

Report to ASC & Health Scrutiny Board

Corporate Performance Report 2024/25 for Quarter 4: 1st January to 31st March 2025

Portfolio Holder (CPR): Cllr Arooj Shah, Leader and Cabinet Member for Growth

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

Report date: 10th June 2025

CPR collated by: Performance Improvement Team and Data & Intelligence Service

Contact: StrategyandPerformance@oldham.gov.uk



Adult Social Care

Performance Measures & Business Plan Report

Portfolio Holder: Cllr Barbara Brownridge, Cabinet Member for Adults, Health & Wellbeing

Officer Contact: Jayne Ratcliffe, Director of ASC

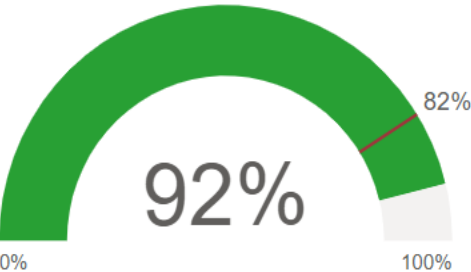
Service Summary:

Adult Social Care in Oldham – "Supporting you to be independent, healthy, safe and well".

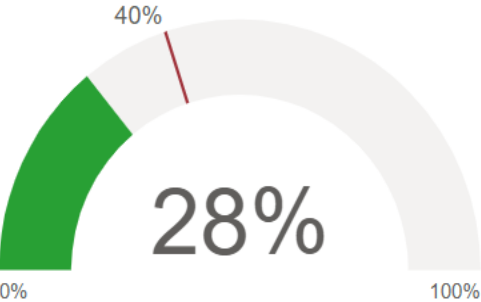
Adult Social Care, working with the rest of the Council, the voluntary sector, local communities and NHS partners will encourage and enable you, your family and community to stay healthy, safe and well. The aim is to enable Oldham residents to live as independently as possible. Where residents need support, we will help to identify the best solutions. If people need help but are not able to arrange their own care, the support we identify with residents will help them to live the best life they can, with the help they have around them.

Please note the CPR now includes screenshots from service performance dashboards – these are being developed within services as part of the organisation's move toward more timely and responsive reporting and assurance

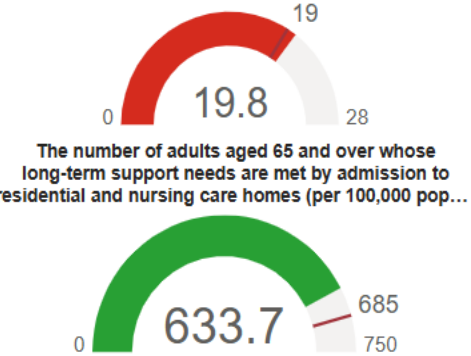
The proportion of people who received short-term services during the year - who previously were not receiving services – where no further request was made...



The proportion of people who use services who receive direct payments



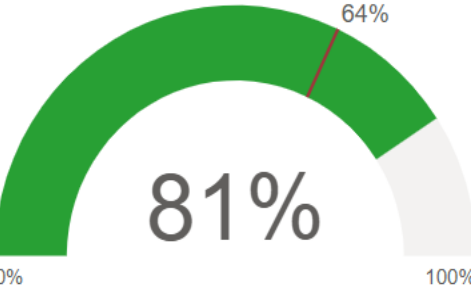
The number of adults aged 18 to 64 whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population)



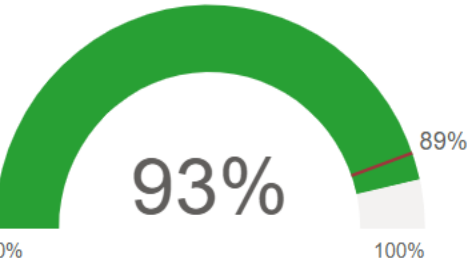
The number of adults aged 65 and over whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population)



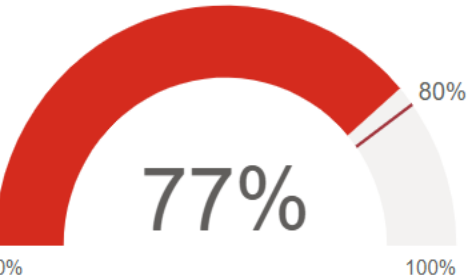
The proportion of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed



The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital



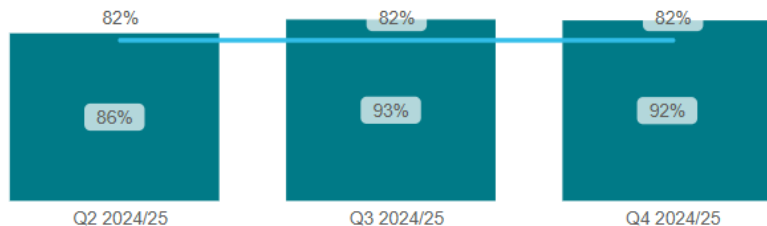
The percentage of adult social care providers rated good or outstanding by CQC



The proportion of people who received short-term services during the year - who previously were not receiving services – where no further request was made for ongoing support

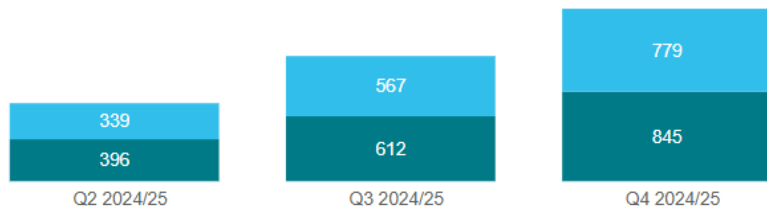
Performance

● Performance ● Target (Annual)



Actuals

● People Receiving a Short Term Service ● No Further Support Required



Period

Q4 2024/25

Description

This metric will provide evidence of a good outcome in terms of maximising independence and delaying dependency on, reducing and preventing further care needs, which is relevant for quality of life

Successes

The current target is 82% and ASC are at 92%. The majority of individuals are in short term services following hospital discharge, to recover and then assess. As the hospital discharge criteria has lowered, we are seeing higher number of individuals going into short term support. Whilst this is positive, this isn't longer term, the capacity to keep up with demand at times means people are in short term support for longer, which can create dependencies.

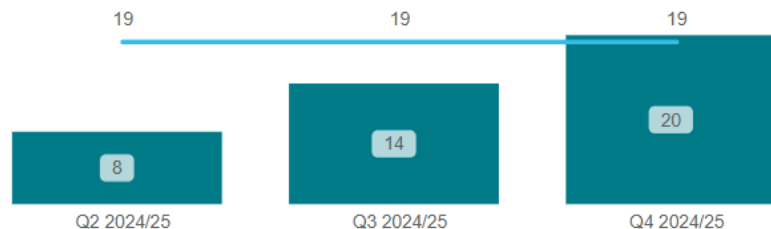
Developments

The service is working closely with Miocare to maximise enablement opportunities to enable people to return home following hospital discharge, then enablement to assess & return home, to reduce the need for short term support which can create dependencies.

The number of adults aged 18 to 64 whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population)

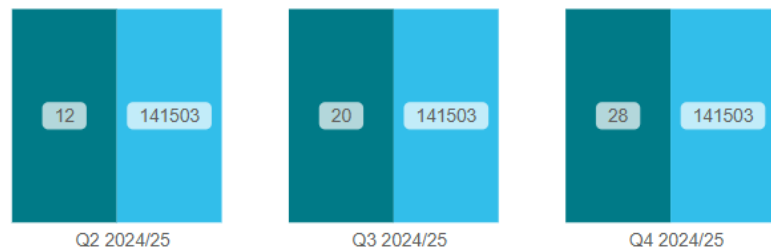
Performance

● Performance ● Target



Actuals

● Admissions to Care Homes ● 18-64 Population



Period

Q4 2024/25

Description

Avoiding permanent placements in residential and nursing care homes is a good indicator of maximising independence and delaying dependency. Research suggests that, where possible, people prefer to stay in their own home rather than move into residential and nursing care. However, it is acknowledged that for some people drawing on care admission to residential or nursing care homes can represent an improvement in their situation.

Successes

Missed target by 1 admission. We are seeing more complex needs much younger in our population. To respond to this we have been developing the Strength based programme of work, which includes natural support & community support. There is more of a diverse number of individuals who are having needs met in the community with a mixture of paid support & natural support to support people for longer in their own homes.

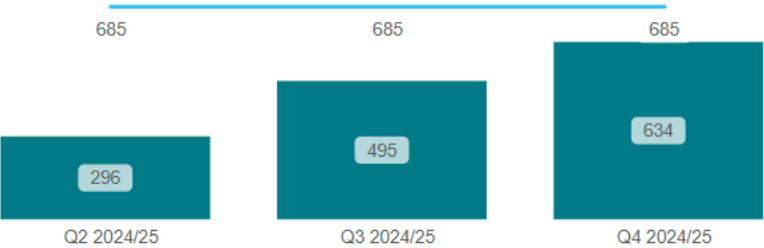
Developments

The launch of the carers strategy will further support people to stay at home in the community for longer, as there will be more support to unpaid carers.

The number of adults aged 65 and over whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population)

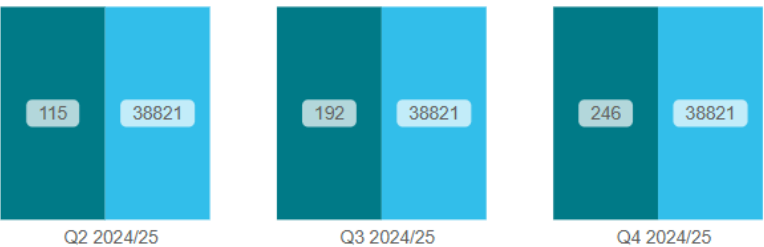
Performance

● Performance ● Target



Actuals

● Admissions to Care Homes ● 65+ Population



Period

Q4 2024/25

Description

Avoiding permanent placements in residential and nursing care homes is a good indicator of maximising independence and delaying dependency. Research suggests that, where possible, people prefer to stay in their own home rather than move into residential and nursing care. However, it is acknowledged that for some people drawing on care admission to residential or nursing care homes can represent an improvement in their situation.

Successes

The current target is 685, and we are at 633.7 at Q4. This is positive as we are meeting the populations needs outside of residential & nursing care, supporting people to stay in their own communities for longer.

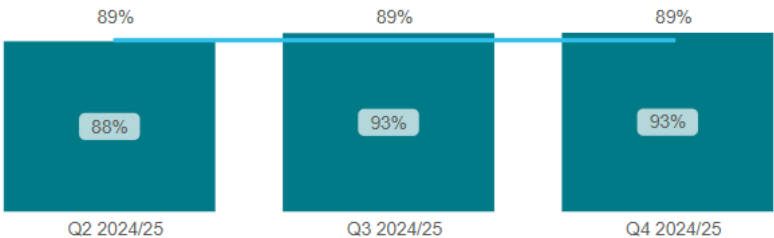
Developments

The target operating model will further support this with a focus on enablement.

The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital

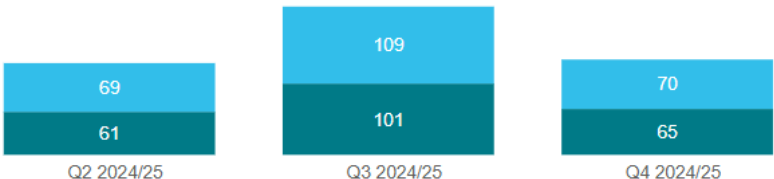
Performance

● Performance ● Target (Annual)



Actuals

● People Still at Home ● People Discharged



Period

Q4 2024/25

Description

Avoiding permanent placements in residential and nursing care homes is a good measure of delaying dependency, and the inclusion of this measure in the framework supports local health and social care services to work together to reduce avoidable admissions. Research suggests that, where possible, people prefer to stay in their own home rather than move into residential care. However, it is acknowledged that for some client groups that admission to residential or nursing care homes can represent an improvement in their situation.

Successes

The current target is 89%, at Q4 we have 93% of older people at home 91 days after discharge from hospital. This is positive as it avoids residential or nursing homes, enabling people to stay in their own homes for longer. However, we have seen an increasing trend of homecare spend increasing to support this.

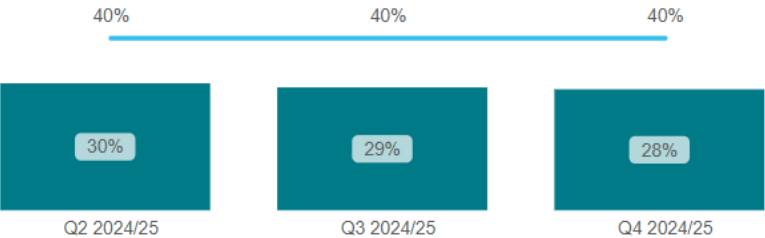
Developments

The development of Care Tech will support people to maximise their independence & meet needs with digital solutions, rather than creating dependencies with paid support.

The proportion of people who use services who receive direct payments

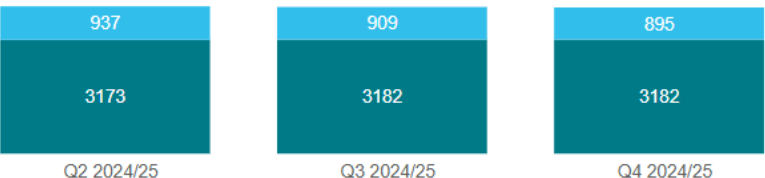
Performance

● Performance ● Target (Annual)



Actuals

● Total Service Users ● People in receipt of a direct payment



Period

Q4 2024/25

Description

Studies have shown that direct payments increase satisfaction with services and are the purest form of personalisation. The Care Act 2014 requires that all local authorities inform those using services and their carers of their personal budget, which will set out the cost to the local authority of meeting their needs. They will have the right, in most circumstances, to request this as a direct payment. This metric will most directly assess how personalisation of services is reflected in the ASCOF.

Successes

The current target is 40%, with the current position at 28% at Q4. WE have been doing a lot of work to support people onto the appropriate commissioned framework.

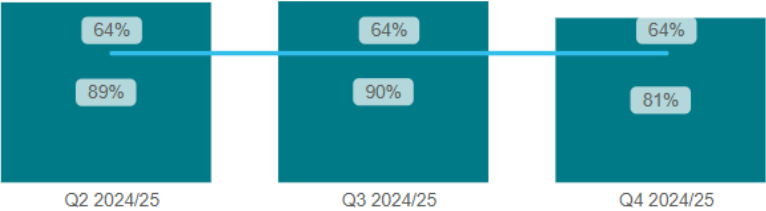
Developments

The direct payment work will continue to support this, alongside the strategic commissioning plan.

The proportion of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed

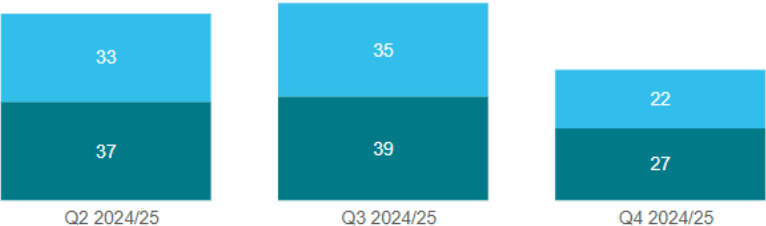
Performance

● Performance ● Target (Annual)



Actuals

● Total Section 42 ● Section 42 with Risk Removed or Reduced



Period

Q4 2024/25

Description

This measures the proportion of Section 42 enquiries concluded following an investigation where a risk was identified, and the reported outcome was that the risk was reduced or removed. Safety is fundamental to the wellbeing and independence of both people using social care, and the wider population. Safeguarding adults is a statutory duty for councils with adult social services responsibilities in England under the Care Act 2014, to safeguard vulnerable adults from abuse or neglect.

Successes

The current target is 64% with the current data in Q4 is 81%. This is an ongoing positive trend ofr ASC, with Safeguarding Adults being our priority.

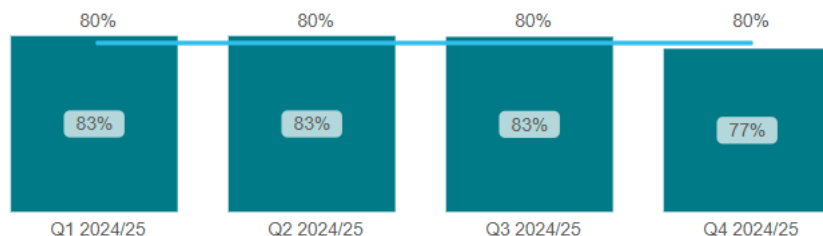
Developments

This will continue to be a priority for ASC.

The percentage of adult social care providers rated good or outstanding by CQC

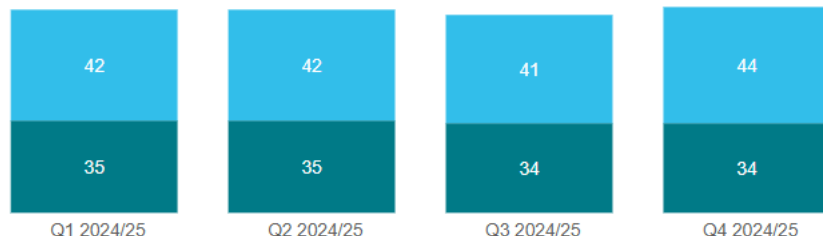
Performance

● Performance ● Target (Annual)



Actuals

● Homes rated Good or Outstanding ● Total Homes



Period

Q4 2024/25

Description

This indicator complements the headline quality of life metric as it covers the overall quality of residential care available in the local authority, including self-funders and NHS funded clients, which local authority data will not normally pick up.

Successes

Please note that whilst performance against target has dropped for this indicator, this is due to an increase in registered care homes in the borough following the change in registration of Shawside Nursing Home becoming x4 (with 1 additional to be registered) care homes with no current rating. Additional amendments to CQC performance ratings are expected with an additional care home (Oaklands) yet to be removed from CQC registration.

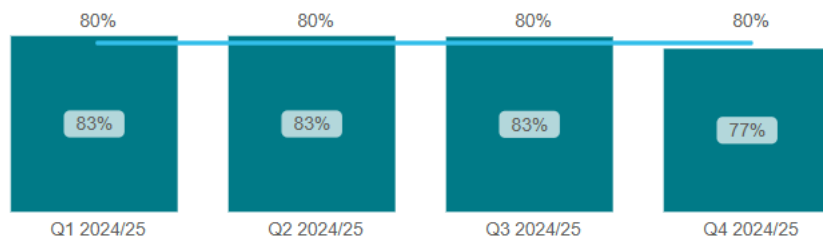
Developments

The refreshed Market Position Statement in conjunction with Commissioning Strategies and the Two-Year Commissioning Delivery Plan is to be published in Spring 2025. This suite of documents presents the road map for how adult social care, in connection with key partners, will meet the needs of Oldham's residents.

The percentage of adult social care providers rated good or outstanding by CQC

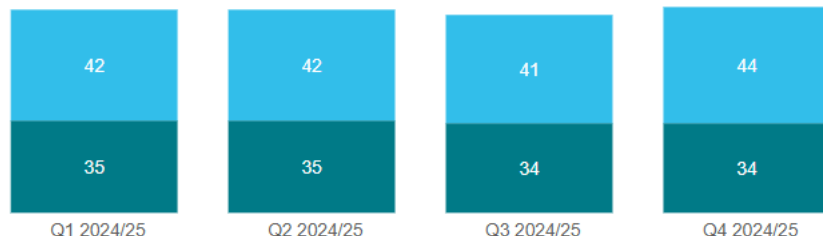
Performance

● Performance ● Target (Annual)



Actuals

● Homes rated Good or Outstanding ● Total Homes



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Q4 2024/25

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Complaints - ASC

ASC complaints responded to within timescales

37.5%



Q3: 69%

Target: 75%

Description

We've updated how we report complaint timeliness. Previously, performance included complaints that had been closed. The new approach includes all complaints received and counts any that were already out of timescale at the point of reporting, giving a more accurate and transparent picture of how we're performing.

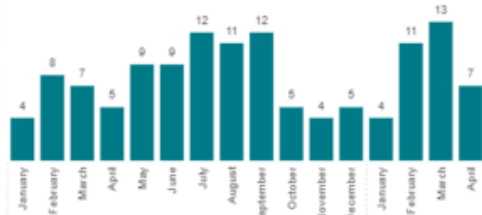
Successes

Of the 28 complaints received during Q4, 13 remain open. As part of the agreed process all complainants are aware of the progress of their complaint, in order to close down complaints as quickly as possible, regular meetings with responders take place to monitor progress.

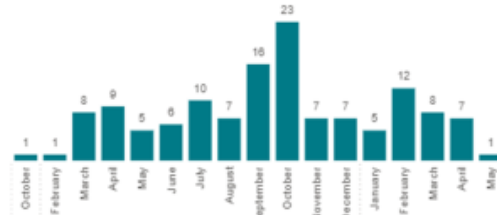
Developments

A new process has been adopted by Adult Social Care, supported by the Customer Feedback Team, to ensure complaints are responded to as quickly as possible. Complainants are kept informed of progress and any issues in completing investigations are escalated to senior managers.

Complaints Received



Complaints Completed



Adults Social Care

Comments

Q3: Jayne Ratcliffe, Director of ASC

The directorate has been successful in meeting the current service demand, whilst responding to competing demands and priorities. The success measures are reviewed in the Adult Social Care operational performance group to ensure service improvement are embedded in practice.

Q4: Jayne Ratcliffe, Director of ASC

Overall Adult Social Care has been successful in meeting the needs of residents who have Care Act eligible needs, despite some of the challenges faced, including workforce budget and the increase in complexity of those who access services. The service has been able to demonstrate we have embedded the vision of keeping people independent, healthy, safe and well.

Signed Off: 08/05/25

Adults Social Care

Portfolio Holder Comments

Q3: Cllr Barbara Brownridge, Cabinet Member for Adults, Health & Wellbeing

Once again the progress made has been exceptional considering the twin issues of rising demand and financial pressures. I am optimistic that further progress will be made as the changes to our operational practices continue to deliver outcomes

Q4: Cllr Barbara Brownridge, Cabinet Member for Adults, Health & Wellbeing

I am pleased that we have continued to make progress in changing our ways of working and particularly welcome the new workforce strategy. We now need to make real progress on our use of digital technology.

Signed Off: 09/05/25