

Report to Place, Economic Growth & Environment Scrutiny Board

Corporate Performance Report 2024/25 for Q2 Corporate Performance Report (1st July to 30th September 2024)

Portfolio Holder (CPR):

Cllr Arooj Shah, Cabinet Member for Building a Better Oldham

Officer Contact (CPR):

Steve Hughes, Assistant Director Strategy & Performance

Report Author (CPR):

Gail M. Stott, Performance Improvement Lead, Strategy & Performance

CPR collated by: Performance Improvement Team, Strategy & Performance

Contact: StrategyandPerformance@oldham.gov.uk

Date: 14th November 2024

Reason for decision

Scrutiny of corporate performance aims to provide assurance that:

- services are aligned to corporate priorities the needs of our residents (resident focus)
- our services are good, or are on track to good
- any services that are not on track, or have identified risks, are being supported or challenged to rectify this
- any demand indicators or resource pressures are being noted and service provision is being re-assessed accordingly
- the organisation has robust performance management processes in place.

Summary

The purpose of this report is to provide an overview of corporate performance against agreed service business plan measures for the 2024/25 Q2 period (July-September).

Recommendations

Scrutiny Board members are asked to:

- note the progress in implementing the business plan objectives
- celebrate areas of consistent good performance
- note the comments on progress
- consider areas for review (good or poor) that could produce learning for the organisation
- note the interconnection of these actions with ongoing activities in other portfolio and Scrutiny Board remits and key projects.

Appendix:

1. PEGE CPR – Communities, Economy, Environment

Report to Place, Economic Growth & Environment Scrutiny Board

Corporate Performance Report 2024/25 for Quarter 2: 1st July to 30th September 2024

Portfolio Holder (CPR): Cllr Arooj Shah, Cabinet Member for Building a Better Oldham

Contact Officer (CPR): Steve Hughes, Assistant Director Strategy & Performance

Report date: 14th November 2024

CPR collated by: Performance Improvement Team StrategyandPerformance@oldham.gov.uk

Place Key Performance Indicators

| | |
|--------------|--------------------------------------|
| RED | KPIs underperforming by more than 5% |
| AMBER | KPIs underperforming by less than 5% |
| GREEN | KPIs meeting or outperforming target |
| TEAL | KPIs with no targets set |



*New KPIs have been set for 2024 – Appropriateness of targets check is being carried out

Communities

Performance Measures & Business Plan Report

Portfolio Holders: Cllr Peter Dean (Communities, Districts, Libraries, Heritage and Arts), Cllr Elaine Taylor (Housing Needs) & Cllr Shaid Mushtaq (Youth)

Officer Contact: Neil Consterdine, Director of Communities

Service Summary:

Delivery of a range of community services and provision including – Housing Needs, Youth Work, Heritage, Libraries and Arts, Community Development, Placed based and District Working, Community Safety and Stronger Communities. Resident focussed services closer to where people live.



Youth Services

Key Metrics (against target where set)

* These figures are measures cumulatively by the service so show Q1 + Q2 figures

Number of children & young people engaged with the integrated youth service*

1565



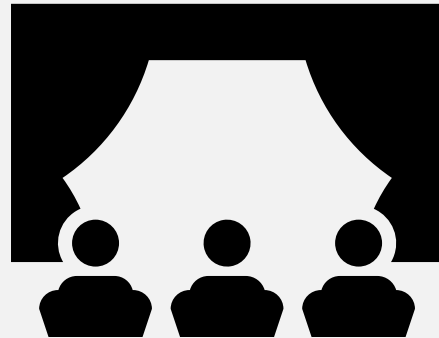
Q1 = 1130

Target = 3000 (annually)

[Green]

Number of Youth work sessions delivered*

1,051



Q1 = 533

Target = 1800 (annually)

[Green]

Number of residents engaged with the service (Outdoor and Environmental Service)*

4,800



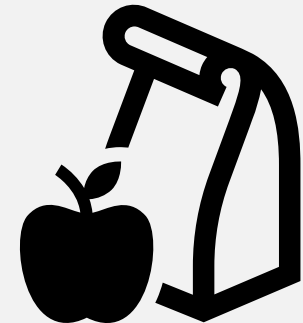
Q1 = 1675

Target = 8000 (annually)

[Green]

Number of places available per holiday period (HAF)

9,274



Q1: 8686

Target = 8500 (annually)

[Green]

Youth Services

Successes/Areas of Development

Number of places available per holiday period (HAF)

This figure represent the average number of places available over a week of the holiday period; it also includes additional places made available via the HSF funding that enabled children and young people not eligible for FSM but in need of support. The total number of places available of the summer HAF period (37,096 places in total) includes HSF funded places.

Number of residents engaged with the service (Outdoor and Environmental Service)*

The service's capacity for delivery remains impacted by the loss of the climbing tower as this reduces the capacity at the centre. Work is progressing for this resource to be replaced. Numbers are a total for Q1 and Q2

Youth Services

Summary Comment

Q1 Summary Comment: Jodie Barber (Head of Youth Services)

Overall, a very successful Quarter. All services are working hard to deliver high quality provision that has resulted in exceeding expected targets - well in line for meeting and exceeding targets set for the year.

OEES numbers of residents engaged is slightly lower than profiled because of limited capacity to deliver due to the lack of Climbing Wall - this reduces provision and means we can only have 2 groups based at the centre rather than 3.

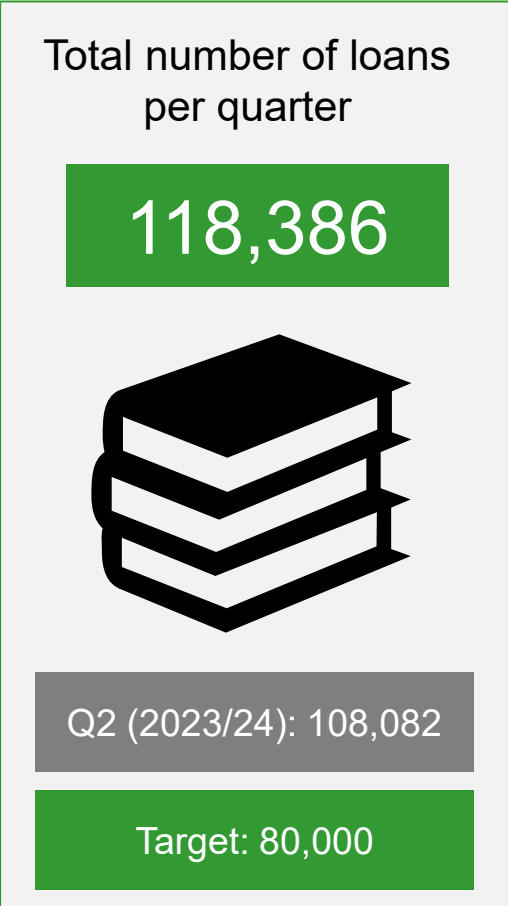
Q2 Summary Comment: Jodie Barber (Head of Youth Services)

A productive quarter for youth services that included a vibrant and well attended summer programme covering the 6-week holidays. All 3 services had a comprehensive offer of activities and programmes for children and young people over the summer period that were well attended and provided a plethora of enriching experiences.

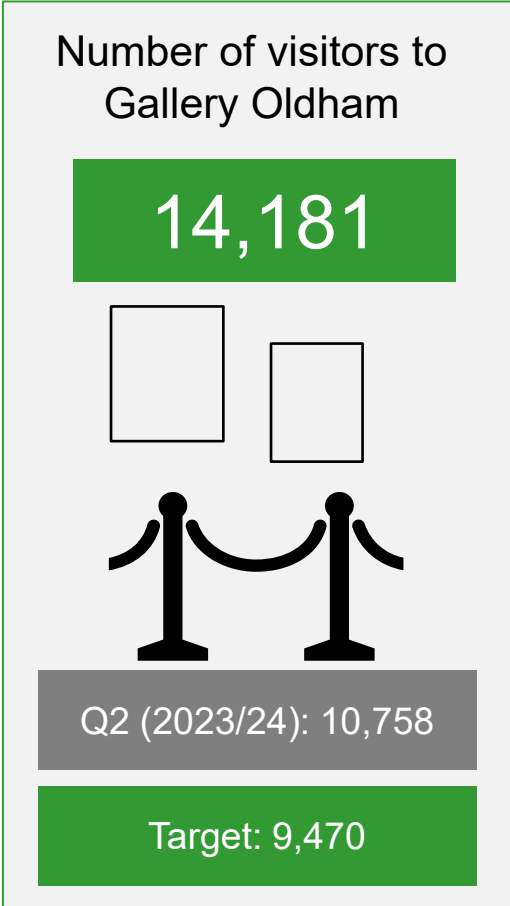
Capital works have begun at the Castleshaw Centre to replace the stone slate roof; this work will enhance the building and reduce maintenance and heating costs longer term and greatly contribute to the sustainability of this well used facility for the future

Heritage, Libraries & Arts

Key Metrics (against target where set)



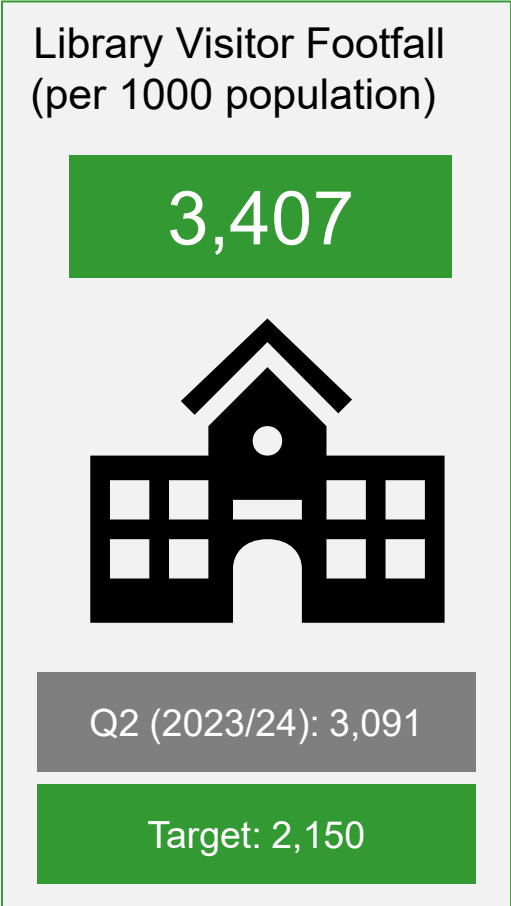
[Green]



[Green]



[Teal]



[Green]

Heritage, Libraries & Arts

Successes/Areas of Development

| | |
|---|---|
| Library Visitor Footfall (per 1000 population) | <p>The re-opening of Royton Library has proved popular with users and seen a real increase in footfall and book loans in the early weeks.</p> |
| Number of visitors to Gallery Oldham | <p>A run of popular exhibitions in this period included the family-friendly Ocean Drifters and the return of the bi-annual Oldham Open attracting almost 200 local artists as participants.</p> |
| Library Visitor Footfall (per 1000 population) | <p>Staffing capacity has been a challenge with slow recruitment to vacant posts. Keeping service points open has relied on staff from across the development team stepping into customer facing roles at times.</p> |

Heritage, Libraries & Arts

Summary Comment

Q1 Summary Comment: Subnum Hariff-Khan (Head of Heritage, Libraries and Arts)

Performance for HLA targets on track. Two new exhibitions attracting positive visitor footfall. Library footfall increasing year on year, and we will see a rise in this over the summer as we re-open Royton Library and deliver summer programme of events for families. Loan figures are steady, with more targeted promotion of online and physical offer planned.

Q2 Summary Comment: Subnum Hariff-Khan (Head of Heritage, Libraries and Arts)

Performance for HLA targets remain on track. Gallery Oldham exhibitions programme popular with a range of audiences. Re-opening of Royton Library has increased footfall. The annual Summer Reading Challenge saw 1778 children sign up to boost their reading over the summer holidays, with 842 receiving a medal for completing the challenge.

Districts

Key Metrics (no targets set)

Number of District Marketplace events carried out

11

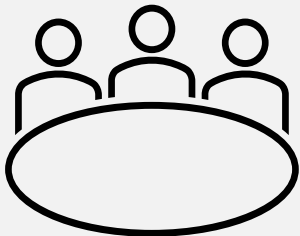


Not held in Q1 due to two pre-election periods

No Target

Number of Community Councils held

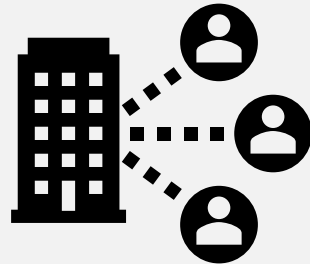
8



No Target

Number of residents accessing support at local hubs

901

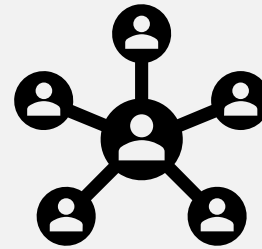


Q1: 489

No Target

Number of community groups supported by the team

51

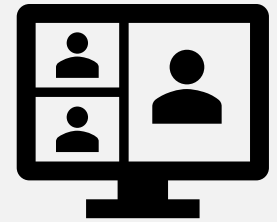


Q1: 61

No Target

Number of Partnership Problem-solving meetings held

27



Q1: 31

No Target

Districts

Successes/Areas of Development

| | |
|--|---|
| Number of residents accessing support at local hubs | We now have a better system in place to capture the numbers of residents being supported from the hubs – this will increase as Royton Town Hall begins to be used, and we develop our outreach in the Central District (outside of the town centre) |
| Royton Town Hall | The launch of Royton Town Hall was a great success, with a comprehensive programme of support agreed by partners. |

Districts

Summary Comment

Q1 Summary Comment: Simon Shuttleworth (Service Manager - Districts)

The teams are still working with partners to put in place consistent monitoring, particularly with reference to capturing the number of residents accessing the hub offer - as such, this number in particular is likely to under-report the true picture. Engagement with partners through our new stakeholder group means that this will be addressed for quarter 2. As noted, the community councils and marketplace events have not taken place in quarter one, due to the restrictions are pre-election periods.

Q2 Summary Comment: Simon Shuttleworth (Service Manager - Districts)

More consistent monitoring arrangements have been put in place with partners to capture delivery from the hubs, and we are now working to add capturing of case studies to this, both for reporting and for Comms purposes. Two rounds of Community Councils were held this quarter, and marketplace events have also started, creating regular community engagement events for local people to meet Elected Members and partner organisations. Local partnership meetings continue, and we are working to further standardise these, to ensure consistent delivery and understanding of the framework across partners.

Stronger Communities

Key Metrics (no targets set)

Number of individuals attending hate crime training and awareness sessions

50

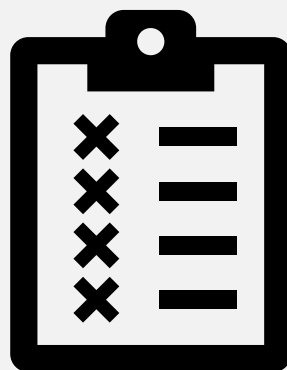


Q1: 137

No Target Set

Number of reported hate incidents and bullying by Oldham Schools

64



Q1: 124

No Target Set

Number of asylum seekers/refugees engaged and provided with advice and support

290



Q1: 228

No Target Set

Number of asylum seekers/refugees supported to secure accommodation

17



Q1: 55

No Target Set

Stronger Communities

Successes/Areas of Development

| | |
|--|---|
| <p>Number of asylum seekers/refugees engaged and provided with advice and support</p> | <p>290 asylum seekers and refugees were supported during the quarter and provided with advice and support.</p> |
| <p>Number of asylum seekers/refugees supported to secure accommodation</p> | <p>The team have supported 17 residents (<i>Q1 figure was 55</i>) to access accommodation during the quarter. This has included temporary and supported accommodation options as well as permanent move-on accommodation.</p> |

Stronger Communities

Summary Comment

Q1 Summary Comment: Natalie Downs (Stronger Communities Manager)

Individuals on the Homes for Ukraine Scheme are now beginning to move on from their host accommodation. There is however a shortage of accommodation to house individuals. The number of individuals receiving Home Office decisions on their asylum claims is likely to remain at the current or similar level as the Home Office seek to expedite asylum claims and reduce the need for contingency accommodation.

Q2 Summary Comment: Natalie Downs (Stronger Communities Manager)

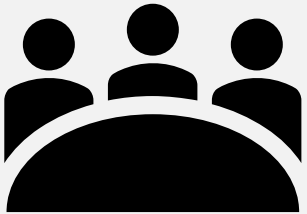
The number of asylum seekers receiving a Home Office decision on their asylum claim has started to increase and this is impacting on the caseloads being managed by the LAASLOs. The number of families/individuals receiving a positive decision will inevitably impact upon the number of referrals to homelessness for temporary accommodation/ABEN. Due to a lack of accommodation for single males, there is a likely to be an increase in the number becoming homeless and classified as destitute.

Community Safety

Key Metrics (no targets set)

Number of
Community
Council and
PACT
meetings
attended

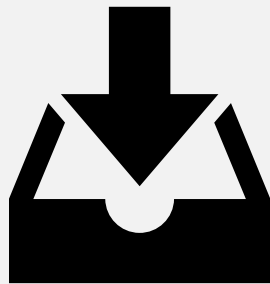
7



Q1: 20

Number of
cases opened/
closed

149



Q1: 25

Number
of SARAs

2



Q1: 7

Number of
domestic abuse
sanctuary
surveys referrals
actioned

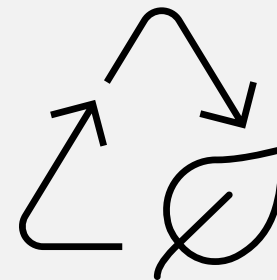
41



Q1: 54

Number of
environmental &
visual audits
undertaken

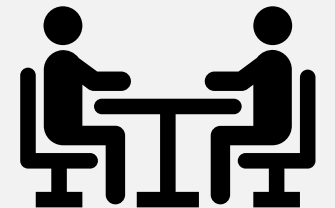
22



Q1: 8

Number of
strategy/
professionals
meetings
attended

87



Q1: 12

Community Safety

Successes/Areas of Development

| | |
|--|--|
| <p>Referrals into the service and specialist advice and guidance provided to partner services and organisations</p> | <p>The service has received over 290 referrals during the quarter and has provided specialist advice, support and guidance to partner services and organisations in over 85 strategy and professionals meetings, so informing action planning and decision making.</p> |
| <p>Online reporting system</p> | <p>This remains an area for development. Many contacts into the service are for non-community safety related matters. Development of this tool will ensure residents receive support from the most appropriate service at the earliest opportunity.</p> |

Community Safety

Summary Comment

Q1 Summary Comment: Lorraine Kenny (Head of Community Safety Services)

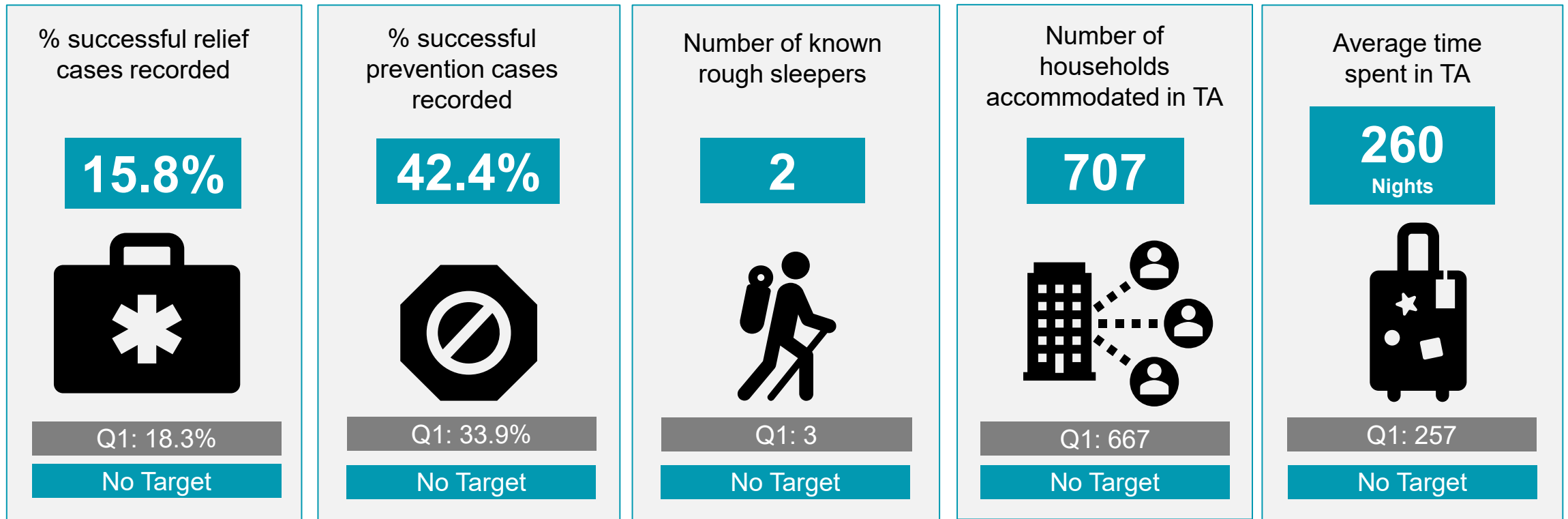
The team has faced significant challenges in the first quarter with a team member off through ill health and another member of the team has left the organisation. The remaining members of the team have worked hard to cover for their absent colleagues and ensure that residents still received an excellent level of service. The team member who was off work with ill health has now returned to work and we are currently seeking to recruit to the vacant Community Safety Officer post. Once the team is back to full strength we should see further improvements in service delivery.

Q2 Summary Comment: Lorraine Kenny (Head of Community Safety Services)

Demand remains significant and the team has continued to face issues with capacity due to the vacant post. Officers have been working cross Place area to meet demand. Capacity to undertake Environmental Visual Audits and security surveys, including domestic abuse sanctuary surveys has increased recently following the completion of the Crime Prevention Qualification by the Community Safety Officer who was recruited in July 2023. Both the Operational Manager and the Head of Service have supported complex case work activity.

Housing

Key Metrics (no targets set)



Housing

Key Metrics (no targets set)

Number of applications to Council's Housing Register assessed

7,033

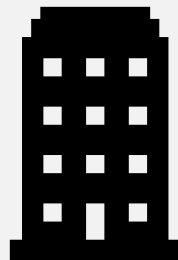


Q1:

No target

Total number of prevention and relief cases achieved by securing a private rented sector tenancy

35

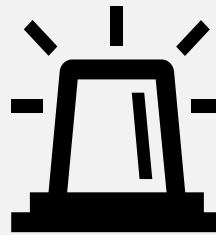


Q1: 24

No Target

Total number of approved non-nightly paid units available for emergency accommodation provision

61



Q1: 143

No Target

Number of vacant dwellings

1101



Q1: 1157

No Target

Number of under occupied social housing units brought back into the Common Allocation framework for re-let

0



Q1: 0

No Target

Housing

Successes/Areas of Development

| | |
|--|---|
| Reduction in the number of vacant dwellings – as a percentage of all dwellings in the borough | Ongoing Project, 2 potential properties in conversations |
| Total number of approved non-nightly paid units available for emergency accommodation provision | 19 PRS/39 with RP/ 3 OMBC Stock |
| Number of known rough sleepers | Number is a snapshot figure from street count undertaken at the end of September 2024 |

Housing

Summary Comment

Q1 Summary Comment: Victoria Wood (Head of Housing Needs)

The service has recently re-located to the Crompton Suite. To date, the move has been positive. We are monitoring footfall and reasons for visits to try and help manage demand more effectively.

We are seeing a positive impact with regards to processing housing applications more quickly with the implementation of the locata system. The system does have more functionality such as additional temporary accommodation modules which we are exploring further. In terms of recouping more income from a temporary accommodation perspective, a TA charging policy has been drafted for consideration. The charging policy would be applied to working households residing in TA. After an income and expenditure exercise to assess affordability – the vision is to charge these households the Local Housing Allowance rate pertinent to their household size and type as a contribution towards residing in TA.

Work is still on going with regards to reviewing different types and models of TA to increase supply but reduce the cost. Project Management support has now been sought to assist in this area. There will be clear governance and reporting lines identified to keep track on progress ensuring accountability.

Q2 Summary Comment: Victoria Wood (Head of Housing Needs)

Demand remains significant and the teams have continued to face issues with capacity due to the high level of vacant posts. The number of households requiring TA has increased again this quarter which is a reflection on the demand.

Service standards for Housing Options Services have now been agreed and implemented and customer feedback will now be captured so this can be monitored accordingly.

Communities

Director Comments

Q1: Neil Consterdine (Director of Communities)

A significant amount of success can be seen from the work of the Communities Directorate albeit demand through to all teams is significant. A focus continues to be supporting residents with a positive shift to aligning resource more to prevention. The Youth Service continues to have a strong presence in our communities delivering Youth Work where and when it is most needed. The engagement of young people is a real positive. Working alongside Districts and Community Safety further work is being targeted on areas of high ASB and Youth Violence. The demand for Housing continues to be a significant issue and high spend. A focus on reducing this through housing supply and need is the number one priority. It is pleasing to see high numbers of residents utilising our Library network for all manner of activity along with advice, guidance and support.

Q2: Neil Consterdine (Director of Communities)

Demand continues to be significant across all services within the Communities Directorate. The opening of Royton Town Hall has been a significant success which has allowed a new library to open along with a wider resident offer. Resident feedback is really positive. A new Housing front door has also now opened to our residents and is working well. However, number of residents needing temporary accommodation is still rising. Mitigations to reduce those in temporary accommodation are in place. An extensive summer activity programme was delivered across the summer supported by Holiday Activity Funding. Priority in the directorate continues to be looking to reduce residents in temporary accommodation along with prevention.

Signed Off: 23/07/24

Youth, Leisure & Communities

Portfolio Holder Comments

Cllr Peter Dean (Communities, Libraries, Heritage and Arts)

The opening of Royton Town Hall and Library is really important part of our district working programme, providing Council and partner services for our residents in the neighbourhoods they live. The open day in particular was a fantastic success with over 900 residents coming to see the refurbishments and the services on offer.

Cllr Elaine Taylor (Housing Needs)

The Housing Needs service continues to see massive demand coming through the new front door – now housed in the Crompton Suite at the Civic Centre, and new service standards have been agreed marking our commitment to delivering a good service for our residents irrespective of the demands faced by the service.

Cllr Shaid Mushtaq (Youth)

The HAF programme the Youth Service ran during the summer holidays was a success as always and I'm grateful that work has started on the refurbishment at Castleshaw Centre giving it longer life span so it can be enjoyed by our residents for years to come.

Signed Off: 04/11/2024

Economy

Performance Measures & Business Plan Report

Portfolio Holder: Cllr Arooj Shah, Cabinet Member for Building a Better Oldham and Cllr Elaine Taylor, Cabinet Member for Decent Homes

Officer Contact: Paul Clifford, Director of Economy

Service Summary: Economy consists of three functions: Planning, Transport and Housing Delivery; Estates and Place-Making; and Creating A Better Place; each area has their own vision and 2023/27 Business Plan.

Economy

Key Metrics (where targets set)

FY to date = Financial year to date – numbers are added up as the year goes on

Businesses Supported
(FY to date)

Q2: 135



Annual Target: 300

* *new measure for Q2*

Number of dwellings
delivered (total) (FY to
date)

Q2: 96



Q1: 57 Q2: 39

No target

Number of affordable
dwellings delivered (FY to
date)

Q2: 24



Q1: 18 Q2: 6

No target

Social Value achieved
against contacted value

Q2: 23.05%



Q1: 22.93%

No target

Economy

Successes/Areas of Development

| | |
|-------------------------------------|--|
| Spindles Footfall Increase | <p>The Nostalgic Oldham event held was a significant success, with footfall increasing by 16% compared to the previous week and 19% compared to the same period last year. This notable rise in activity highlights the effectiveness of the event in showcasing the town's diverse offerings. The Brick Show, along with various crafts and face painting activities within the Centre, drew families and visitors, while the bustling activity on the High Street, Market, and other local businesses provided something for everyone. This event clearly demonstrated the vibrancy and appeal of the Town as a whole.</p> |
| Royton Town Hall and Library | <p>The completion of the refurbishment and opening of Royton Town Hall and Library in September has been a significant success with strong positive press coverage. The community and local businesses have welcomed the transformation, which has included a new-look library, place-based hub, community space and new garden area.</p> |
| Alexandra Park Eco Centre | <p>Alexandra Park Eco Centre is now complete and home to our Environmental Services teams – who look after Oldham’s parks, streets and many more essential frontline roles.</p> |
| Spindles | <p>Our transformation of Spindles is also attracting industry awards with two of our contractors recently winning prestigious awards for their work on the scheme.</p> |

Economy

Successes/Areas of Development

| | |
|---|---|
| Oldham Town Centre Development Framework | Successful public consultation and engagement over the Summer provided positive feedback on the proposals and some helpful suggestions on improvements. |
| New housing developments | New housing developments approved at Planning Committee in Q2 for Ivy Mill in Failsworth (102 apartments) and Former Bedford Mill in Waterhead (53 affordable houses and apartments). |
| School Street | Latest School Street successfully implemented at Medlock Way in Lees, with extremely positive results. |

Economy

Summary Comments

Chris Lewis (Assistant Director - Creating a Better Place)**Q2 Summary Comment:**

The Creating a Better Place activity continues with strong progress including completion of the refurbishment of Royton Town Hall & Library, Alexandra Park Eco Centre and the Egyptian Room on Parliament Square. The Spindles redevelopment is starting to be recognised through various awards. Work is already underway on the refurbishment of the Oldham Coliseum scheme. Social Value continues to be positive with various community groups and residents of Oldham benefiting.

Maria Cotton (Head of Place Making)**Q2 Summary Comment:**

The refreshed events programme launched in Q2 and has seen a positive impact on the town centre footfall, particularly the new Nostalgic Oldham event which received significant positive social comment as well as on day feedback. Town centre business engagement continues to strengthen with the Town Centre Partnership developing a vision for the High Street Accelerator area. We received £500k of funding to improve greening of the high streets with the partnership actively leading these projects.

Events and promotion of the current market and stallholders continues alongside planning for the new market and the move next year. The Business Growth and Investment Team has assisted 135 businesses with a range of start-up growth and investment needs. Which in turn has resulted in 30 businesses accessing SPF grant support and 23 new businesses and 58 new jobs being created.

Economy

Summary Comment

Peter Richards (Assistant Director - Planning, Transport & Housing Delivery)

Q2 Summary Comment:

Progress with the Town Centre Living partnership with Muse remains positive, with a good level of positive public consultation feedback on the Town Centre Development Framework and progress made on adding the Prince's Gate site to the partnership. Affordable housing developments at Derker and at Foundry Street have also commenced in Q2, so the pipeline of affordable and social homes is beginning to deliver and a positive uptick in affordable housing completions expected in Q3 and Q4.

Planning performance figures remain high (and exceeding national targets) but a number of vacancies in the team have generated something of a backlog in validation and determination of applications and reduced the resilience of the planning enforcement service – activity is underway to address the backlog in applications.

Range of projects ongoing in strategic transport, including the latest school street in Lees, commencement of an Electric Vehicle Charging Infrastructure Strategy, preparation of a Town Centre Car Parking Action Plan, public consultation on the St Mary's Way proposals and engagement with TfGM on the new Local Transport Plan.

Signed off: 29/10/2024

Economy Comments

Councillor Arooj Shah, Leader & Cabinet Member for Building a Better Oldham Comments:

The opening of both Royton Town Hall and the Egyptian Room mark really important milestones on our Boroughwide regeneration programme, the Egyptian Room in particular is the final piece in the jigsaw of our Old Town Hall development and will be well complimented when the indoor market opens on the other side of Parliament Square next spring.

I'm grateful that our new events programme is making extra efforts to work in partnership with town centre businesses to make sure they benefit the most.

Councillor Elaine Taylor, Deputy Leader & Cabinet Member for Decent Homes Comments:

I'm pleased with the progress we're making to deliver affordable housing for our residents, as displayed by developments at Derker & Foundry Street.

The planning team continues to deliver good service to our residents despite resource challenges, we welcome the announcements made by the Chancellor in the Budget on the additional investment in planning and look forward to receiving details on what this means for Oldham in the coming weeks.

Signed Off: 04/11/2024

Environment

Performance Measures & Business Plan Report

Portfolio Holder: Cllr Chris Goodwin, Cabinet Member for Don't Trash Oldham & Cllr Elaine Taylor, Cabinet Member for Decent Homes (Licensing)

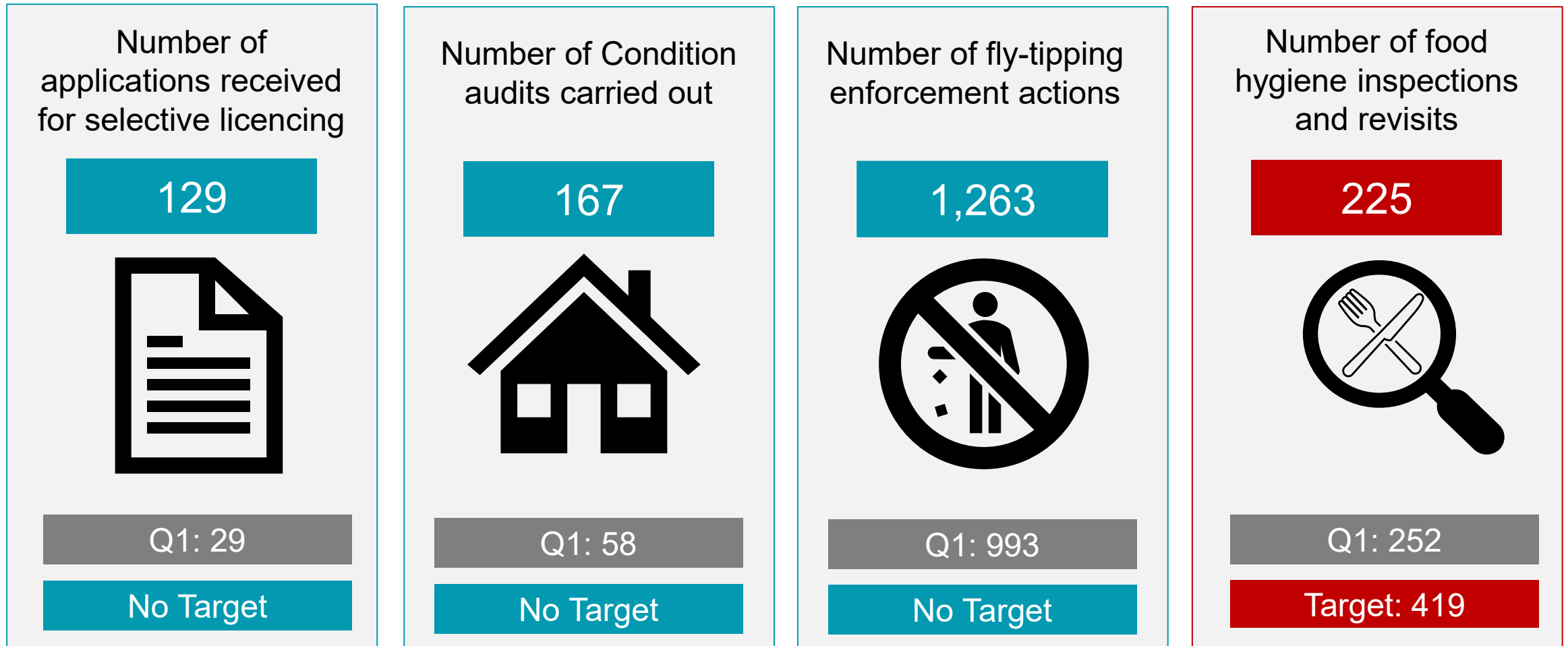
Officer Contact: Nasir Dad, Director of Environment

Service Summary:

Environment consists of 3 main sub-directorates areas: Public Protection; Highways Engineering & Operations; Waste, Cleansing & Greenspace. In addition, the Streetlighting Maintenance and Replacement programme also sits in the Environment Directorate; each area has their own vision and 2023/27 Business Plan.

Environment

Key Metrics (against target where set)



Environment

Successes/Areas of Development

| | |
|--|---|
| <p>Private Rented Sector Housing enforcement</p> | <p>Officers have used the civil penalty powers against a landlord for HMO management regulation offences as an alternative to prosecution. These penalties will generate £52,000 that can be reinvested back into the service. There are another two cases being considered.</p> |
| <p>Trading Standards – illicit vapes and cigs</p> | <p>Officers in partnership with HM Revenue and Customs and Greater Manchester Police, have visited 9 premises and seized a haul in excess of 78,000 illicit cigarettes, 11kg hand rolling tobacco and 2,578 non-compliant disposable vapes.</p> |
| <p>Continued increase in Taxi driver and private hire vehicle licenses issued</p> | <p>The Licensing service have continued to process a large number of both driver and vehicle applications. In Q2, the Council has issued 411 new driver licences together with 550 new private hire vehicle licences ensuring more local control over standards for the public.</p> |

Environment

Key Metric Comment

Q2: Neil Crabtree (Assistant Director - Public Protection)

The resource available to carry out the condition audits of all licensed rented properties in the Selective Licensing scheme will be increased to make sure all licensed properties have an audit carried out during the lifetime of the scheme (to the end of June 2027). This will increase the numbers being delivered quarter by quarter as the scheme progresses

Working in partnership with the Government's Food Standards Agency, the Council is examining the possibility to bolster the current resource by using a combination of agency provision and the recruitment of fully qualified officers via a recruitment campaign . This will ensure the required Food Hygiene inspections are carried out in Oldham Food businesses maintaining and where necessary improving standards of food hygiene.

Environment

Summary Comment

Q2: Neil Crabtree (Assistant Director - Public Protection)

The successes detailed, show that the services within Public Protection continue to deliver outcomes across the Borough to protect the public whilst under pressure from budgetary constraints.

Environment

Summary Comment

Q2: Darren McGrattan (Interim Assistant Director - Waste Cleansing and Greenspace)

Fleet Management: Have installed an additional MOT bay in the workshop at Moorhey Street Depot which will assist with the additional demand of new taxi vehicles being licenced in the Borough.

Greenspace: In addition to the tree planting, the Service will also aim to deliver a further 2.5 hectares of new woodland across the borough during the 2024/25 planting season. This programme is consistent with the aim of increasing woodland and tree planting year on year.

Play Areas: Parks play a vital role in promoting healthy lifestyles by providing well-maintained spaces that encourage positive user experiences. Staff are trained to horticultural standards, and partnerships with apprenticeships, schools, and volunteers help build community engagement. Collaborations with local groups also bring recreational and educational activities to parks, widening participation and promoting healthy living. Parks are continuously improved with funding from various sources, including investments in outdoor gym equipment, which are highly utilised.

Cleansing: Street Cleaning teams play a crucial role in maintaining public health, safety, and environmental quality under the banner of 'Don't Trash Oldham.' By removing litter, debris, and hazards from streets and public spaces, they prevent flooding, reduce pest infestations, and enhance the aesthetic appeal of neighbourhoods.

Environment

Summary Comment

Q2: Gordon Anderson (Assistant Director - Highways Engineering and Operations)

Highways: The Council's highways team continues to undertake a range of work across the borough. As part of the 2024/25 resurfacing programme, 6 schemes have been completed to date. A further 8 schemes will be completed before the end of March 2025. The routine safety inspection and maintenance of all the network is also ongoing. This is both in response to reports by residents via web forms and the contact centre, and also planned according to the network hierarchy to ensure the network is safe. Where repairs are needed, these are programmed and completed as soon as possible.

The highways team also inspects permits for all works on the highway to ensure that the contractor, whether our own or utilities', is following health and safety and highway safety practices. Where contractors fail to do this, the team undertakes legal action to ensure compliance. In extreme cases, the team also withdraws permission to work on Oldham's highways until it is satisfied that the contractor will be compliant and can meet the necessary standards.

Winter Maintenance: Preparations are complete for Winter Maintenance operations. Vehicles, materials, grit and the staffing resource is all in place to ensure that main roads are kept open during the winter months. Highways colleagues will be constantly monitoring forecasts, road conditions and will undertake gritting as necessary. If there is snow, as with previous years, our teams will be out to clear the roads as quickly as possible.

As far as reasonably possible, we will look to keep the primary highway network free of ice and snow at all times, to help ensure safe journeys. Our teams are out filling the borough's grit bins and we have contingency plans in place, including for heavy snowfall. The council has a good supply of grit which was bought earlier in the year when prices were lower – providing value for money for residents.

The council's social media accounts will also share up to date winter information, including traffic and road closure updates and more details about our winter work are on the council's website - <http://www.oldham.gov.uk/winter>. It features the news on gritting routes, locations of grit bins, and tips on how residents can stay safe and get help and support.

We will also update the winter webpage with any school closures that we are notified about. Schools also have a text messaging system to inform parents if they are closing for the day.

Environment

Summary Comment

Q2: Nasir Dad (Director of Environment)

The Directorate continues to deliver across a range of frontline / operational areas which directly impact the residents of Oldham on a daily basis. Activities, operations and work programmes are delivering actions that are either a statutory duty in terms of public protection (housing standards / regulatory compliance / highways maintenance) or because they matter to the wellbeing of residents and the environment (grounds maintenance/parks).

In addition, over the next few months, the service will be focusing on winter maintenance to ensure to road network is kept as operational as possible during adverse weather conditions. We also recognise that housing standards complaints will also see an increase as the colder weather highlights property defects in the private rented sector and the team is fully resourced to meet this challenge.

The Directorate also recognises that there are areas where improvement is needed – especially around food standards – additional resources are being invested and another attempt is being made to recruit staffing resource – this is also being supported by a longer-term programme to develop and train existing officers to ensure statutory duties can be completed.

Environment

Comments

Councillor Chris Goodwin (Cabinet Member for Don't Trash Oldham) Comments:

I'm pleased with the efforts the Environment Directorate is making to ensure our Borough is sufficiently prepared for winter, keeping the roads as safe as possible during cold weather so our residents can get to work, school or wherever they need to go is one of the most important duties this Council undertakes.

I'm also pleased with the progress our refreshed gully cleaning programme is making, teams are currently working through Alexandra and St James' wards before making a start on St Mary's ward in December. We are obviously aware that at this time of year with leaves falling off trees that our teams are occasionally pulled to other areas in the Borough to mitigate against potential flooding, but we are confident it remains on track as planned.

Signed Off: 08/11/24