

# Economy

## Performance Measures & Business Plan Report

**Portfolio Holder:** Cllr Elaine Taylor

**Officer Contact:** Paul Clifford, Director of Economy

**Service Summary:** Economy consists of 5 functions; Economic Growth, Housing, Planning, Property & Projects and Creating A Better Place. Each area has their own vision and 2023 – 2027 Business Plan.

# Economy Successes

KPIs	Comments
Number of people supported through the warm homes Oldham scheme	<p>In September, the team's workload saw a 48% increase (From 248 people supported to 343) the team were able to help the residents of Oldham in crisis be supported in the right way for them.</p> <p><i>People helped with energy advice, food vouchers, fuel vouchers, boiler repairs, home visits, referrals to other agencies including children in need, Age Uk and the SIT Team</i></p>
Percentage of major planning applications determined in time	<p>100% of major planning applications were completed in time or to an extended agreed time in Q2.</p> <p><i>Percentage of major applications completed within 13 or 16 weeks or with an agreed Extension of Time</i></p>

# Economy Key Metrics

Key:  
 Target met   
 Higher than target 



  
 Annual  
 404

**Total new homes competed**

70 total completions for Q2.  
 Running total for 2023/24 - 116



  
 Target  
 25%

**Percentage of completed homes that are affordable**

90% for Q2 - proportioned over months as individual months not known



Q1

**Number of people supported through the warm homes Oldham scheme**

829 People in Q2 helped with energy advice, food vouchers, fuel vouchers, boiler repairs, home visits, referrals to other agencies including children in need, Age Uk and the SIT Team



  
 Target  
 60%

**Percentage of Appeals for non-major planning applications allowed**

Q2 - 229 non-major decisions, 15 appeals, 5 allowed, 10 dismissed



  
 Target  
 60%

**Percentage of major planning applications determined in time**

July (4/4 in time or ext agreed);  
 Aug (1/1 in time or ext agreed);  
 Sept (2/2 in time or ext agreed)



  
 Target  
 60%

**Percentage of non-major planning applications determined in time**

July (81/84 in time or ext agreed); Aug (69/69 in time or ext agreed); Sept (68/76 in time or ext agreed)



  
 Target  
 100%

**Internal Gateways completed for schemes - progress from design through to delivery**

Internal Gateway process to review business case viability at each stage of Strategic, Outline and Full Business Case stages.



  
 Target  
 10%

**Social Value commitment against Construction Contract Value**

Evidences the Social Value add in addition to construction of physical assets

# Economy

## Areas for Development

KPIs	Comments
<p>Implement the TA mitigation strategy to reduce the level of spend and ensure suitable accommodation is provided for residents who find themselves homeless.</p>	<p><i>The demand for housing services is at an all time high. This has resulted in an increased need for temporary accommodation and therefore created a significant budget pressure within the service. It is important that we continue to deliver the efficiency savings and cost avoidance proposals set out within the TA Mitigation Plan. This includes bringing new units of TA on-line using a longer-term leasing model (moving away from nightly paid accommodation), reviewing our own asset register to look at opportunities to re-purpose our own stock, and work with our strategic housing partnership to review stalled strategies and outdated policies to maximise existing resources.</i></p>
<p>Review the proposed target operating model for housing options services to ensure this is fit for purpose and can robustly contribute to managing demand for services.</p>	<p><i>The proposed target operating model focuses on reducing demand and duplication by implementing a managed access model. This includes promoting digital self help services, signposting to relevant partners who can provide advice and support. This will free up capacity to work in a more prevention focussed way. This will allow officers to undertake casework, offer home visits (where appropriate) and work out in the community through the PBI.</i></p>

# Economy

## Areas for Development

KPIs	Comments
<p>Implement the new software system (Locata) to assist with the effective delivery of the Housing Register and Allocations service.</p>	<p><i>The number of households registering for social housing on the Council's Housing Register is at an all time high. We currently have c7,000 live housing applications on the housing register and c11,000 in a backlog waiting to be assessed and registered before they can become live.</i></p> <p><i>The new system will allow residents to register for re-housing in a more self-serve, structured approach, prompting the resident to provide the necessary information (eg I.D). Residents will be able to upload the documentation themselves rather than requiring assistance from an officer. The system will also allow the resident to self serve as they will be able to progress chase their own application (check their banding status, if they have been successful for a bid etc). This in turn should reduce demand for service (telephone enquiries and footfall through AO).</i></p>
<p>Create stability within the team by reducing staff turnover and review the level of resources required to operate safe working practices.</p>	<p><i>We have a number of grant funded fixed term posts within the service. That coupled with the demand for service has been sighted as the reason for staff terminating their employment. The service is drastically under resourced and operating at unsafe practice levels. The average caseload per officer is now c200. A fundamental review is required with regards to service delivery, resourcing and ensuring statutory compliance.</i></p>

**Paul Clifford, Director of Economy (Service Head)**

The Warm Homes team deliver an invaluable service to our residents and it is great to see the number of residents that have been supported to date against to the backdrop of real financial challenges for households. The planning team continue to perform at a high level reach a 100% determination rate for the second quarter in a role on some of the more complex applications that help to deliver growth.

Unfortunately, the housing position locally within Oldham is not unique to the borough and is replicated across the country. From an Oldham perspective a number of clear mitigating actions have been identified with the objective to facilitate the team to move into a prevention space helping to reduce instances of homelessness and the number of households in temporary accommodation. In addition to this, partners both within the Council and more widely across the borough are supporting our work in this area. However, this is clearly an unprecedented situation where unfortunately there is no quick solution.

Signed Off: 21/11/2023

# Glossary:

red	0
amber	2
green	6

# Environment

## Performance Measures & Business Plan Report

**Portfolio Holder:** Cllr Chris Goodwin

**Officer Contact:** Nasir Dad, Director of Environment

**Service Summary:**

Environment Directorate consists of 5 Service areas; Environmental Services, Public Protection, Highways & Engineering, Waste and Fleet and Street Lighting. Each area has their own vision and 2023 – 2027 Business Plan.



# Environment Successes

KPIs	Comments
Trading Standards -Tobacco Enforcement	Joint Operation between Oldham Council and GMP resulted in the seizure of illegal vapes with a street value of £27,000. Legal action to follow.
Street Lighting	Annual investment programme on track and over 99% of lights are working. Festive Lighting installed at 31 sites boroughwide.
Food Safety Enforcement	3 Successful prosecutions of food businesses which were closed due to significant public health risks.

# Environment Key Metrics

**Key:**  
 Lower than previous quarter  
 (No quarter target set) ↓  
 Higher than previous quarter  
 (No quarter target set) ↑



Q1  
133

**Number of food hygiene inspections and revisits**

174 food hygiene inspections and revisits carried out



Q1  
473

**Total number of fly-tipping enforcement actions**

417 fixed penalty notices issued, prosecution outcomes in court and legal notices served



Q1  
94

**Number of applications received for selective licensing**

Monitoring of number of applications received for selective licensing: Q2: 95



Q1:  
47

**Number of condition audits carried out**

Q2: 90 audits carried out



Q1  
168

**Number of New Taxi Driver Applications made to the Council**

Q2: 849 This increase in new driver applications is in response to the new policy changes. Further changes to the vehicle age may impact positively to ensure a more comprehensive local licence control of the Taxi fleet



Q1:  
83

**Number of private landlord licenses granted**

Q2: 89 private landlord licenses granted

# Environment

## Areas for Development

KPIs	Comments
Number of food hygiene inspections	Push in quarter 4 evident ( 419 ) to ensure Food Standards Agency targets were delivered for 22/23. Need to focus officer delivery to catch up with programme
KPI review	Historical and statutory KPIs have been used to report on Economies performance, there is area for improvement in the breadth of the KPIs to be more representative of the service.

# Environment

## Comments

### **Nasir Dad, Director of Environment (Service Head)**

The Directorate continues to face significant demand for service across all respective areas. Demand has continued to increase and especially in areas of waste/fly tipping, pest control (since the service became free) and housing related complaints are also increasing due to the change in weather conditions and are expected to continue to increase over winter months. To deal with the demand, the housing standards team has been fully staffed after a successful recruitment exercise. In addition, waste and winter maintenance services continue to deal with seasonal demands and pressures. Service areas have supported the recent Bonfire and Remembrance Sunday events and preparation for Xmas lights and events is ongoing.

Service reviews are also continuing, both to ensure a set up that ensures future service delivery and also meet the budgetary challenges that have been identified.

Signed Off: 21/11/2023

# Glossary:

red	0	
amber	1	
green	5	