

Report to PEGE Scrutiny Board

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

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

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

Report date: 12th June 2025

CPR collated by: Performance Improvement Team

Contact: StrategyandPerformance@oldham.gov.uk

PEGE

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

Communities

8

0

0

3

Economy

9

0

0

4

Environment

5

0

1

1

Complaints – Metric

Place

Complaints responded within timescales

58.3%



Q3: 64%

Target: 80%

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.

Communities

Performance Measures & Business Plan Report

Portfolio Holders:

Cllr Elaine Taylor - Deputy Leader & Cabinet Member for Neighbourhoods

Cllr Peter Dean - Cabinet Member for Thriving Communities and Culture

Cllr Mushtaq - Cabinet Member for Children and Young People (Youth Services is reported to CYP Scrutiny Board)

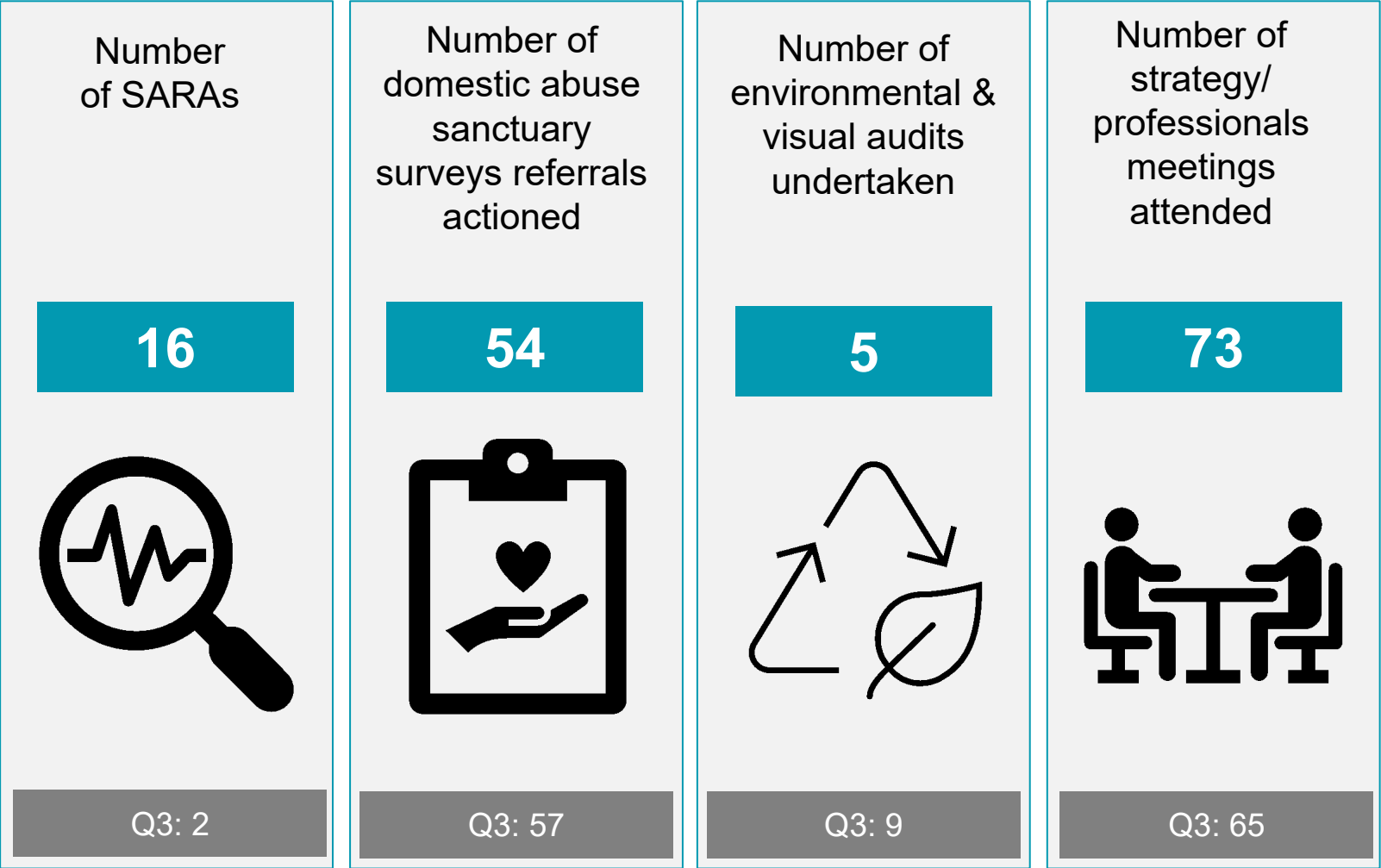
Officer Contact: Neil Consterdine, Director of Communities

Service Summary:

Delivery of a range of community services and provision including:

- Community Safety
- District Working
- Heritage, Libraries and Arts
- Housing Needs
- Stronger Communities
- Youth Services - *reported to CYP Scrutiny Board*

Community Safety - Key Metrics (no targets set)



Community Safety - Successes/Areas for Development

Successes	<p>The team has continued to deliver services without disruption despite being very short staffed.</p> <p>The service has supported the introduction of Vulcan Derker, including stakeholder and community launch events and are working closely with the GMP Vulcan Team to take action against identified perpetrators. The team are also working very closely with FCHO as the major housing provider in the area.</p> <p>Positive feedback received from residents, partners and colleagues: <i>"It has been a terrible place to live. It is rife with drug dealers and drug users. We have been fighting for this for a long time and the resident has caused terror in this block of flats. Thank you for all your help, I really appreciate it."</i> (Resident) <i>"Just wanted to say thanks to both you and Rifat for all your support."</i> (FCHO) <i>"I'm grateful to both Stella for all their work on this matter and being in court to hear my submissions to the Magistrates and dealing with queries from both the Bench and the legal advisor."</i> (Legal)</p>
Areas for Development	<p>The performance measures for 25/26 have been amended to reflect response times and satisfaction with activity.</p> <p>A focussed offer for Oldham town centre and resource to deal with casework relating to behaviours towards staff.</p>

Community Safety - Summary Comments

Q3 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. Work has been progressed to secure the 5 new Place PSPOs which will be finalised in Q4.

Q4 Summary Comment: Lorraine Kenny, AD Community Safety and Cohesion

Demands remains significant with increasing levels of case work in response to behaviours towards staff.

The performance metrics have been reviewed and will change for 25/26 to reflect customer service response times and satisfaction levels.

Districts - Key Metrics (no targets set)

Number of District Marketplace events carried out

4

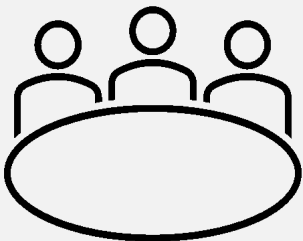


Q3: 4

No Target

Number of Community Councils held

3

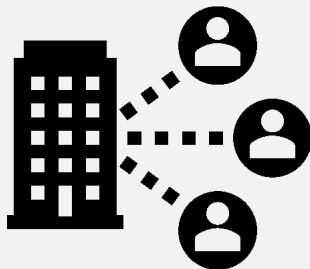


Q3: 6

No Target

Number of residents accessing support at local hubs

1383

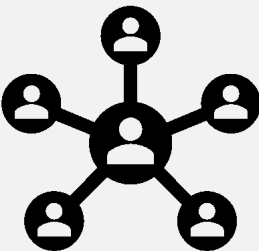


Q3: 1402

No Target

Number of community groups supported by the team

35

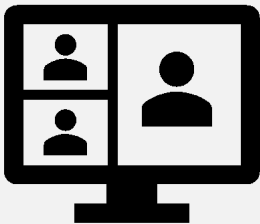


Q3: 48

No Target

Number of Partnership Problem-solving meetings held

38



Q3: 23

No Target

Districts - Successes/Areas for Development

Successes	<ul style="list-style-type: none">• The marketplaces were well attended by partners and residents enabling a focus on resident engagement and developing the local resident offer in the districts. Very well received by those in attendance with positive feedback from residents.• The Live Well accelerator programme pilot in the East District is going well, with strong partnership collaboration and community engagement – 80 residents engaged in community workshops focussing on community led health and wellbeing.• The Royton Town Hall offer is developing strongly, with a wide range of partnership and resident support now being delivered from this Hub including DWP sessions and increased CAB sessions, 100 women accessing Support for Menopause in partnership with North PCC and 89% of Stop smoking referrals to ABL attended face to face support at the town hall.• Delivery of New engagement programme in South – with community engagement sessions delivered from the GP surgery – 79 residents engaged.• 25% increase in community Engagement in West district via a range of engagement activities and opportunities being delivered.• Enhanced Partnership engagement via the community Hub at Roundthorn Salvation Army with more partners engaged offering a wider range of support to residents
Areas for Development	<ul style="list-style-type: none">• Attendance and engagement at Community Council meetings – We will be undertaking a comprehensive review and evaluation of these meetings with elected members and key stakeholders.• The service is in the process of a review and restructure this will have significant positive impact on development areas including community engagement, partnership meetings and governance arrangements and a prioritisation of the resident offer from our community Hubs model.• Facilities Management support at key Community Hubs – this has limited the capacity within what we can offer in services and support to residents and community groups. This is now progressing and there will be facilities management support in place soon which will enable us to expand the resident and community offer at the district town halls.

Districts - Summary Comments

Q3 Summary Comment: Simon Shuttleworth, Service Manager Districts

The capacity of the service has been stretched by voluntary redundancies and vacancies, but the team continues to develop and deliver a quality offer within the five Districts. The upcoming re-shaping of the service will allow for better alignment of capacity to key priorities, particularly in ensuring the continued development of the resident-facing offer at a local level.

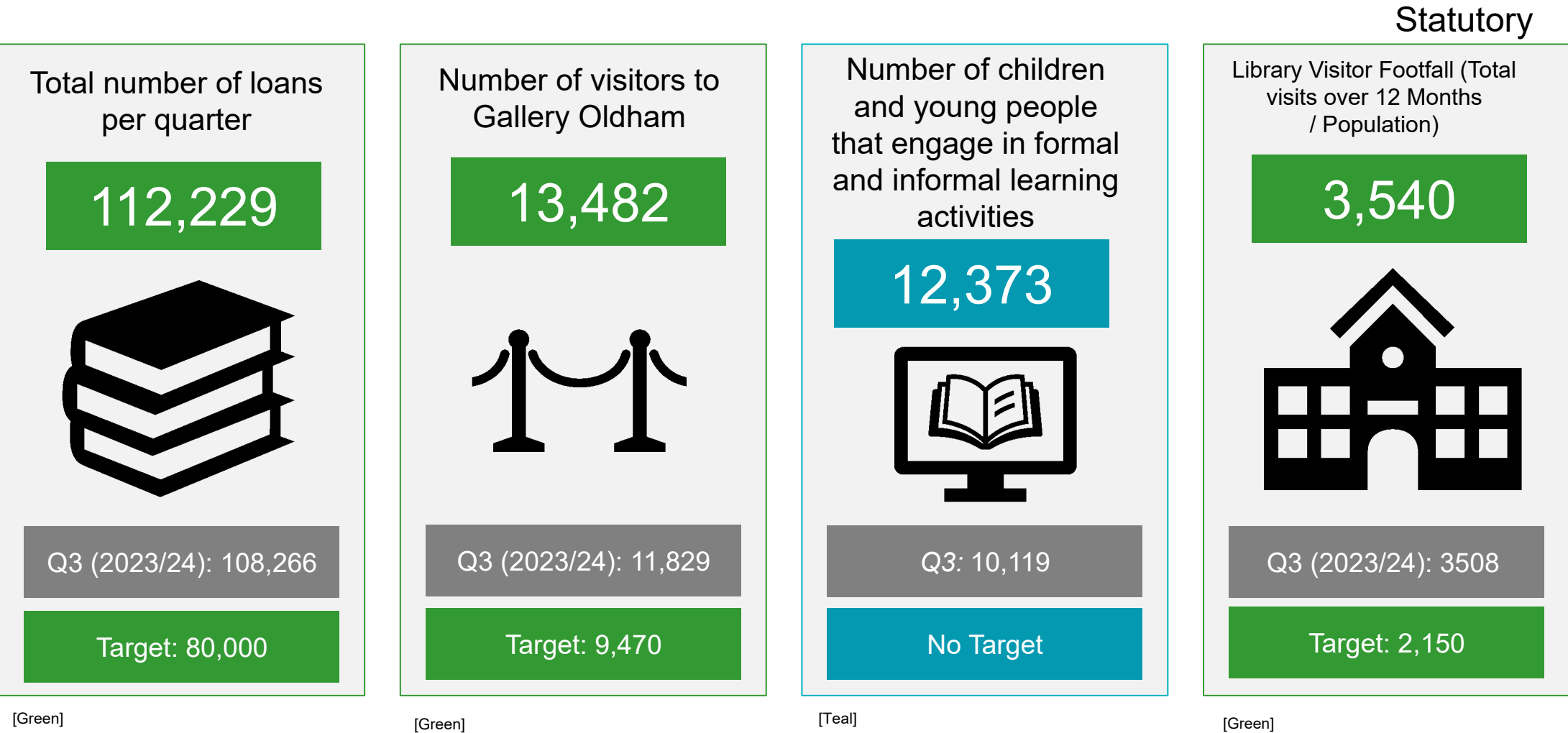
Q4 Summary Comment: Jodie Barber, Assistant Director Youth and Communities

The Service is still stretched in terms of capacity as we carry vacancies, but the Service restructure is in progress, and we are confident this will address capacity issues and enable the service to deliver effectively across its key objectives.

It is encouraging to see an increasing growth within the resident offer across the Districts with a wider range of services and support being offered at a range of local venues including the Town Halls.

As part of the Service restructure there will be refreshed performance objectives to ensure we are able to demonstrate impact more effectively and include a focus on the resident offer and community engagement.

Heritage, Libraries & Arts - Key Metrics (against target where set)



Heritage, Libraries & Arts - Successes/Areas for Development

Successes	<p>Oldham Library highly commended in the Library of the Year Awards 2025, for the work they have done to support emerging migrant communities to access library services.</p> <p>Gallery Oldham wellbeing world map project – shortlisted in the Cultural Health and Wellbeing Alliance Awards.</p> <p>Illuminate Festival activities in Feb across HLA and town centre delivered successfully, engaging families and artists.</p> <p>Successful exhibitions programme including The Lights, with artworks from Blackpool Illuminations.</p> <p>Storyfest, OTW's sessions, Summer Reading Challenge, HAF activities and holiday programmes engaging over 12 thousand children and young people.</p> <p>Introduced wi-fi printing at Oldham Library.</p>
Areas for Development	<p>Further analysis of issue and visitor figures and audience data to inform service development to increase engagement in wards with high deprivation and low literacy levels.</p>

Heritage, Libraries & Arts - Summary Comments

Q3 Summary Comment: Subnum Hariff-Khan, Head of Heritage, Libraries and Arts

HLA performance targets remain on track. OTW delivered UKSPF funded satellite programme this quarter at the Ghazali Trust engaging boys and girls from South Asian communities. Library visitor footfall continues to increase with a range of Christmas and winter themed events and activities including Live@theLibrary shows.

Q4 Summary Comment: Subnum Hariff-Khan, Head of Heritage, Libraries and Arts

Increase in all KPIs in quarter 4. Visitor figures have increased by over 8% compared to previous year. In Q4 we delivered half term activities linked to Illuminate Festival, UKSPF funded OTW satellite sessions in Derker and Werneth and opened three new exhibitions in Gallery Oldham. Our under 5's offer continues to thrive with over 1,800 people attending GO baby sessions.

Housing Needs - Key Metrics (no targets set)



Housing Needs - Successes/Areas for Development

Successes	The number of households in TA has reduced again this quarter. The % of homelessness relief cases and homelessness prevention cases has increased which is a contributing factor to the reduction in TA usage.
Areas for Development	The number of households who reside in TA that are not in self-contained accommodation while is reducing still remains over the government trigger of 6 weeks. Mitigation work is ongoing to address accommodation needs and the implementation of the new restructure will provide more capacity for the service to operate in a place-based approach focussing on prevention.

Housing Needs - Summary Comments

Q3 Summary Comment: Victoria Wood, Head of Housing Needs

Initial customer feedback in relation to the housing options service standards is really positive with 95% of residents feeling they have been listened to and helped accordingly, 98% felt they were treated with empathy and respect. The main reason for the residents visit was progress chasing either a housing application or homelessness application.

The consultation for the service re-design is now underway and is due to close on 5th March. Initial feedback from the team is generally positive and they welcome the additional capacity the proposed new structure will bring if implemented.

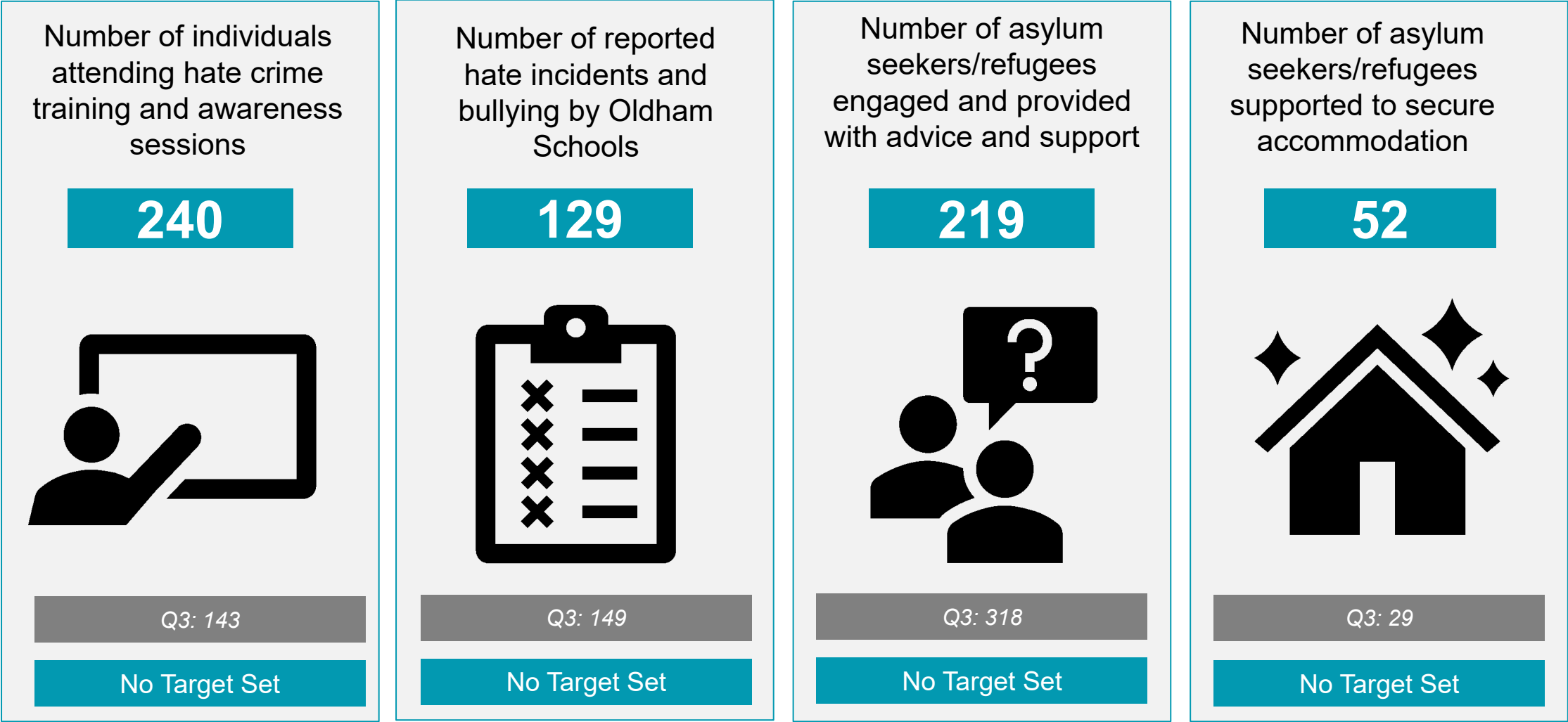
Q4 Summary Comment: Victoria Wood, Head of Housing Needs

Customer satisfaction still remains high with 98% of residents reporting that they were satisfied with the services they received.

The service re-design consultation was extended to allow further time for feedback. Consultation closed 28th March. Feedback has now been drawn together and final approval for implementation is being sought

The number of households in TA has reduced again this quarter. The Housing Options Team are undertaking more robust investigations when a household presents as homeless and work with a more prevention focussed mindset.

Stronger Communities - Key Metrics (no targets set)



Stronger Communities - Successes/Areas for Development

Successes	<p>The Boxing United Project, funded by MHLCG, which engaged a number of young people from several boxing clubs promoting cohesion through discussion and activity was delivered successfully.</p> <p>Residents have continued to be supported through the Homes 4 Ukraine Scheme.</p> <p>The Prevent Training has been delivered to a large number of staff. Other GM areas have expressed an interest in using the same training and are being supported by colleagues in the Council's WD & OD service.</p> <p>Two planned events in community locations which were likely to cause tensions were cancelled following intervention and reiteration of the responsible booking guidance.</p>
Areas for Development	<p>The performance measures for 25/26 have been amended to reflect the service response and support for residents,.</p> <p>A cohesion framework will be developed. There is no current identified funding for cohesion project activity. Work will continue to source funding.</p>

Stronger Communities - Summary Comment

Q3 Summary Comment: Lorraine Kenny, Head of Community Safety Services

The Prevent Risk Assessment, Partnership Plan and preparation of the Prevent Benchmark Assessment have been the focus of the work by the Stronger Communities Manager, alongside handover of workstream areas pending the service restructure.

Q4 Summary Comment: Lorraine Kenny, AD Community Safety and Cohesion

The Prevent Benchmark Assessment was submitted to HSG in accordance with expected timeframes. Early indications are that all expectations have been met.

The service has responded well following the structure change and key timescales for delivery have been met.

Project delivery has been achieved in accordance with expectations.

The performance metrics have been reviewed and will change for 2025/26 to reflect customer service and satisfaction levels.

Communities - Director Comments

Q3: Neil Consterdine, Director of Communities

Youth continues to run over 40 sessions per week and is stretched meeting the demand for Youth provision in the Districts. It is pleasing to see that Castleshaw Outdoor Education Centre has now had its new roof finished which was paid through external grant funding and will continue to allow over 8000 young people to continue to use the centre. Heritage Libraries and Arts has also been extremely successful this last period with some significant grant income which will improve the structure of some of our libraries but also allow more activity such as funding for illuminate. All PSPO's which the community safety manage have now been implemented. This involved consulting with over 8000 residents. The team also supported Operation Avro a Police led operation that saw some significant arrests and seizures. Demand in Housing continues to be a real issue although this quarter has seen a slight decrease. Mitigations continue to be implemented. Overall the Directorate is seeing high demand but has seen some real success across all services.

Q4: Neil Consterdine, Director of Communities

It is really positive news that residents in Temporary Accommodation is now on a downward projectory, albeit the numbers joining the waiting list for Social Housing is increasing. Extremely positive that Oldham Library highly commended in the Library of the Year Awards 2025, for the work they have done to support emerging migrant communities to access library services. Demand into community safety services and youth services continues to be high and the teams generally are struggling to cover this. Overall, really positive is the customer feedback services are receiving. A new performance framework for all communities will be in place for Q1 2025/2026.

Signed Off: 05/05/2025

Communities - Portfolio Holder Comments

Cllr Peter Dean, Cabinet Member for Thriving Communities & Culture

I'm pleased to see that visitor numbers at the libraries and the participation in half-term events and activities have continued to increase, the efforts by the team at Gallery Oldham to put on exciting exhibitions for Oldhamers is always appreciated.

Cllr Elaine Taylor, Deputy Leader & Cabinet Member for Decent Homes

I'm very thankful to see that numbers of residents in Temporary Accommodation has continued to decrease, it's testament to the hard work the team have put in over the last few months. There is clearly much more work to do because there are too many residents still in TA and we cannot be complacent. The overall customer satisfaction rate remains positive too.

Signed Off: 03/06/2025

Economy

Performance Measures & Business Plan Report

Portfolio Holder(s):

Cllr Arooj Shah, Leader & Cabinet Member for Growth

Cllr Elaine Taylor, Deputy Leader & Cabinet Member for Neighbourhoods

Cllr Abdul Jabbar, Deputy Leader & Cabinet Member for Finance, Corporate Services & Sustainability

Cllr Fida Hussain, Cabinet Member for Enterprise

Officer Contacts: Chris Lewis, Peter Richards, Maria Cotton

Service Summary: Directorate consists of three functions:

- Creating a Better Place
- Planning, Transport and Housing Delivery
- Town Centre and Place-Making

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

Economy - Key Metrics (where targets set)

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

Total 24/25:
587

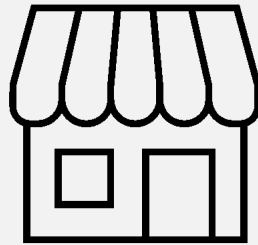


Q4: 350

Annual target: 404

Outdoor Markets Pitch Occupancy

Q4: 90.9



Q3: 90.9

No target

Social Value achieved against contacted value

Q4: 25.12



Q3: 25.29%

No target

Residents Supported (FY to date)

Q4 6746



Q3: 4739

No target

Economy - Successes/Areas for Development

Successes	<ul style="list-style-type: none">• Housing Completions in 2024/25 (587 new homes) exceeded the PfE annual requirement of 404 new homes by 45%.• Planning Applications for Town Centre developments under the Council's partnership with Muse received.• Footfall in Spindles was 708,070 in March, which reflects a very significant increase of 15.2% on the previous year. This demonstrates the clear benefits of the first-floor repurposing into office accommodation.• Secured £2m funding to support the relocation of market stallholders in the town centre to retain and strengthen these vital businesses.• Commenced works on site of the Northern Roots Visitor and Forestry Centre• SportsTown formally launched that will bring investment, jobs, health facilities and world class sporting venues that will benefit residents, visitors and businesses.
Areas for Development	<ul style="list-style-type: none">• Whilst the level of housing completions in 2024/25 is a significant success, the annual housing requirement in PfE jumps up to 680 homes in 2025/26, a figure Oldham has only achieved once in the last 20 years, so housing delivery will need to continue to increase.• National KPIs for Planning Applications continue to be exceeded, but work is ongoing in the Service to reduce the time it takes to reach a decision on planning applications and so decide a higher percentage of applications within the 8- and 13-week statutory periods.

Economy - Summary Comments

Q4 Summary Comment: Chris Lewis, Assistant Director Creating a Better Place

Northern Roots Visitor and Forestry Centre commenced on site.

Start Up meeting held with Chadderton Together and the National Heritage Lottery Fund on the refurbishment works for Foxdenton Hall. Children Services successfully relocated from Metropolitan Place into Spindles office accommodation, strengthening collaborative and partnership working whilst releasing the site for redevelopment.

SportsTown formally launched that will bring investment, jobs, health facilities and world class sporting venues that will benefit residents, visitors and businesses.

Social value continues to deliver positive outcomes for the residents of Oldham, cumulatively £32.9m of Social value has been generated from the CaBP Programme to date.

Q4 Summary Comment: Maria Cotton, Assistant Director Place Making

The town centre continues to see an improvement in shopper numbers with Spindles Shopping Centre footfall in Q4 of 1,900,722, an increase of 9.5% vs the same period last year.

Property occupancy in Spindles is 87% with active negotiations on a number of units.

LED lighting has been installed in Spindles Car Park to improve the user experience following customer feedback, as well as providing energy savings for the centre.

External funding has been secured to enable the market stallholders to invest in new, more efficient equipment in the new market, plus additional financial investment for Yorkshire Street in readiness for the re-opening of the Coliseum Theatre.

Signed off: 15.04.2025

Economy - Summary Comments

Q4 Summary Comment: Peter Richards, Assistant Director Planning, Transport & Housing Delivery

Delivery of Housing continues to improve, in terms of overall number of completions, number of affordable and social homes delivered and the progress in developing council-owned land for major housing development (including the partnership with Muse, and individual sites across the borough being delivered by other partners).

Progress on major transport projects continues, including public consultation on two CRSTS funded projects at St Mary's Way and Oldham Mumps. Continued success of School Streets in three locations (four schools), with more schools coming forward to ask for School Streets near them and being added to the pipeline of School Street projects.

The Council's Planning Committee granted planning permission for over 600 new homes across four sites in Chadderton, Failsworth, Shaw and Werneth in Q4. The Planning Service continues to exceed the National KPIs for Planning Applications, but work is ongoing in the Service to reduce the time it takes to reach a decision on planning applications still further.

Signed off: 15.04.2025

Economy – Portfolio Holder Comments

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

Fantastic to see so much delivery going on in Oldham over the last quarter, we've broken ground at the Visitor Centre & Forestry Skills Centre at Northern Roots, we're near completion at the new Market, Events and Archive Space and traders are excited to move into the new space with new equipment funded by the Community Regeneration Fund.

The Community Regeneration Fund will also kickstart investment in SportsTown which is an incredibly exciting project for the Borough & will deliver benefits for residents across Oldham.

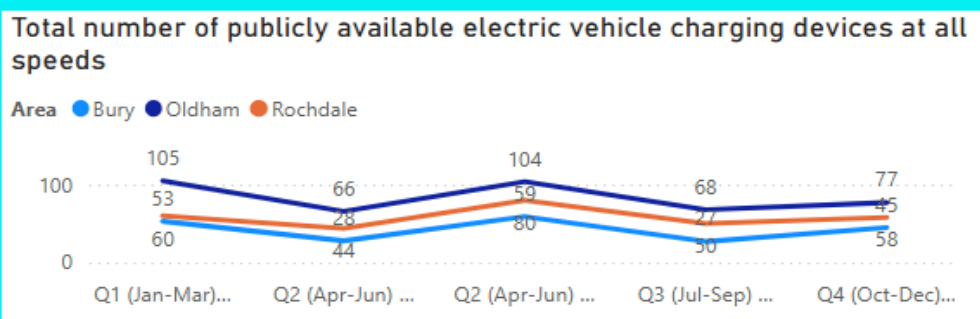
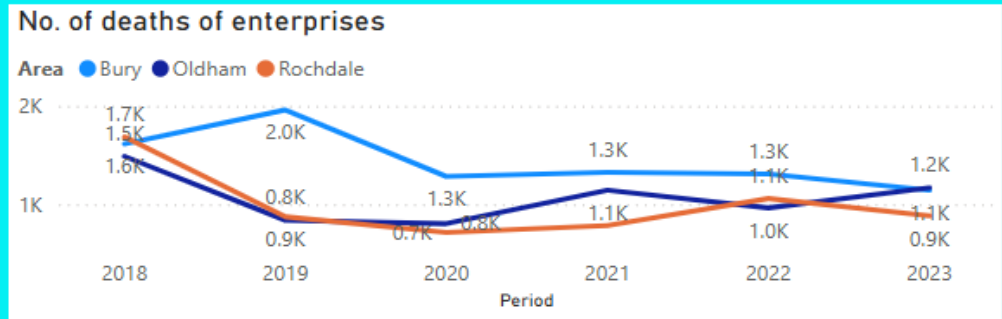
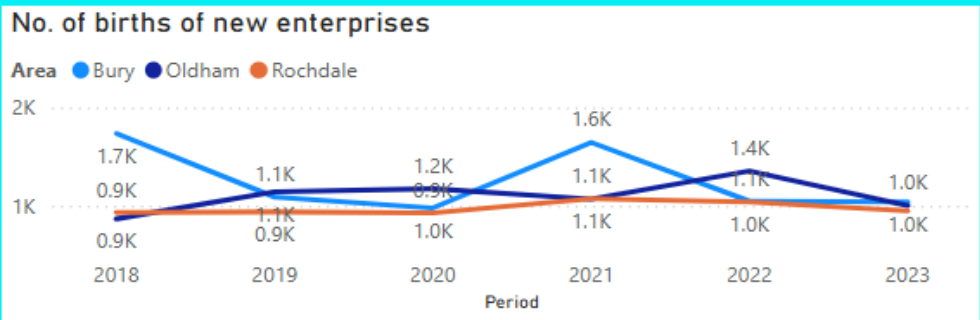
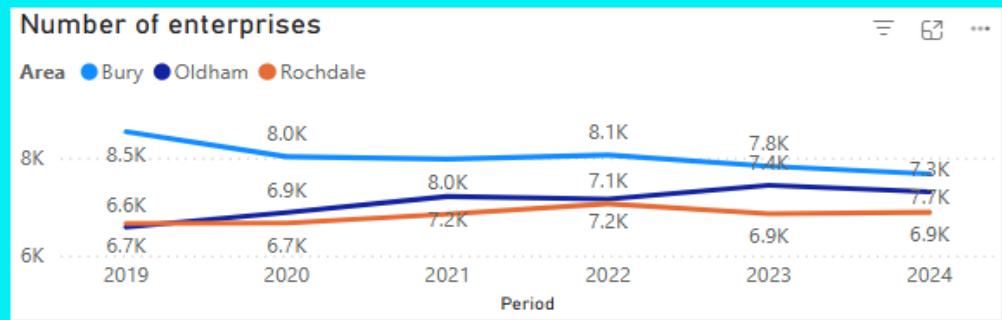
Councillor Elaine Taylor, Deputy Leader & Cabinet Member for Decent Homes

We've seen a good number of new homes granted planning permission across Oldham in Q4 and really pleasing progress on housing delivery at a number of key sites – including the number of social and genuinely affordable homes at key sites.

Signed Off: 03/06/2025

Supplementary CLES Data

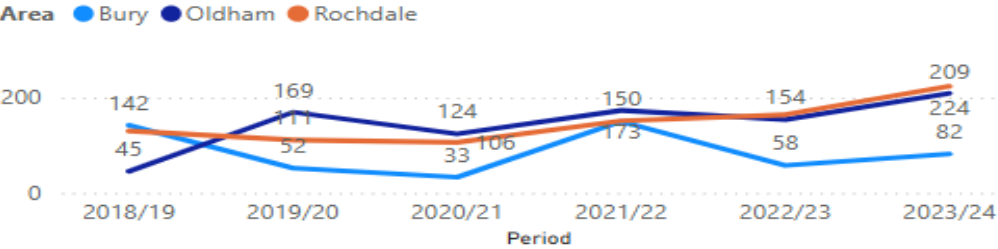
Economy - national organisation for local economies measures (CLES)



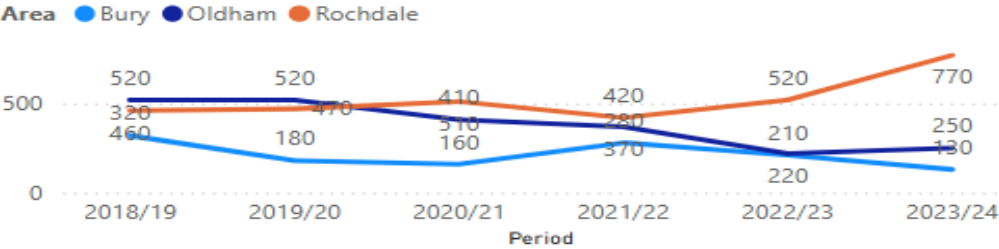
Supplementary Benchmarking Data

Economy - Homes and Planning

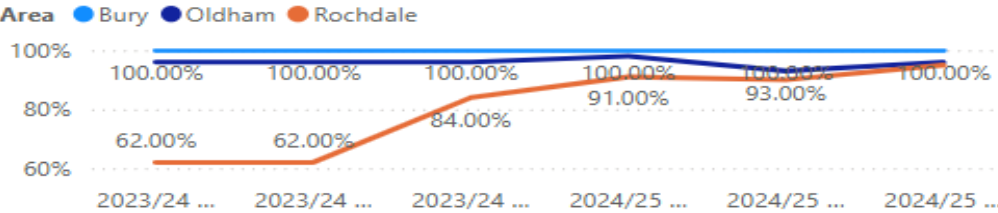
Additional completed affordable homes



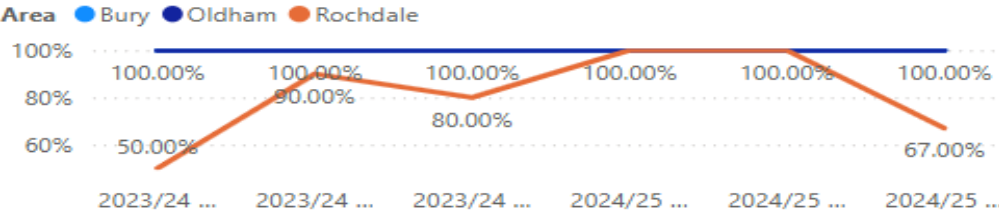
Total new dwellings



% of minor planning applications (PAs only) decided in time - Quarterly



% of major planning applications (PAs only) decided in time - Quarterly



Environment

Performance Measures & Business Plan Report

Portfolio Holder:

Cllr Chris Goodwin, Cabinet Member for Transport and Highways

Cllr Elaine Taylor, Statutory Deputy Leader & Cabinet Member for Neighbourhoods

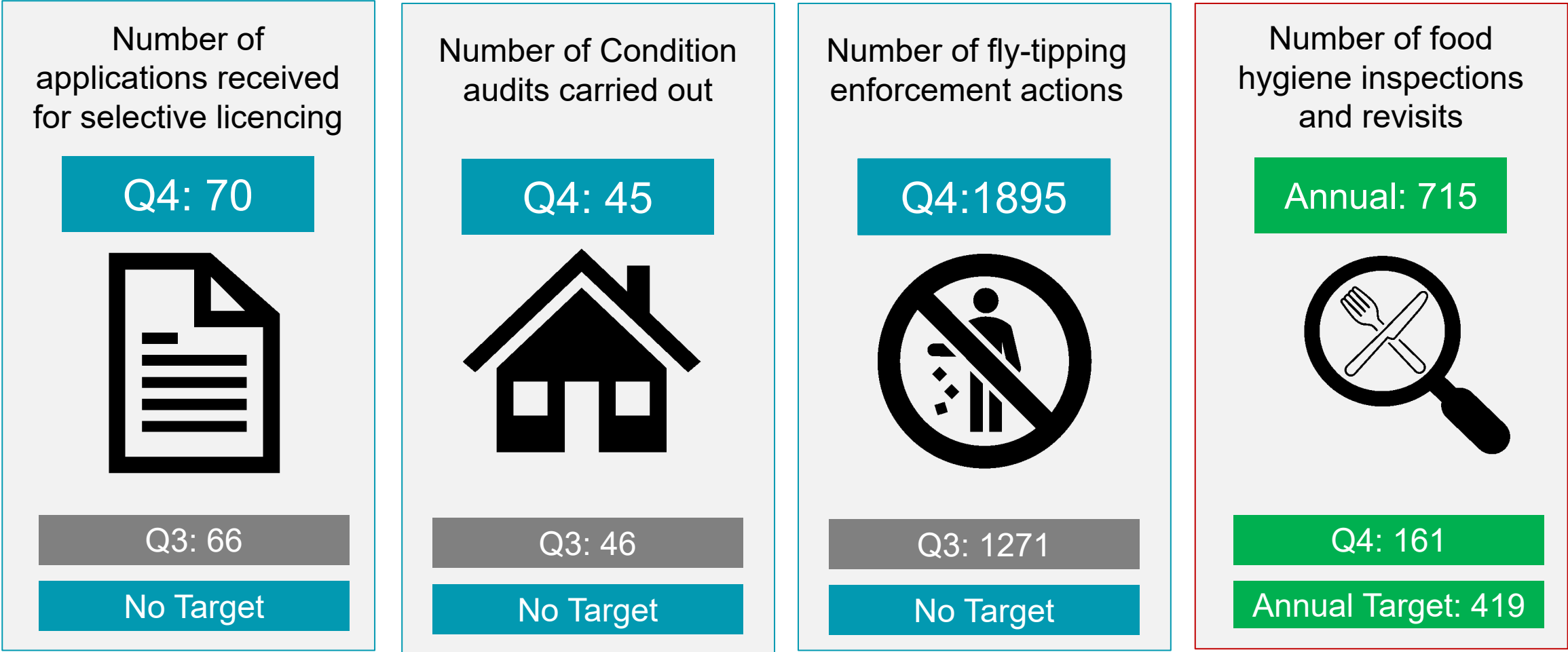
Officer Contact: Nasir Dad, Director of Environment

Service Summary: consists of 3 main sub-directorates:

- Public Protection
- Highways Engineering & Operations
- Waste, Cleansing & Greenspace

In addition, the Streetlighting Maintenance and Replacement programme 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 for Development

Successes

Positive resident feedback for the Pest Control service:

"I have just had the third visit for rat bait boxes. The gentleman who attended on all three occasions was fantastic. He was friendly, courteous, knowledgeable and successful. He is a credit to the council. I'd like to thank him once again".

"He was very polite and knowledgeable, explaining his work to us in simple laypersons terms. He even went so far as to lift up one of our small trees that had blown over placing it back into its container. He is a credit to your department."

"The officer was very professional, gave clear guidance, and calm approach really helped ease that stress and gave us confidence in how to move forward. He's clearly excellent at what he does, but it's his kind, people-focused approach that really sets him apart. Please do pass on our heartfelt thanks and appreciation to him."

Env Health update – a number of civil penalties issued for offences under the Housing Act totalling £83,500

Environment Successes/Areas for Development

Areas for Development	Large increase in the number of fly tipping service requests from 1271 received in Q3 to 1895 in Q4. (49% increase from Q3 to Q4.) Service review will examine increased resource required to speed up pick up of fly-tipped waste
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Environment - Summary Comment

Q3 Comments: Neil Crabtree, Assistant Director Public Protection

665 Private rented properties are now licensed in phase 1 selective licensing scheme. Ongoing partnership working within the neighbourhoods to identify unlicensed privately rented properties and address neighbourhood issues.

The Env. Health team received 754 service requests during the quarter across all the disciplines from private housing disrepair, noise nuisance, food hygiene complaints and notifications of infectious diseases.

Agency provision has now been secured to ensure delivery of the required number of programmed Food Hygiene inspections of businesses on behalf of the Food Standards Agency.

Most taxis are now compliant with the Clean Air provisions - only 11 non-compliant Hackney Carriages from 85 licenced and only 63 non-compliant from 1885 private hire licenced vehicles. These remaining will become compliant this calendar year when licence is renewed.

Environment - Summary Comment

Q4 Comments: Neil Crabtree, Assistant Director - Public Protection

Agency staff now carrying out Food Hygiene inspections with an upturn in numbers being delivered. The service has also completed a successful prosecution of local nursery for food hygiene offences including inadequate cleaning and mouse infestation. This resulted in local and national media coverage.

Excellent positive comments and compliments received for officers working in the Pest Control team – in Q4 the team delivered 769 jobs, each with 3 visits per treatment

Successful issuing of £83,500 of Civil penalties for offences under the Housing Act against private landlords
Flytipping enforcement – large increase in service requests from Q3 to Q4 (49% increase)

Large increase in Private Hire vehicles and drivers being licensed by the Council – currently 1985 vehicles and 3703 drivers licensed at the Council with another 450 new drivers waiting to be licensed. This gives good local control ensuring better public safety

Environment - Summary Comment

Q3 Comments: Darren McGrattan, Assistant Director Waste Cleansing and Greenspace

Fleet Management:

The 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 is expected to be operational in the spring.

Business Waste:

The business Waste Collection team are introducing new services and bin sizes late spring, to support businesses in complying with Simpler Recycling.

Greenspace:

The tree planting programme for Winter 24/25 is not drawing close to completion and plans for 25/26 will then start to be drawn up and funding sought.

The Species Survival project at Leesbrook aided by 250k of external funding started in earnest last week with significant woodland improvement works across several hectares of neglected and low-quality woodland.

This will be complemented by habitat creation works, tree planting, invasive weed control, in channel river works to improve fish passage and access and footpath works All over the next 12 months.

Play Areas:

Parks are continuously improved with funding from various sources, including investments in outdoor gym equipment, which are highly utilised. They play a crucial role in supporting healthy lifestyles by offering well-maintained spaces that enhance visitor experiences. Our dedicated staff are trained to horticultural standards, and we actively collaborate with apprenticeships, schools, and volunteers to strengthen community engagement. Partnerships with local groups also introduce recreational and educational activities, increasing participation and promoting well-being.

We carry out 12,960 playground inspections annually to ensure the safety and quality of our play areas

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

Q4 Comments: Darren McGrattan, Assistant Director Waste Cleansing and Greenspace

Waste

The proposal to introduce a charge for recycling bins was recently discussed at Portfolio Briefing with a final decision pending (12 May). Collection calendars are in the process of being finalised / printed ahead of delivery at the end of May.

The service has begun work with IT aiming to enable residents to book/pay for Bulky Waste collections online (current process is through the contact centre).

In Q4, the team have:

- Delivered 1908 domestic waste receptacles (bins/boxes or caddies)
- Exchanged 386 domestic waste receptacles (bins/boxes or caddies)
- Repaired 940 domestic waste receptacles (bins/boxes or caddies)
- Removed 202 contaminated / abandoned bins
- Undertaken 245 bin audits for additional bins
- Processed 97 applications for assisted collection

Business Waste:

The business Waste Collection team are introducing new services and bin sizes late spring, to support businesses in complying with Simpler Recycling. The new services are priced and businesses keen although there it is taking longer to receive specialist bins than expected.

In Q4, the team have:

- Processed 55 new Business Waste customers
- Delivered 36 Trade bins
- Exchanged 50 Trade bins

Environment - Summary Comment

Q4 Comments: Darren McGrattan, Assistant Director Waste Cleansing and Greenspace

Bereavement Services:

January to March 2025:

- 459 cremations
- 145 New grave burials / cremated remains burials.

Public grave burial areas in each of the 7 cemeteries has had a donated bench installed.

Evening and Weekend burials (out of hours) continue to be available for residents.

Annual headstone inspection programme is underway with first quarter completed.

Environment - Summary Comment

Q4 Comments: Darren McGrattan, Assistant Director Waste Cleansing and Greenspace

Arboriculture & Countryside

The tree planting programme for Winter 24/25 is now completed and the programme for Winter 25/26 is now being drawn up and funders and partners engaged to ensure Oldham Council get as many of these trees funded as is possible.

The Species Survival project at Leesbrook is ongoing until February 2026 and is proving extremely successful.

Ash dieback disease is expected to be a major factor over the summer period. Condition assessments will start in May and continue through the summer months.

Parks and Open spaces:

Parks are vital community hubs promoting healthy lifestyles through well-maintained spaces and popular features like outdoor gyms. 12,960 annual playground inspections ensure safety across 80 sites.

Grass Cutting Schedule Changes (Currently in Effect):

- Highway verges: Now cut every three weeks (previously every two).
- Larger highway verges: Now cut twice yearly with safety strips.
- Parks/high-use spaces: Continue to be cut every two weeks.
- Non-council sites: Council maintenance has ceased.

Expected Benefits: Enhanced biodiversity, improved aesthetics, and efficient resource use.

Ongoing initiatives include footpath/cycleway maintenance, biodiversity enhancements, play area development, horticultural training, and community growing projects.

Focus remains on developing parks and green spaces to promote health, well-being, and community engagement.

Environment - Summary Comment

Q4 Comments: Darren McGrattan, Assistant Director Waste Cleansing and Greenspace

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 clearing fly tipped waste from public spaces, alleyways to reduce pest infestations, and enhance the aesthetic appeal of local neighbourhoods.

Street cleansing teams commenced in April the boroughwide treatment of weeds to adopted highway footpaths and road channels. Teams are now halfway through the borough and making the most of the recent good weather. Dependent on weather remaining agreeable, we aim to complete the first spray by end of June, with a second spray programmed to begin mid-way through August into early October.

We have seen an increase in service request for both fly tipping 9.7% and littering 48.7% this year over the same period last year. However, waste tonnage over same period has reduced by 17.7%

Q4 2024

Fly tip requests 1608 – Litter request 275 – waste tonnage 303.35 tons

Q4 2025

Fly tip requests 1765 – Litter requests 409 – waste tonnages 249.52 tons

Environment - Summary Comment

Q3 Comments: Gordon Anderson, Assistant Director Highways Engineering and Operations

Winter Maintenance activities have continued throughout this quarter with the only significant snow so far being over a few very cold days in the New Year following a very mild Christmas Holiday period. The cold snap in the New Year lasted for approximately a week requiring virtually 24hrs a day patrols with gritting / salt spreading of all the 6 primary routes covering over 230 miles of the network, requiring the use of all resources available, including all 7 gritter vehicles. The secondary routes and "lanes" routes were also gritted when resources allow and conditions required. More salt/grit has been recently purchased following this event to keep stocks at the suitable level.

As it was a very sudden "cold snap", although predicted, and was accompanied by a Met Office Amber Warning for cold, ice and snow, it was reported widely on the national news as a matter of possible national health concern – this resulted in the BBC requesting a live interview at the Moorhey St Depot and a segment was broadcast live, interviewing myself live and highlighting the Council's considerable efforts – this seemed to be very positively put forwards by the BBC, it was live on BBC Breakfast, with elements of the interview repeated throughout the day on the BBC News channel and the various national news programmes.

The council's social media accounts will continue to 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.

Environment - Summary Comment

Q4 Comments: Gordon Anderson, Assistant Director Highways Engineering and Operations

Winter Maintenance activities have continued throughout this last quarter with all crews and vehicles ready for action, but the warmer and drier than expected weather has meant actual gritting activity has been much less than in some years, certainly through March and into April. Nonetheless, in terms of figures there have been 71 full grits of the Primary Gritting Routes (these routes covering over 230 miles of the whole network) over 46 days, with 63 days of actual active operations including patrols – just under 3000 tonnes of salt has been used over this winter period.

In terms of other key figures and volumes within highways, in terms of the planned and risk assessed frequency based highways safety inspections, over the last 12 months 8588 streets have been visited, with both walked and driven inspections totalling a distance of 3750km - the network is over 800km, so many routes according to the detailed risk assessments to national guidelines are visited many times a year, leading to defects being raised and repaired to ensure the roads are kept safe and the Council's statutory defence against claims is maintained.

In terms of proactive carriageway resurfacing works, to ensure potholes can't form in the first place and are minimised in number according to available budgets, over 31000 square meters has been laid using capital funding. Depending on overall assumptions of carriageway widths, approximately 3 to 4 km of carriageway resurfaced in 2024/25.

In terms of permits to work on the highway to allow works of any kind to happen including our own works, nearly 13000 permits were granted, with 12000 being external utility company openings alone. All are assessed, and not automatically approved according to consideration of their effect on the network.

In terms of the gully programme so far over ¼ of the 47500 gullies have been visited for cleaning according to the [programmed list](#) of wards on the website, and we are continuing to monitor the most effective way to deliver this programme according to what we've encountered so far.

Environment - Summary Comment

Q4 Comments: Councillor Chris Goodwin, Cabinet Member for Don't Trash Oldham

The demands into the environment service continues to increase, overall the teams are doing well to manage the increasing requests for service as well as carrying out business as usual work. Much of the work within the directorate is weather dependent, but thankfully we have made good progress with regards to weed spraying this year, with the first spray almost complete residents should be seeing the difference. We're consistently monitoring the progress of our renewed approach to gulley cleaning ensuring we're being as effective as possible, and this includes more engagement with ward members to ensure vehicles aren't blocking access for the gully cleaning wagons.

And finally, I'm very pleased to see positive feedback received regarding our pest control team after a number of successful visits in Q4.

Q4 Comments: Councillor Elaine Taylor, Deputy Leader & Cabinet Member for Decent Homes

While the numbers of selective licensing applications and condition audits carried out has remained steady from Q3 to Q4 raising housing standards remains a key priority for this council, the successful issuing of £83,500 of Civil penalties for offences under the Housing Act against private landlords is good progress but there is still much work to do as too many Oldhamers are living in sub-standard housing.

Signed off: 03/06/2025

Supplementary Data

Measure	2024/25 Q1	2024/25 Q2	2024/25 Q3	2024/25 Q4	Q4 to Q3 difference	Polarity	Trend
% Major Planning Applications determined within Time	100	100	100	100	0	High is good	No Change
% of major applications decided where appeal was upheld	0	0	0	0	0	Low is good	No Change
% of minor applications decided where appeal was upheld	0	1.7	3.1	3.8	0.7	Low is good	Increasing
% of minor planning applications determined in time	95.6	93.9	92.6	93.4	0.8	High is good	Increasing
Gallery visitor footfall	13931	14181	11829	13482	1653	High is good	Increasing
Library Visitor Footfall (per 1000 population)	3330.59	3407	3508	3540	32	High is good	Increasing
Loans (physical and digital) includes e-books, e-audio, e-magazines and e-newspapers	102879	118386	108266	112229	3963	High is good	Increasing
Number and impact of SARAs	7	2	2	16	14	N/A	Increasing
Number of asylum seekers/refugees engaged and provided with advice and support	228	290	318	219	-99	High is good	Decreasing
Number of asylum seekers/refugees supported to secure accommodation.	55	17	29	52	23	High is good	Increasing
Number of children and young people that engage in formal and informal learning activities (school visits, OTW, under 5's events, SRC, Holiday events)	8228	10463	10119	12373	2254	High is good	Increasing
Number of Community Council and PACT (or similar) meetings attended can be measure	20	7		5	5	High is good	Increasing
Number of Community Councils held (four meetings for each of the five Districts)	0	8	4	4	0	High is good	No Change
Number of community groups supported by the team	61	51	6	35	29	High is good	Increasing
Number of District Marketplace events carried out	0	11	4	4	0	High is good	No Change
Number of domestic abuse sanctuary surveys referrals actioned	54	41	57	54	-3	N/A	Decreasing
Number of environmental and visual audits undertaken	8	22	9	5	-4	N/A	Decreasing
Number of households accommodated in TA	667	707	665	594	-71	Low is good	Decreasing
Number of individuals attending hate crime training and awareness sessions	137	58	143	240	97	High is good	Increasing
Number of places available per holiday period (HAF)	8686	9274	1294			High is good	No Change
Number of pre-application enquiries			25	16	-9	N/A	Decreasing
Number of Problem-solving meetings held (monthly meetings in each District, plus ad-hoc meetings for s		27	65	38	-27	High is good	Decreasing
Number of reported hate incidents and bullying by Oldham Schools.	124	64	149	129	-20	Low is good	Decreasing
Number of residents engaged with the service (Outdoor and Environmental Service)	1675	4800	929	3474	2545	High is good	Increasing
Number of residents supported			4739	6746	2007	High is good	Increasing
Number of strategy/professionals meetings attended	12	87		73	73	N/A	Increasing
Number of Young people engaged with the Service	1130	1565	2162	2744	582	High is good	Increasing
Number of Youth work sessions delivered per year	533	1051	610	2275	1665	High is good	Increasing
Numbers of residents accessing hubs	489	901	1402	1383	-19	N/A	Decreasing
Percentage of successful prevention cases recorded	33.9	42.4	21.8	30.8	9	High is good	Increasing
Percentage of successful relief cases recorded	18.3	15.8		34	34	High is good	Increasing