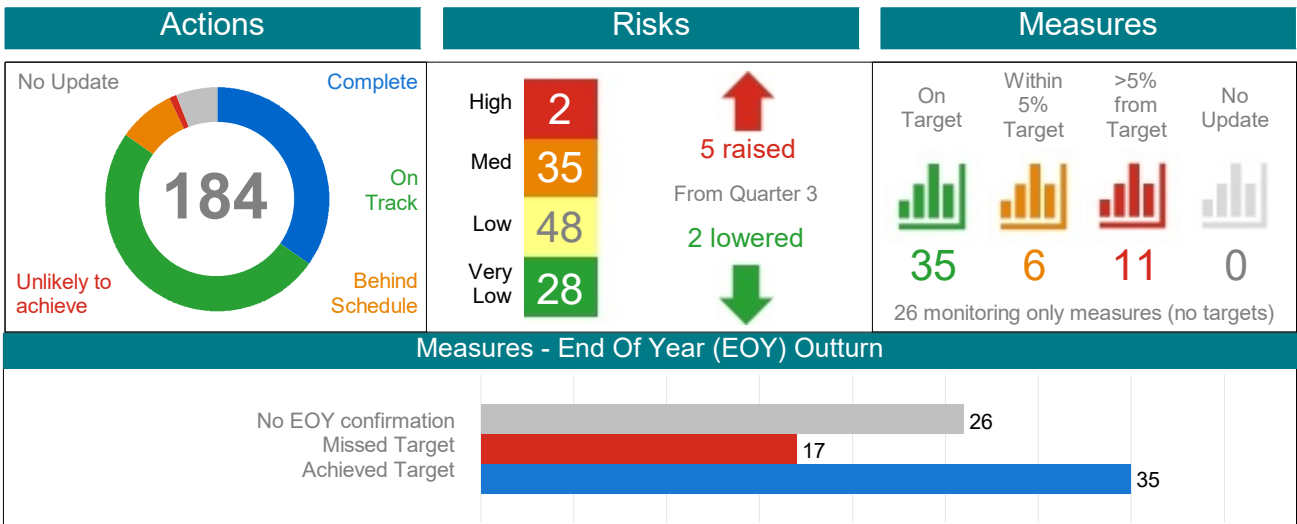







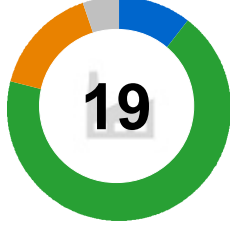

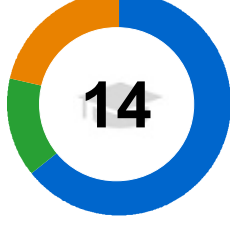

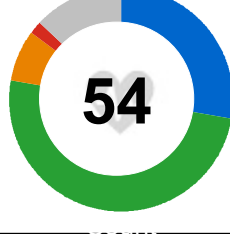

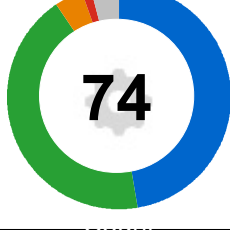
Council Performance Report 2022/23

for period 1 January to 31 March 2023 (Quarter 4)

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 2 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		High 0 Med 3 Low 1 Very Low 5 0 raised 0 lowered	0 0 1 0 2 monitoring only measures (no targets)
 Better jobs and dynamic businesses		High 0 Med 6 Low 8 Very Low 4 1 raised 0 lowered	3 1 3 0 6 monitoring only measures (no targets)
 A great start and skills for life		High 0 Med 2 Low 4 Very Low 0 0 raised 0 lowered	3 2 0 0 4 monitoring only measures (no targets)
 Healthy, safe and well supported residents		High 0 Med 11 Low 13 Very Low 3 0 raised 2 lowered	16 2 7 0 11 monitoring only measures (no targets)
 Service Specific		High 2 Med 9 Low 17 Very Low 10 2 raised 0 lowered	6 1 0 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	Q3 Actual	Q3 Target	Period for Q4 Actual	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	178	200	March 2023	173	200	200			
M548 (C) Proportion of adults with learning disabilities in paid employment	Q	↑	3.4%	3.0%	2.7%	3.9%	3.0%	4.0%	3.0%	3.6%	3.0%	March 2023	3.3%	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%	93.4%	96.0%	March 2023	93.5%	96.0%	96.0%	GM	95.7%	Q2 22/23
M552 (C) Percentage of completed annual (planned) reviews	Q	↑			81.6%	78.4%	50.0%	75.9%	55.0%	81.0%	60.0%	Q4 22/23	86.7%	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%	---	-2.2%	---	Q4 22-23 / Q3 22-23	-3.4%	---	---	GM	0.6%	Q2 22/23
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%	---	30.8%	---	Q4 22/23	44.6%	---	---	Eng	28.4%	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%	---	66.7%	---	Q4 22/23	46.4%	---	---	Eng	62.8%	2021/22
M556 (CM) Percentage Service Users receiving Direct Payments	Q		45.4%	41.9%	31.1%	31.1%	---	30.6%	---	30.5%	---	March 2023	30.7%	---	---	GM	25.3%	Q2 22/23

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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	87.3%	89.0%	Q4 22/23	88.0%	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%	70.0%	75.0%	March 2023	70.0%	75.0%	75.0%	GM	73.8%	Jan-23
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%	96.9%	90.0%	March 2023	90.9%	90.0%	90.0%	GM	92.1%	Jan-23
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%	77.3%	76.0%	March 2023	77.0%	76.0%	76.0%	GM	72.9%	Q2 22/23
M569 (C) Percentage of Service Users Receiving Domiciliary Care	Q	↑	35.9%	36.3%	31.9%	31.3%	34.0%	34.8%	34.0%	35.0%	34.0%	March 2023	34.4%	34.0%	34.0%	GM	37.2%	Q2 22/23

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	Q3 Actual	Q3 Target	Period for Q4 Actual	Actual	Target				
Customer, Digital, Technology & Transformation																		
M286 (CM) Number of new cases accessing Welfare Rights Service	Q	↑				439	---	334	---	483	---	Q4 22/23	491	---	---			
M886 (CM) Total number of visitors to Access Oldham	M	↓				2,622	---	3,855	---	3,711	---	March 2023	3,864	---	---			
M894 (COM) Percentage of addresses with Superfast broadband availability	A	↑	98.2%	98.2%	98.2%	98.2%	---	98.2%	---	98.5%	---	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	7	7	Q4 22/23 - Targets to be agreed	11	11	11			
M918 (C) Percentage of calls answered in total	Q	↑	89.59%	87.23%	84.36%	84.01%	89.00%	83.38%	89.00%	87.08%	89.00%	Q4 22/23	81.17%	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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	53.6%	60.0%	March 2023	47.2%	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%	68.2%	70.0%	March 2023	59.4%	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%	96.9%	70.0%	Q4 22/23	83.6%	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%	35.2%	23.0%	March 2023	21.2%	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	---	93.9	---	March 2023	91.2	---	---	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	15.8	18.0	March 23	16.9	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%	35.0%	20.0%	March 2023	32.6%	20.0%	20.0%	Stat	16.0%	Q2 2021/22
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%	73.3%	60.0%	March 2023	72.9%	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%	48.0%	70.0%	March 2023	50.5%	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%	90.1%	85.0%	March 2023	86.8%	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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	11.7%	10.0%	March 2023	9.4%	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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	100.0%	80.0%	Q4 22/23	100.0%	80.0%	80.0%	GM	96.0%	2022/23 Q4
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%	96.5%	80.0%	Q4 22/23	93.6%	80.0%	80.0%	GM	97.0%	2022/23 Q4
M310a (CM) Number of private sector enterprises	A		6,865	7,195		7,195	---	7,140	---	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	---	57.1	---	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%	104%	100%	Q4 22/23	195%	100%	100%			
M361 (COM) Unemployment rate in Oldham	M	↓	5.1%	9.9%	7.3%	6.7%	---	6.5%	---	6.4%	---	March 2023	6.7%	---	---	GM	5.0%	Apr 2023
M362 (COM) Youth Unemployment rate in Oldham	M	↓	8.0%	16.2%	9.8%	9.1%	---	9.2%	---	8.9%	---	March 2023	9.4%	---	---	GM	6.4%	Mar-23
M393 (C) Number of businesses supported through the GM programme	Q	↑	288		308	75	78	151	156	219	234	Q1 to Q4 22/23	311	312	312			
M408a (C) Total new homes completed	Q	↑	728	373	503	42	88	139	176	214	176	Q1 - Q4 22/23	403	352	352	Eng	699	2021/22
M409a (C) Percentage of completed homes that are affordable	Q	↑	23.2%	33.2%	34.0%	0.0%	25.0%	23.7%	25.0%	42.5%	25.0%	Q4 22/23	48.1%	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	91	44	Q1 - Q4 22/23	194	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	199	80	Q1 - Q4 22/23	251	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	Q3 Actual	Q3 Target	Period for Q4 Actual	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	4,568	2,400	Q1 - Q4 22/23	5,959	3,600	3,600			
M460 (COM) Percentage of households in fuel poverty	A	↓	15.2%	15.2%		14.4%	---	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	---	£27K	---	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%	---	15.00%	---	Jan 2023	15.00%	---	---			
M891 (C) Preventative maintenance: proportion of network resurfaced per £100k of allocated budget	Q	↑			100%	0%	0%	69%	40%	69%	75%	Q4 22/23	100%	100%	100%			
M892 (C) Highway maintenance: proportion of the network resurfaced per £100k of allocated budget	Q	↑			100%	0%	0%	40%	40%	81%	75%	Q4 22/23	100%	100%	100%			
S13 (C) Percentage of vacant properties in town centre	Q	↓			25%	22%	25%	22%	25%	22%	25%	Q4 22/23	22%	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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	4.3%	3.5%	March 2023	4.8%	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%	86.8%	75.0%	Spring Term 2022-23	84.9%	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%	---	93.2%	---	2022/23 Autumn Term	93.6%	---	---	Eng	93.4%	2022/23 Autumn and S
M703 (CM) Attendance rates in Oldham Secondary Schools	M	↑	94.4%	93.9%	91.8%	91.8%	---	91.8%	---	91.4%	---	2022/23 Autumn Term	91.6%	---	---	Eng	91.3%	2022/23 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%	---	58.3%	---	March 2023	50.0%	---	---	Eng	90.0%	Mar-23
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%	---	86.0%	---	March 2023	87.2%	---	---	Eng	81.0%	Mar-23
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%	95.0%	95.0%	Jan 22 to Mar 23	98.0%	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%	84.0%	85.0%	Jan 22 to Mar 23	84.6%	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%	98.4%	97.0%	Sept 2023 allocation	96.6%	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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	91.2%	93.0%	Sept 2023 allocation	94.1%	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%	---	3.3%	---	March 2023	3.6%	---	---	Eng	4.7%	2021

Environmental Services

M497 (CM) Total number of fly-tipping enforcement actions	Q		3,034	2,167	1,533	1,755	---	1,572	---	1,573	---	Q4 22/23	1,718	---	---	GM	2,950	2021/22
M498 (C) Street lighting - Percentage of issues resolved within target time	Q	↑	100%	100%	100%	100%	95%	100%	95%	100%	95%	Q4 22/23	100%	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%	41.12%	43.50%	Mar 23	41.15%	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%	81.17%	85.00%	Q1 - Q4 22/23	94.18%	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%	83.05%	76.89%	Q1 to Q4 22/23	97.13%	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	11 days	21 days	March 2023	12 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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	46.40%	55.00%	April 22 - March 23	42.90%	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	103,055	80,000	Q4 22/23	114,113	80,000	320,000			
M63 (C) Number of visitors to Gallery Oldham	Q	↑			5,500	6,633	6,000	6,815	6,000	5,915	6,000	Q4 22/23	7,509	6,000	24,000			
M634 (CM) Number of adults in drug treatment services	M				1,187	1,217	---	1,222	---	1,203	---	Feb 2023	1,175	---	---			
M635 (CM) Number of adults in alcohol treatment services	M				445	473	---	489	---	500	---	Feb 2023	480	---	---			
M636 (C) Percentage who quit smoking at 4 weeks	Q	↑	46.0%	59.0%	55.5%	59.9%	50.0%	55.3%	50.0%	60.1%	50.0%	Q3 22/23	57.1%	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%	83.3%	88.0%	Q1 22/23	83.3%	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	2,639	2,150	Q4 22/23	2,865	2,441	2,441	GM	1,339	2021/22
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	3.8 days	7.1 days	March 2023	4.2 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	Q3 Actual	Q3 Target	Period for Q4 Actual	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	4,283	3,975	Q1 - Q4 22/23	5,840	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%	---	42.0%	---	Up to 31 Mar 2023	41.0%	---	---			
M218 (COM) Percentage of people who agree that people of different backgrounds get along in their area	Q	↑			67.0%	67.0%	---	67.0%	---	67.0%	---	Up to 31 Mar 2023	67.0%	---	---			
M222 (COM) Percentage of physically active adults (aged 19+)	A	↑	59.2%	59.2%	59.2%	59.2%	---	59.6%	---	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	Q3 Actual	Q3 Target	Period for Q4 Actual	Actual	Target				
Adult Social Care																		
M548 (C) Proportion of adults with learning disabilities in paid employment	Q	↑	3.4%	3.0%	2.7%	3.9%	3.0%	4.0%	3.0%	3.6%	3.0%	March 2023	3.3%	4.0%	4.0%	GM	4.6%	2021/22

Accountable Lead (Charlotte Walker) Follow-up Action	Director (Jayne Ratcliffe) Assurance
Activity to improve performance against this target is ongoing, but remains challenging. Specific focus is now in place via the sub group of the Health and Wellbeing Board relating to Health Inequalities across the Borough, as well as ongoing work across the local strategies relating to Learning Disabilities & Autism, in line with the same across Greater Manchester.	The Redesign of adult social care currently underway, will embed a strengths based approach to working with clients focussing on alternatives to paid support, with employment options being a key priority. Improving performance in this area continues to be difficult & is reliant on relevant system partners' support & engagement. However, employment is a focus of both Learning Disability (LD) strategy & the Partnership Board. Recruitment to new Head of Service for LD service is currently underway.

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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	70.0%	75.0%	March 2023	70.0%	75.0%	75.0%	GM	73.8%	Jan-23

Accountable Lead (Helen Ramsden) Follow-up Action	Director (Jayne Ratcliffe) Assurance
The percentage of care home beds rated good or outstanding with CQC at year end was 70%. The percentage of care homes rated good or outstanding was 79.5%. The two largest care homes in the borough, accounting for c300 beds both have a rating of requires improvement, which is impacting on the achievement of the target. Improvement plans are in place to address.	There are significant challenges in the market in relation to nursing care provision and we are working on plans to address these from a sustainability and quality perspective, in partnership with the regulators and the ICB. Director oversight is in place through the Adult Social Care Risk Assurance Board and DMT.

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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	53.6%	60.0%	March 2023	47.2%	60.0%	60.0%	Stat	47.0%	31-Mar-21

Accountable Lead (Nick Whitbread) Follow-up Action	Director (Julie Daniels) Assurance
<p>A disappointing quarter has seen a reduction in the number of young people in education, employment & training. Service has completed a review of young people with the following findings / actions:</p> <ul style="list-style-type: none"> - Increase in young people signed off work due to illness / disability. We know a number of young people with their zero hour contracts end as businesses try to manage during the rise in the cost of living. - Increase in the number of young people claiming higher rate universal credit which increases benefit dependency & even more unlikely to risk income instability by stepping into employment or training. - There needs to be learning & development completed with Personal Advisers about understanding qualifications & opportunities linked to qualifications that young people have achieved. - There needs to be partnership action in order to ensure opportunities are available, shared & young people enabled to access. This is being completed via a partnership action plan. 	<p>EET steering group has been re-established with key partners including Get Oldham Working and Education partners to agree the action plan to improve this measure.</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	Q3 Actual	Q3 Target	Period for Q4 Actual	Actual	Target				
Childrens Social Care																		
M619c (C) Percentage of Care Leavers aged 17-18 in Education, Employment or Training	Q	↑				63.0%	70.0%	66.0%	70.0%	68.2%	70.0%	March 2023	59.4%	70.0%	70.0%			

Accountable Lead (Nick Whitbread) Follow-up Action	Director (Julie Daniels) Assurance
<p>A disappointing quarter has seen a reduction in the number of young people in education, employment & training. Service has completed a review of young people with the following findings / actions:</p> <ul style="list-style-type: none"> - Increase in young people signed off work due to illness / disability. We know a number of young people with their zero hour contracts end as businesses try to manage during the rise in the cost of living. - Increase in the number of young people claiming higher rate universal credit which increases benefit dependency & even more unlikely to risk income instability by stepping into employment or training. - There needs to be learning & development completed with Personal Advisers about understanding qualifications & opportunities linked to qualifications that young people have achieved. - There needs to be partnership action in order to ensure opportunities are available, shared & young people enabled to access. This is being completed via a partnership action plan. 	<p>EET steering group has been re-established with key partners including Get Oldham Working and Education partners to agree the action plan to improve this measure.</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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	35.0%	20.0%	March 2023	32.6%	20.0%	20.0%	Stat	16.0%	Q2 2021/22
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Accountable Lead (Sharon Moore) Follow-up Action

The Service is slowly reducing the number of agency workers employed. We are in the process of recruiting to a number of permanent management roles and there has been a significant level of interest which will have a significant impact on higher level agency expenditure. In addition, our Community Care advertorial is now live and we anticipate that this will boost our recruitment success. We have had a number of agency social workers applying for permanent roles in the Service and we are hopeful that as we head towards the Government imposed 'cap' on agency rates in Spring 2024 the volume of agency applications will increase significantly.

Director (Julie Daniels) Assurance

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. National campaign is live and recruitment is underway.

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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	48.0%	70.0%	March 2023	50.5%	70.0%	70.0%	Stat	71.0%	31-Mar-21
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Accountable Lead (Nick Whitbread) Follow-up Action

This is an improvement from 47% at the last report. Although takes time to impact given the metrics (children need to be in care for 2.5 years and in the same placement for 2 years). Permanence planning, effective multi-agency care planning and foster carer support / capability are all key actions needed to make further improvements in this measure.

Director (Julie Daniels) Assurance

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. There has been improved performance linked to care planning and IRO oversight.

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	Q3 Actual	Q3 Target	Period for Q4 Actual	Actual	Target				

Customer, Digital, Technology & Transformation

M918 (C) Percentage of calls answered in total	Q	↑	89.59%	87.23%	84.36%	84.01%	89.00%	83.38%	89.00%	87.08%	89.00%	Q4 22/23	81.17%	89.00%	89.00%			
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Accountable Lead (Pam Siddall) Follow-up Action	Director (Dominic Whelan) Assurance
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We have seen this year an increase in lengthy complex calls due to the cost of living crisis, and have suffered from long term sickness and delays in onboarding new recruits. We are reviewing with services what can be done to reduce failure demand, digital options, and managing expectation of service delivery timescales; we have also done a review of resource requirements whilst improvements to demand reduction are designed and implemented.

The service are currently seeing significant challenges in responding within target to residents, which requires immediate attention. Actions are in motion to address resource concerns, with complementary work on Top 10 reasons for contact being carried out in order to reduce avoidable demand.

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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	4.3%	3.5%	March 2023	4.8%	3.5%	3.5%	Eng	5.0%	2021
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Accountable Lead (Amanda Youlden) Follow-up Action	Director (Richard Lynch) Assurance
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Monthly contract monitoring meetings and a NEET Action Plan updated monthly to address rise in NEET and unknown figures.

Y13's who were most affected by COVID account for the large increase in NEET/Unknown. This age group is prioritised by Positive Steps for support.

NEET action plan agreed and monthly monitoring meetings are supported by Leadership as a plan to improve NEET and unknown in Oldham. We are confident we understand who are NEET young people are and why they are struggling to engage and are working with a wide range of partners and initiatives to support young people to re-engage in EET, including the development of the Post 16 strategy.

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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	41.12%	43.50%	Mar 23	41.15%	44.71%	45.80%			
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Accountable Lead (Craig Dale) Follow-up Action	Director (Nasir Dad) Assurance
<p>The actual is the quarterly target and the target the annual. Our 22/23 figures are all still draft at the moment as we are waiting for March's actuals (due off the GMCA now). Final year figures for 2022/23 are looking at 46.30%. A slight down turn on last year 46.7% which is down to poor garden waste tonnages due to a really dry summer which reduced our garden tonnages on previous years.</p>	<p>The recycling rates will be revised once the March 2023 figures have been validated by DEFRA. This said, overall target is still achievable and on track to be met.</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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	46.40%	55.00%	April 22 - March 23	42.90%	55.00%	55.00%			
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Accountable Lead (Steve Boyd) Follow-up Action	Director (Sayyed Osman) Assurance
<p>Local spend has been impacted by Unity Partnership coming in-house. We will endeavour to address this by way of increased engagement with the Local Business Community.</p>	<p>It was discovered that the latest figure did not include suppliers that had been paid via Mosaic Social Care system. The figure was not edited before acceptance. The new calculation for the 12 Month rolling measure is 52.7%, still under target. The figure from March 2023 was 54.1%. We are struggling with the change in Unity spend being taken out of the local figures, but with our work to better analyse the local spend data we have, we will be able to gather insights that we can take action on.</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	Q3 Actual	Q3 Target	Period for Q4 Actual	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%	83.3%	88.0%	Q1 22/23	83.3%	88.0%	88.0%	Eng	82.0%	2019/20

Accountable Lead (Rebecca Fletcher) Follow-up Action	Director (Katrina Stephens) Assurance
The NCA are experiencing ongoing challenges at extracting this data from their systems. They have managed to resolve this for their service in another GM borough and are currently applying the same methodology to the Oldham service. This should enable us to report accurate figures in the next quarter.	The lack of up to date data is disappointing and we are continuing to challenge the NCA to ensure that their updates to SystemOne will enable accurate reporting. We are working with the NCA and the service leads to ensure that quality continues despite issues in extracting the data. We anticipate accurate reporting to be available for the next quarter if the data quality programme runs to time. The service regularly provides updates to provide assurance on quality.

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)	Mar 23 comments
Better Jobs and dynamic businesses						
DN024 Refresh and update the Business Growth & Investment to provide an economic recovery roadmap that aligns with the Oldham Economic Review	31-Mar-2023	On Track	On Track	Behind Schedule (Plan to Resolve)	Behind Schedule (Plan to Resolve)	Review of OERB recommendations complete. UKSPF investment plan prepared and approved for E1, E3 E6 and E22. Next phase will be to understand UKSPF deliverables for Business Support (start 2024) and then develop a deliverable strategy and action plan linked to the emerging governance arrangements.
DN029 Creating a Better Place: Economy - Develop and implement the Night Time Economy strategy - delivering a transitional day/night economy supporting a diverse and safe evening offer that is accessible to all citizens	31-Mar-2024	On Track	On Track	Behind Schedule (Plan to Resolve)	Behind Schedule (Plan to Resolve)	Night Time Economy Strategy hasn't been developed. Work has however been underway to develop a Creative Improvement District Strategy, which will feed into it.
A great start and good education						
DN023 Refresh and update the Employment & Skills strategies to provide an overview of opportunities for residents in support of economic recovery that aligns with the Oldham Economic Review	31-Mar-2023	On Track	On Track	Behind Schedule (Plan to Resolve)	Behind Schedule (Plan to Resolve)	Review of OERB recommendations complete. UKSPF investment plan prepared. Employment and Skills Board has met and developed 5 key themes which are being drafted into a strategy and action plan with initial draft due in May 2023. Next phase will be to understand UKSPF deliverables and then develop a partnership response.

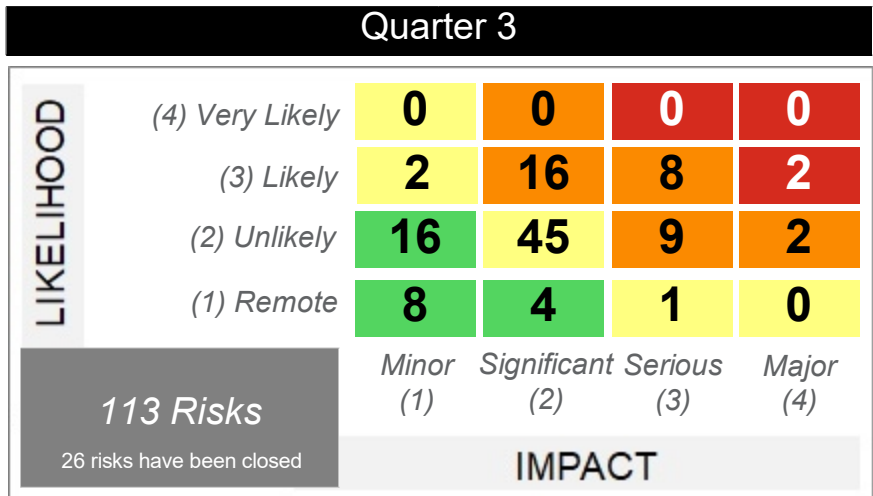
* greyed "Forecast Complete Date" indicates change from baseline

Action name	Forecast Complete Date *	Q1 (Jun 22)	Q2 (Sep 22)	Q3 (Dec 22)	Q4 (Mar 23)	Mar 23 comments
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.	23-Apr-2023	Behind Schedule (Plan to Resolve)	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 23rd April 2023. Any changes to the focus of Miocare will be determined by the workshops and align to the ASC Target Operating Model.
DC003 (DC105) Remodel the Edge of Care and Child in Need offer to provide timely and effective preventative interventions to manage the demand of children subject to Child Protection Plans and Children becoming Looked After	31-Mar-2023	On Track	On Track	On Track	Behind Schedule (Unlikely to Achieve)	ASU is the current Edge of Care provision which is performing well. Priority action in remodeling Edge of Care has reduced in light of sufficiency / transformation plans and business case being put on hold.
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)	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.

Action name	Forecast Complete Date *	Q1 (Jun 22)	Q2 (Sep 22)	Q3 (Dec 22)	Q4 (Mar 23)	Mar 23 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)	Behind Schedule (Plan to Resolve)	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)	Behind Schedule (Unlikely to Achieve)	Clarity still awaited from Oldham ICS in regard to plans for next stage of integration. Currently no plans, resources in place. Transformation & Technology resources will struggle to deliver; will most likely require external support once plan is agreed. ICS have now written to OMBC to say ICT services to be brought back in house at some point this year
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-Jun-2023	On Track	Behind Schedule (Plan to Resolve)	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

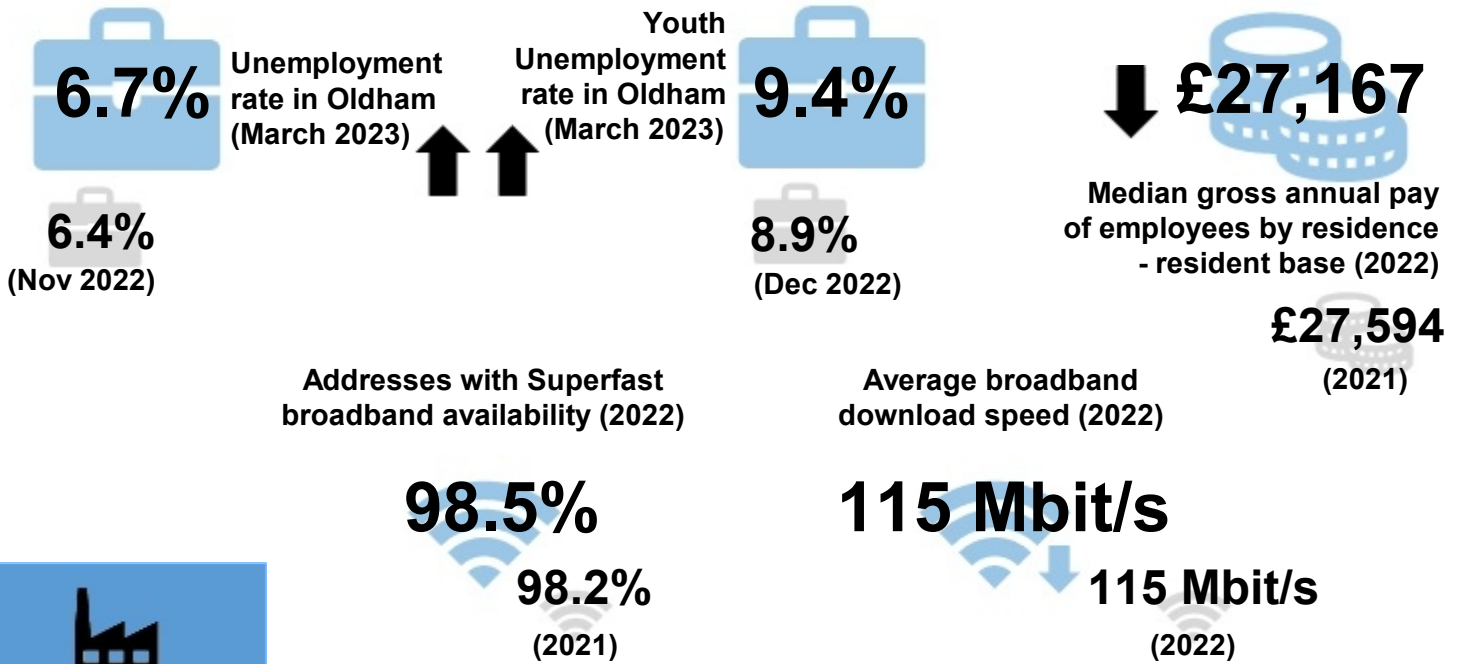
Risks

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	

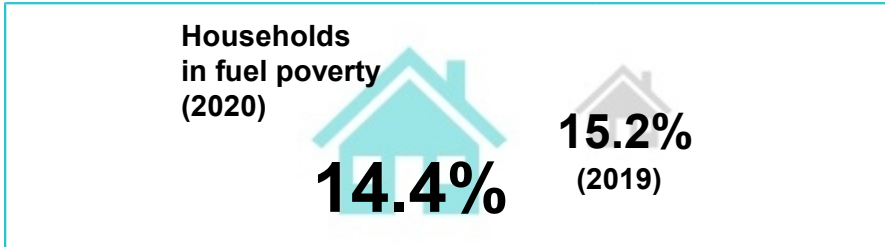


Linked to Action	Risk Name	Risk Category	Implication	Mitigation	Revised		
					Impact	Likely	Rating
DL005 (DX112) Consider the implications of Brexit on Family Law and continue to try to anticipate all issues before they arise and reviewing all current policies and protocols as appropriate	RL005a (RX112a) 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
DU009 Work with colleagues to improve Business Continuity & Resilience arrangements, relating to increased risk from cyber incidents. Phase 1 discover current status & baseline (31/12/2022). Phase 2 design & implement appropriate solutions	RU009a Failure to effectively safeguard and manage Council assets could negatively impact on the Council's ability to deliver services.	Operational	The recent global situation in respect of specific state sponsored or encouraged cyber-attacks which target government and local government institutions indicate that the likelihood of an attack on Oldham Council data has risen. The sophistication and scale of recent attacks mean that if an attack is experienced the potentially adverse effect on Oldham Council data availability is significantly increased.	<p>The Council engages proactively with the National Cyber Security Centre (NCSC) and with cyber defence suppliers to ensure systems designed to protect the Council's infrastructure are working as effectively as possible.</p> <p>Oldham ICT are in the process of deploying new asset tracking software; however, until the whole Council tackles the issues around the Leaver Process then the risk will stay 'High'</p> <p>Childrens, particularly within the Social care teams, are a key contributor to this risk through poor people management when starting and leaving the organisation.</p>	4	3	12

Oldham Profile




Better jobs and dynamic businesses




Quality homes for everyone


Health, safe and well supported residents

