)			Q4 (Mar 23)		EOY Target	Type	Bench mark	Period
						Q1 Actual	Q1 Target	Q2 Actual	Q2 Target	Period for Q3 Actual	Q3 Actual	Q3 Target	Actual	Target				

Public Health, Heritage, Libraries and Arts

M656 (C) Percentage of Health Visitor mandated reviews completed within timescale	Q	↑	88.6%	70.4%	82.5%	82.5%	88.0%	83.3%	88.0%	Q1 22/23	83.3%	88.0%		88.0%	88.0%	Eng	82.0%	2019/20
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Accountable Lead (Rebecca Fletcher) Follow-up Action										Director (Katrina Stephens) Assurance							
<p>This measures is a combination of all the health visitor contacts. For the visits in the first few months of life, timeliness is a key issue. 78% of new birth visits are done within the timeframe with another 19% completed later. 87% of 6-8 week checks are completed within timeframe, and 7% afterwards. The national figures are 79% for NBV and 79% for 6-8 week check.</p> <p>For the later checks, a deep dive indicates that difficulties engaging families are the key reason for checks not occurring. The latest national data shows that all of our checks are above the national average. In Oldham 78% of 9-12 month check were completed, compared to 69% nationally. For the 2.5 year check, 84% were completed in Oldham compared to 72% nationally.</p>										<p>The proportion of visits completed, including those completed outside the expected timescale, is very high at over 95% for both new birth and 6-8 week visits. Performance in Oldham is in line with the national average for the new birth visit, and significantly higher for all other visits. However, work is underway to continue to improve both the timeliness and quality of all visits.</p>							

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

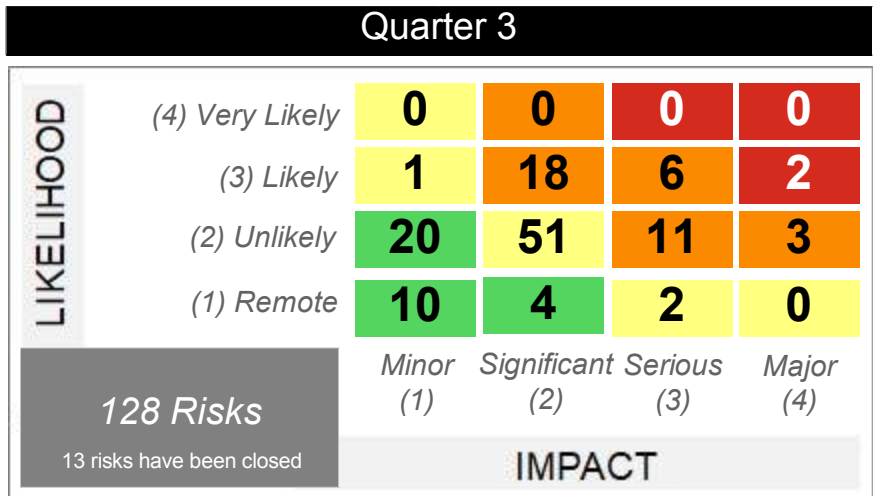
Action name	Forecast Complete Date *	Q1 (Jun 22)	Q2 (Sep 22)	Q3 (Dec 22)	Q4 (Mar 23)	Dec 22 comments
Quality Homes for everyone						
DN011 (DE221) Work with empty home owners to bring Oldham's empty homes back into use	31-Mar-2023	On Track	Behind Schedule (Plan to Resolve)	Behind Schedule (Plan to Resolve)		Work progressing to support bid submission at end of Q4. Workshop undertaken with Portfolio lead for empty corporate buildings to help contribute to this activity. Proposals submitted to Homes England for next phase and currently awaiting a response.
Healthy, safe and well supported residents						
DA005 To review the MioCare management agreement and implement findings and recommendations. Miocare to become the ASC specialist provider for enablement, equipment and supported housing for people with complex needs.	31-Mar-2023	Behind Schedule (Plan to Resolve)	Behind Schedule (Plan to Resolve)	Behind Schedule (Plan to Resolve)		Given imminent changes at a senior leadership level within Miocare, a series of Board and stakeholder workshops are taking place. The SLA between the Council and Miocare is being re-written to reflect the "as is" position, by 31st March 2023. Any changes to the focus of Miocare will be determined by the workshops and align to the ASC Target Operating Model.
Service Specific						
DL010 Expand the use of technical assessments to more areas of the service	30-Mar-2023	On Track	Behind Schedule (Plan to Resolve)	Behind Schedule (Plan to Resolve)		Some progress made to introduce a greater range of technical assessment templates but not sufficient I feel at this stage given the target date is end of March. I plan to address this in January.

* greyed "Forecast Complete Date" indicates change from baseline

Action name	Forecast Complete Date *	Q1 (Jun 22)	Q2 (Sep 22)	Q3 (Dec 22)	Q4 (Mar 23)	Dec 22 comments
DU001 (DE304) Complete delivery of LFFN&set foundation for improved wide area network across Oldham, improving gigabit connectivity to public sector offices & providing a platform for enhanced expansion to benefit businesses & organisations across Oldham	28-Feb-2023	Behind Schedule (Plan to Resolve)		Behind Schedule (Unlikely to Achieve)		LFFN Programme is substantially complete however there is one remaining site which will require extensive civils works which would cause a significant amount of disruption. This is only a minor site (Delph Library) so consideration is currently being given to de-scoping this site.
DU002 Work with Oldham Integrated Care System, NHS partners & Council departments to confirm approach for next phase of digital & technology integration Oldham's Health & Care providers. Be prepared to provide support & assist with development of plans	31-Mar-2023	On Track	Behind Schedule (Plan to Resolve)	Behind Schedule (Plan to Resolve)		Clarity still awaited from Oldham ICS in regard to plans for next stage of integration. Currently no plans, resources in place. Oldham Council Transformation & Technology resources will struggle to deliver; will most likely require external support once plan is agreed. CDTT will continue to liaise and work to see what assistance can be provided. ICS lead.
DU007 Deliver telephony project to create a new software based system replacing existing aging system with a modern, resilient, Public Cloud hosted system accessible from anywhere & on several devices, helping to improve accessibility to telephone calls	30-Apr-2023	On Track	Behind Schedule (Plan to Resolve)	Behind Schedule (Plan to Resolve)		The 8x8 implementation is taking longer than planned due to multiple key projects happening simultaneously plus the fact this project requires a high level of user interaction to complete implementation. The scope of the project has also grown from the initial scope. This project could extend to end April 2023

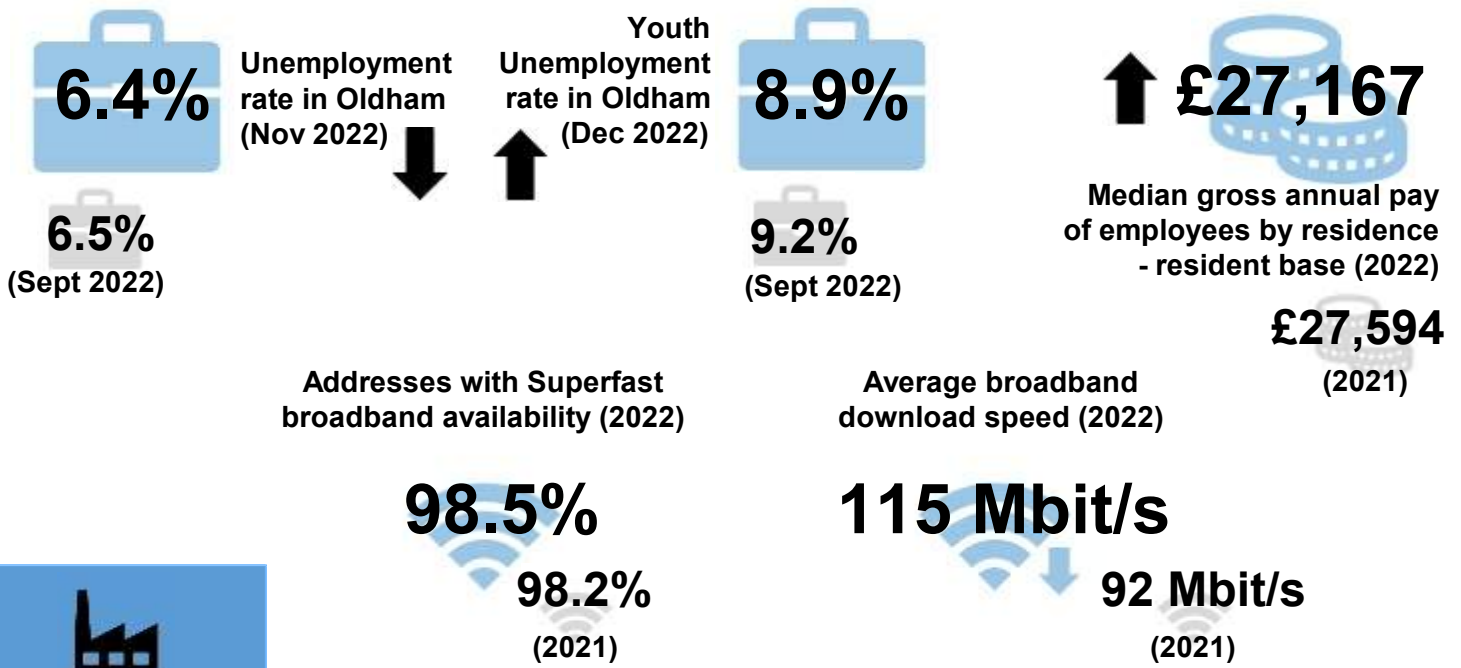
Risks

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	

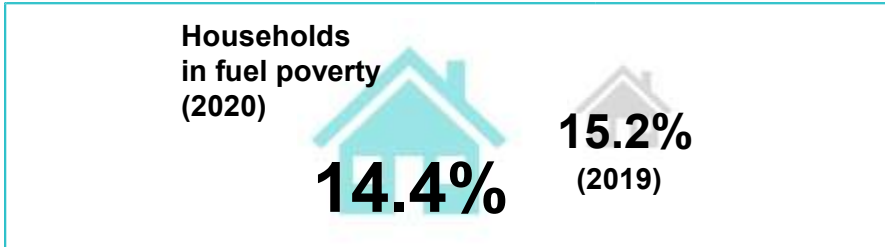


Linked to Action	Risk Name	Risk Category	Implication	Mitigation	Revised		
					Impact	Likely	Rating
DL004 (DX111) To provide additional proactive expert legal resource to support the increasing demands of the client service in relation to Adult Social Care	RL004a (RX111a) Unable to provide legal support 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.	Adult social care solicitor has been successfully recruited but there remains a significant backlog of work in ASC which present an ongoing risk.	4	3	12
DL005 (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	RL005a (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.	Concluded and now business as usual.	4	3	12

Oldham Profile

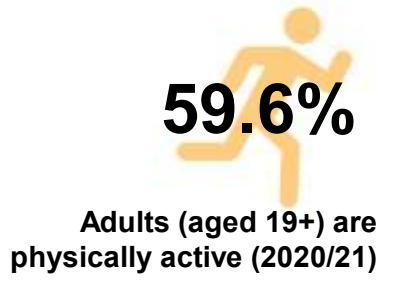
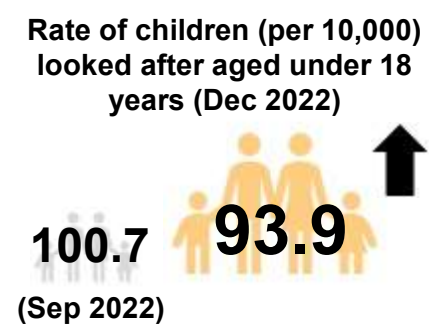
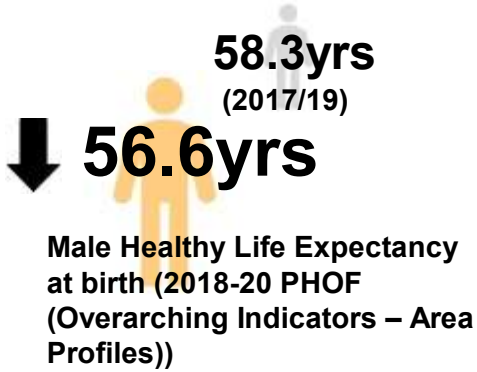
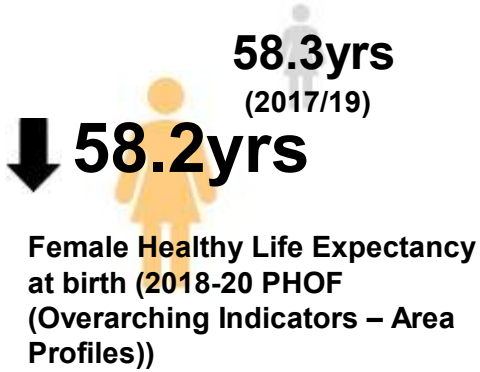
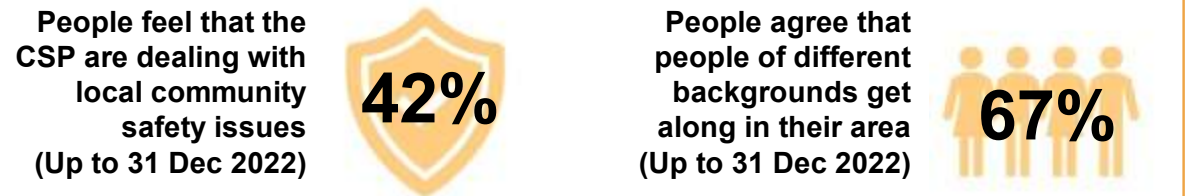


Better jobs and dynamic businesses



Quality homes for everyone

Health, safe and well supported residents



SICKNESS (year to date)



average days lost to sickness

same period previous year



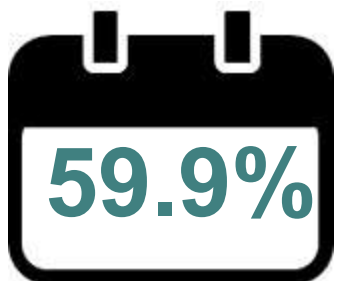
current trend



top 3 reasons

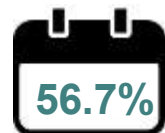
The top 3 reasons for absence are (days lost per FTE): Mental Health inc. Stress, Chest respiratory, Musculo-Skeletal

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 longer than 20 working days in duration.

TOP REASONS FOR LEAVING (year to date)

81 Career progression / promotion 

62 Family / Personal Reasons 

47 Career change / Retraining / Education 

29 Improved Salary / Benefits 

24 Retirement 

year end 2021/22

Resignation	217
TUPE Transfer	68
Retirement	55
End of Fixed Term Contract	24
Redundancy	8

SICKNESS TOP 3 DIVISIONS (year to date)

1 ICT and Customer Services

6.85 days per FTE

2 Public Health, Libraries and Heritage & Arts

6.78 days per FTE

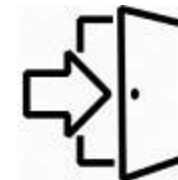
3 Environmental Management

5.99 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)

13.3%



Staff turnover

same period previous year

11.4%



current trend



TURNOVER (rolling 12 months)

93.3%

of people still in post after 12 months



same period previous year



100.0%

current trend



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