

Report to Children & Young People Scrutiny Board

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

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

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

Report date: 17th June 2025

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

Contact: StrategyandPerformance@oldham.gov.uk

Children & Young People - Key Performance Indicators

RED

KPIs underperforming by more than 5%

AMBER

KPIs underperforming by less than 5%

GREEN

KPIs meeting or outperforming target

Children's Social Care & Early Help

4 KPIs
(No target)2 KPIs
(Red)2 KPIs
(Amber)8 KPIs
(Green)

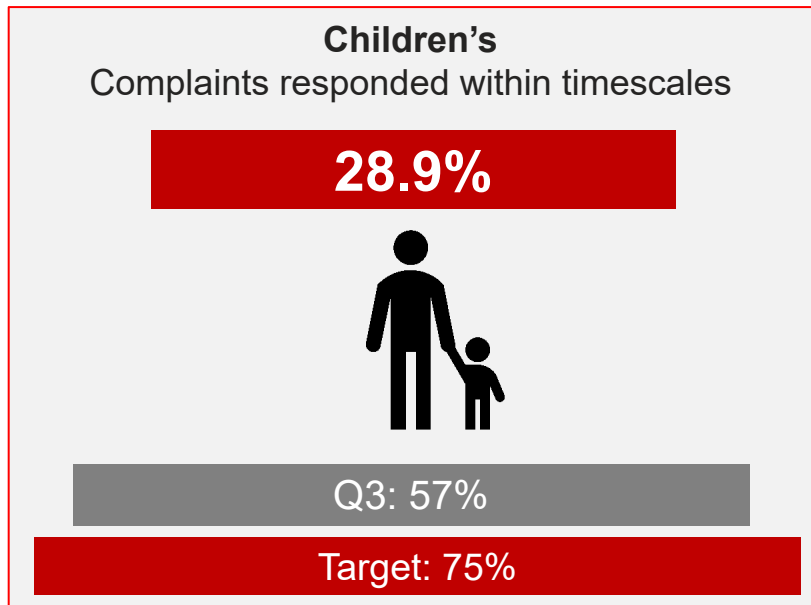
Education and Skills

8 KPIs
(No Target)3 KPIs
(Red)0 KPIs
(Amber)3 KPIs
(Green)

Youth

0 KPIs
(No Target)0 KPIs
(Red)0 KPIs
(Amber)4 KPIs
(Green)

Complaints – Metric



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.

Comment

The timeliness of complaints is an area of focus for the service with oversight from senior managers. A plan is being developed alongside our colleagues in complaints to further strengthen the oversight and ownership of timely complaint responses from the service.

The methodology as described above has been used to calculate Q4 data, however Q3 performance only includes closed complaints; with the adjusted calculation the Q3 performance would be 8%. Although performance remains significantly below the target this does represent a 20% improvement in timeliness performance.

There has been a 96% increase in CSC complaints from Q4 2023/24 to Q4 2024/25, as a result additional capacity in the complaints service is now in place to support.

Children's Social Care & Early Help

Performance Measures & Business Plan Report

Portfolio Holder: Cllr Shaid Mushtaq, Cabinet Member for Children & Young People

Officer Contact: Anthony Decrop, Acting Director Children's Social Care and Early Help

Service Summary:

In Oldham we want all children and young people to have a safe, happy, and healthy life and access to a great education giving them the best possible start in life. As a service we commit to:

- Putting children and young people first
- Helping families and supporting vulnerable children and young people
- Working as one team close to our community
- Providing great public value and confidence
- Listening and engaging
- Creating an inclusive and empowering environment

Our ambition is to be the best borough for children and young people and for the staff and services that work with them.

Children's Social Care & Early Help - Key Metrics (against target where set)

Percentage of Children Looked After with three or more placement moves in the last 12 months

10.2 %



Previous Quarter: 10%

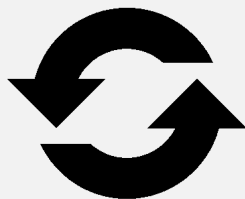
Target = 10%

[Green]

Low is Good

Percentage of referrals which are repeat referrals to Children's Social Care (in month)

23.1%



Previous Quarter: 14%

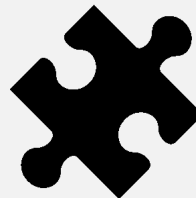
Target = 23%

[Green]

Low is Good

Early Help - Percentage of children in families closed with all issues addressed (excludes worklessness)

84.5% $\frac{164}{194}$



Previous Quarter: 93%

Target = 75%

[Green]

High is Good

Children's Social Care & Early Help - Key Metrics (against target where set)

Percentage of child protection plans which were a second or subsequent plan in the past two years

10.4%



Previous Quarter: 11%

Target = 21%

[Green]

Low is Good

Percentage of Care Leavers aged 19+ in Education, Employment or Training

63.5%

$$\frac{125}{197}$$
(Number of care leavers 19+ in NEET)
(total number of care leavers 19+)



Previous Quarter = 40%

Target: 60%

[Green]

High is Good

Percentage of Children Looked After that have a permanence plan recorded at second review

$$\frac{137}{143}$$
 95.8%



Previous Quarter = 97%

Target: 85%

[Green]

High is Good

Children's Social Care & Early Help – Workforce metrics



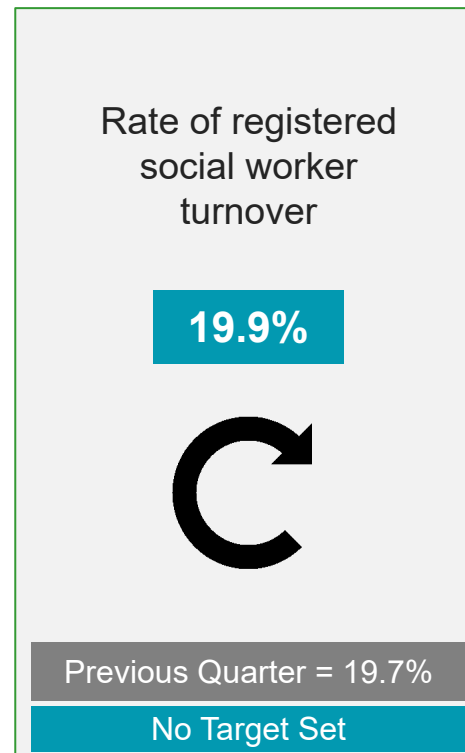
[Green]

Low is Good



[Colour]

Low is Good



Low is Good

Children's Social Care & Early Help - Key Metrics (against target where set)

Percentage of Children Looked
After placed within In-house
Provision

56%

330
589

*(Number of children in care
placed within LA provision)*

(Number of children in care)



Previous Quarter = 55%

Target: 60%

[Amber]

High is Good

Percentage of Children Looked
After with an up to date annual
health assessment

85.9%

488
589

*(Number of children who have had
a health check within a year)*

*(Number of children in care
for a year or more)*



Previous Quarter = 77%

Target: 90%

[Amber]

High is Good

Children's Social Care & Early Help - Key Metrics (against target where set)

Percentage of Care Leavers aged 16-18 (post year 11) in Education, Employment or Training

60%

$$\frac{48}{80} \begin{matrix} \text{(Number of care leavers 16 - 18 in EET)} \\ \text{(Total number of care leavers 16 - 18)} \end{matrix}$$

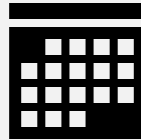


Previous Quarter = 56%

Target: 70%

Time between entering care and placed with family for adopted children

522 days



Previous Quarter: 360

Target = 426

[Red]

High is Good

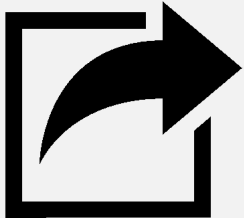
[Red]

Low is Good

Children's Social Care & Early Help - Key Metrics (against target where set)

Rate of referrals into
Children's Social Care per
10,000 children aged under
18 years

164



Previous Quarter = 134

No Target Set
Low is good

Rate of CPP per 10,000
children aged under 18
years

69.7



Previous Quarter = 76

No Target Set
Low is good

Rate of children looked
after per 10,000 children
aged under 18 years

93.5



Previous Quarter = 96

No Target Set
Low is good

Children's Social Care & Early Help - Areas for Development (across all metrics)

<p>Percentage of Care Leavers aged 16-18 (post year 11) in Education, Employment or Training</p>	<p>It is positive to see an improvement in the performance in this area and the target of 70% remains appropriate. The interventions in place with Oldham College, Get Oldham Working and Positive Steps are all progressing, with support from the designated post-16 lead in the Virtual School. There are currently 33 young people open as children in care in the service that were admitted after they were aged 16. The service has a priority action plan for improving the educational outcomes for children in care and care leavers, and the identification of education pathways for young people admitted to care aged 16/17 is a key feature of this plan.</p>
<p>Time between entering care and placed with family for adopted children</p>	<p>The performance in respect of the time between placement order and deciding on a match is in line with statistical neighbours and England averages, however we have seen an decrease in the adoption performance. We know there is a demand for adopters and the current need to look to external providers which adds time. The Adoption team are working closely with Safeguarding & Care Planning especially when external adopters are required. There is less control over the length of care proceedings and there have been observations of increased requests for late parenting assessments / family members and independent social work reports. In turn, this adds time a child is in care.</p>

Children's Social Care & Early Help - Director Comment

Q4: Anthony Decrop, Acting Director Children's Social Care and Early Help

It is positive to see an improvement during the previous quarter with the majority of indicators now being green and a reduction in the number of red from 5 to 2. Of particular note is the further reduction in the number of agency social workers which is now below target and demonstrates the ongoing success of the "Choose Oldham" campaign which has received national attention and was recently featured on the BBC One Show.

We have also seen improvements in the number of children placed in in-house provision and have an updated annual health assessment.

With regards to the 2 indicators at Red, there has been a small improvement in 16–18-year-olds who are EET and we continue to focus on this through the Corporate Parenting Panel. Timeliness in children being placed for adoption has decreased during the last quarter although we remain in line with statistical neighbours, we know this is a national issue with a reduction of the number of available approved adopters being available.

Signed Off 8 May 2025

Children's Social Care & Early Help - Portfolio Holder Comment

Q4: Cllr Shaid Mushtaq, Cabinet Member for Children & Young People

I'm pleased to see the continued progress in the Children's portfolio, myself and the team are not complacent and will continue to work hard to ensure the current trajectory is maintained. I'm pleased to see an improvement in the number of young people in education, employment and training (EET) we will continue to focus on improving this.

It's pleasing to see the rate of agency social workers continuing to drop, tied to this is the case load per social worker which remains healthy, this is also something we continue to focus on.

Overall, I'm happy with the current direction we will continue to be cognisant of the challenges and work with partners to ensure our children are safe and thriving.

Signed Off: 03/06/2025

Education & Early Years

Performance Measures & Business Plan Report

Portfolio Holder: Cllr Mohon Ali, Cabinet Member for Education & Skills

Officer Contact: Matthew Bulmer, Director of Education, Early Years and Skills

Service Summary:

In Oldham we want all children and young people to have a safe, happy, and healthy life and access to a great education giving them the best possible start in life. As a service we commit to:

- Putting children and young people first
- Helping families and supporting vulnerable children and young people
- Working as one team close to our community
- Providing great public value and confidence
- Listening and engaging
- Creating an inclusive and empowering environment

Our ambition is to be the best borough for children and young people and for the staff and services that work with them.

Education & Early Years - Key Metrics (against target where set)

Pass rate of learners completing lifelong learning courses

99.5%

$$\frac{2519}{2532}$$

(Number of learners who passed lifelong learning courses)
(Number of learners on lifelong learning courses)



Previous Term = 99.5%

Target: 93%

[Green]

High is Good

Percentage of early years providers and registered childminders inspected rated good or outstanding

100%



Previous Quarter = 100%

Target: 97%

[Green]

High is Good

Percent of 16 to 17-year-olds destination lapsed/unknown

1.9%

$$\frac{131}{7022}$$

(16 to 17 year olds where destination is unknown or lapsed)



Total number of 16 – 17 year old

Previous Quarter = 1.9%

Target = 2%

[Green]

Low is Good

Education & Early Years - Key Metrics (against target where set)

Timeliness of quality EHC plans:
percentage completed within 20 weeks
over 12 months

82.2%

$\frac{37}{45}$ (Number of EHC plans completed
within 20 weeks)
(Total number of EHC plans)



Previous Intake = 51.1%

Target: 85%

[Red]

High is Good

Annual EHCP (SEND) statutory reviews
completed within legal time frame

74.3%

$\frac{188}{253}$ (Number of Annual Reviews
completed within legal timeframe)
(Total number of Annual Reviews)



Previous Intake = 62.2%

Target: 85%

[Red]

High is Good

Percent of 16 to 17 year olds
who are not in education,
employment or training (NEET)

4%



Previous Term = 4%

Target: 3.5%

[Green]

Low is good

Education & Early Years - Key Metrics (against target where set)

Attendance rates in Oldham secondary schools

92.8%

Previous Quarter = 92.8%

No Target Set
High is good

Attendance rates in Oldham primary schools

94.8%

Previous Quarter = 94.8%

No Target Set
High is good

Education & Early Years - Key Metrics (against target where set)

Number of SEND fixed term suspensions in primary schools

157

Previous Quarter = 157

Percentage of SEND fixed term suspensions in primary schools

3.6%

Previous Quarter = 3.6%

Number of SEND fixed term suspensions in secondary schools

1,564

Previous Quarter = 1,564

Percentage of SEND fixed term suspensions in secondary schools

59.6%

Previous Quarter = 59.6%

No Target Set
Low is good

Education & Early Years - Key Metrics (against target where set)

Number of fixed term suspensions in
primary schools

98

Previous Quarter = 88

Number of fixed term suspensions
in secondary schools

1,244

Previous Quarter = 775

Percentage of fixed term suspensions in
primary schools

0.4%

Previous Quarter = 0.3%

Percentage of fixed term
suspensions in secondary schools

6.7%

Previous Quarter = 4.2%

No Target Set
Low is good

Education & Early Years - Areas for Development (across all metrics)

Timeliness of quality EHC plans: percentage completed within 20 weeks over 12 months	As SEND demand continues to increase, this in turn impacts on timeliness in issuing plans. For many years, we have been successful in mitigating this, via investment in extra capacity and streamlining of all processes (eg IDOX EHC Hub, Annual Review processes, Quality Assurance system). However, we are now seeing some impacts on timeliness, although this remains significantly above national average performance.
Annual EHCP (SEND) statutory reviews completed within legal time frame	Demand for EHCPs is growing at a rate of 11% per annum, a slight year on year reduction. However, last month saw a significant increase in requests for EHC Needs Assessment (90 requests - the highest monthly figure on record) and this will put huge pressure on the team and SEND Partnership in terms of capacity to issue EHCPs on time and amend EHCPs following Annual Review. This has been flagged with the Director of Education. Timeliness of advice and reports continues to be inconsistent across the partnership.

Education & Early Years - Areas for Development (across all metrics)

Percent of 16 to 17 year olds who are not in education, employment or training (NEET)

Over the last 12 months, we have created more provision for those young people who require or desire an alternative to Further Education college or sixth form, however we are seeing an increase in numbers of young people across the Y12/Y13 age range which is impacting the availability of education placements. In addition, we have a notable rise in Unaccompanied Asylum-Seeking Children (UASC) in this age group who require a mid-year programme to enable entry into education.

We have successfully arranged for Oldham College to deliver a programme off site, which supports young people to stay in college or provides a step up to becoming a student.

We continue to work closely with the engagement providers in our area to ensure that those who would benefit, are taking up places on supportive programmes, and Empower Oldham is responding to young person voice by offering Functional Skills English and Maths whilst NEET.

We are working collaboratively with our Colleges, GMCA and the DfE to utilise the forthcoming capital funding to ensure we address the provision challenges we are experiencing in Oldham.

Education & Early Years - Director Comment

Q4: Matthew Bulmer, Director of Education, Early Years and Skills

As in previous months, the main exceptions are around EHCP assessments/reviews and the NEET rate. Officers have made full statements on the remedial actions in place and, in regard to EHCPs, our performance remains comparatively strong.

In relation to NEET rates, the ongoing work with Oldham College and the announcement of DfE capital funding will allow us to further strengthen our offer in Oldham.

Signed Off: 5 May 2025

Education & Early Years - Portfolio Holder Comment

Q4: Cllr Mohon Ali, Cabinet Member for Education & Skills

Some good performance within the Quarter and acknowledging timeliness on EHCP assessments and NEET needs to improve further.

Signed Off: 23/05/2025

Youth Services

Performance Measures & Business Plan Report

Portfolio Holder: Cllr Shaid Mushtaq, Cabinet Member for Children and Young People

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 + Q3 + Q4 figures – Updated on 02/06/25

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

2744



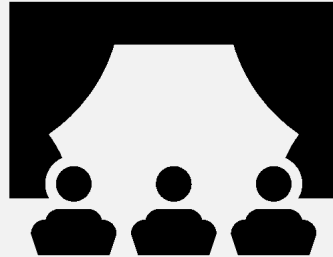
Q3= 2162

Target = 3000 (annually)

[Green]

Number of Youth work sessions delivered*

2275



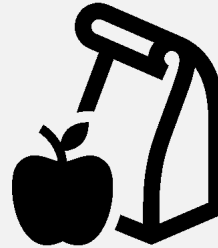
Q2 =1661

Target = 1800 (annually)

[Green]

Number of places available per holiday period (HAF)

19254
(Annual)



Q2: 10568

Target = 8500 (annually)

[Green]

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

7729



Q4 = 929

Target = 8000 (annually)

Amber

Youth Services - Successes/Areas of Development

<p>Success – Number of youth work sessions delivered – range and quality of offer. HAF</p>	<p>A real positive that we have exceeded the number of sessions delivered across the borough, this is particularly impressive given the vacancies the service has carried within the year. We have seen an increase in the number of universal open access sessions available across the districts with some well embedded youth work programmes now in place. We have been particularly in demand within school-based youth work – with many secondary schools requesting youth work programmes and interventions.</p> <p>Demand for youth work is currently greater than our capacity to deliver.</p> <p>We have continued to deliver a comprehensive holiday activity and food programme with additionality of a universal offer for families in need but not in receipt of FSM due to additional funding from the Household Support fund</p>
<p>Developments Staffing capacity and Number of young people reached. OEEs engagement</p>	<p>We have been unable to reach our target of individual young people engaged in the service. This is predominately due to staffing capacity that impacts the number of young people we can accommodate in sessions with a safe staff ratio. This will be addressed with the recruitment of youth workers to the 3 vacant posts we are currently carrying. This will enable us to work with larger numbers of young people within the youth work sessions we deliver.</p> <p>OEEs engagement is well below the ambitious target we set. This will need to be revised given the staffing capacity available within the service. This is further impacted by the reduction in facilities we currently have due to the loss of the climbing tower – work in progressing to replace this and this will increase the offer available from the service. The Castleshaw site was also impacted by capital building works in Q3 and 4 as the Roof replacement was undertaken – while this is a success in terms of improving and maintaining the facility it did impact on delivery at the Centre</p>

Youth Services - Summary Comment

Q4 Summary Comment: Jodie Barber, Head of Youth Services

While not all targets were met for the final quarter there is a clear narrative and reasoning for this with a clear plan to address this in the forth coming year. The Youth Services have worked hard to maintain delivery and high-quality services throughout a challenging year. We are seeing consistent demand for the services and the team work hard to meet demand and priorities deploying the resources we have to best meet needs. We have seen an increase in the district youth work offer with more universal youth sessions available across the districts. As well as delivering Targeted youth work interventions addressing key priorities such as Youth Violence Reduction, Mental Health and Wellbeing and Community Cohesion.

There has been a plethora of fantastic projects and programmes delivered throughout the year supporting young people to achieve the best outcomes. We are looking forward to ensuring we have a full staff compliment across the services to ensure we can meet all delivery objectives.

Youth Services - Director Comment

Q4: Neil Consterdine, Director of Communities

It is evident that the Councils Youth Service provides excellent value for money. It has limited resource to cover what is a very demanding environment. Its primary focus is about prevention, but it does have to spend a lot of its staff resource managing ASB. One of its ambitions continues to be how the service can attract additional funding to grow its offer for young people. However, it is evident to see through the number of engagements the service is performing really well.

Signed Off: 12/05/2025

Youth Services - Portfolio Holder Comment

Q4: Cllr Shaid Mushtaq, Cabinet Member for Children & Young People

Really pleased to see the good work our youth service continues do in delivering a wide range of activities for our children and young people in Oldham, the numbers of children and young people accessing HAF activities is especially welcome.

Signed Off: 03.06.2025