

Performance Assurance Report: Adult Social Care & Public Health

Quarter 1 – 1st April to 30th June & Quarter 2 – 1st July to 30th September 2025

Portfolio holder (Performance): Cllr Arooj Shah, Leader of the Council

Cabinet Member for Adults, Health and Wellbeing: Cllr Barbara Brownridge

Report owner: Mike Barker, Executive Director, Health & Care

Officer contact: Steve Hughes, Assistant Director of Strategy & Transformation

Report to Adult Social Care & Health Scrutiny Board: 25th November 2025



Oldham
Council

Directorate overview

The Council is split into four key executive directorate areas; Place, Resources, Children & Families and **Health & Care**.

The Health & Care directorate is overseen by **Mike Barker, Executive Director, Health & Care** and consists of two directorates:

- Adult Social Care overseen by **Jayne Ratcliffe, Director of Adult Social Care (DASS)**
- Public Health overseen by **Rebecca Fletcher, Director of Public Health**
- *The Strategy & Transformation service, overseen by Steve Hughes, Assistant Director of Strategy & Transformation is also within this directorate, but performance is reported to the Governance, Strategy & Resources Scrutiny Board*

Quarter 2 introduction: Mike Barker, Executive Director, Heath & Care

This report provides a comprehensive overview of the Adult Social Care and Public Health directorates' performance for Q1 and Q2 of 2025.

It reflects a directorate that is ambitious, committed to improvement, and focused on delivering high-quality services and outcomes for residents.

There is a clear drive towards raising standards, promoting independence, and reducing reliance on long-term care, which is both beneficial for individuals and more sustainable for the system.

Quarter 2 introduction: Mike Barker, Executive Director, Heath & Care

Overall, the report paints a picture of a directorate striving for excellence and transformation, with clear strengths in ambition, partnership, and some areas of operational improvement.

However, there are persistent challenges, particularly in workforce wellbeing, information governance, and the timely resolution of complaints.

Addressing these issues, alongside filling data gaps and clarifying incomplete sections, will be crucial for sustaining progress and delivering on the directorate's ambitions.

Quarter 2 introduction: Mike Barker, Executive Director, Heath & Care

Positives

- Strong ambition and commitment to improvement.
- Increased compliments and engagement in public health programmes.
- Reduced agency spend and improved staff turnover.
- FOI response rates close to target.

Negatives

- Decline in timely complaint responses and increase in overdue complaints.
- High and rising sickness absence rate.
- SAR response rates and some disclosure requests well below target.

Balanced scorecard metrics

Customer Experience | Workforce | Finance | Access to information

Customer Experience

Complaints Metrics	Oldham Council Q1 Complaints	Oldham Council Q2 Complaints	Adult's & Health Q1 Complaints	Adult's & Health Q2 Complaints
Received	133	168	29	39
Completed within Target	59.8%	70.4%	66.7%	59.3%
Overdue (Open/Late)	19	13	2	6
Compliments Metrics	Oldham Council Q1 Compliments	Oldham Council Q2 Compliments	Adult's & Health Q1 Compliments	Adult's & Health Q2 Compliments
Number of Compliments*	52	66	4	9

* Not all compliments can be logged by Directorate due to lack of information so individual directorate figures will not equal overall compliment figure

Complaints – Adult Social Care

ASC complaints responded to within timescales

59.3%



Q1: 66.7%

Target: 75%

Workforce

Workforce Metric	Oldham Council Q1	Oldham Council Q2	Adults & health Q1	Adults & health Q2
Headcount*	2595	2618	236	244
Sickness Absence %	6.2%	5.04%	9.6%	12.8%
Turnover rolling 12 month %	12.9%	12.7%	13.4%	12.8%
Agency Spend Year to Date M4	£4,229,708	4.02m	£1,893,148	0.42m
Appraisals/Let's Talk	N/A	75.9%	N/A	64.2%

*Overall Headcount is measured on distinct posts, so removes numbers of people with multiple roles. Hence this number is lower than the sum of Directorate headcount

Access to information

Governance Metrics	Target	Oldham Council Q1 Overall	Oldham Council Q2 Overall	Adults Health and Care Q1	Adult Health and Care Q2
Number of Freedom of Information (FOI) requests received		401	387	36	24
FOIs answered within statutory time period	90%	357 (89%)	70	31 (86%)	16 (67%)
Number of Subject Access Requests (SARs) received		108	96	11	16
SARs answered within statutory time period	80%	40 (62.5%)	37	1 (20%)	2 (25%)
Number of Requests for Disclosure received		244	257	19	23
Number of Requests for Disclosure responded to within Target time period	80%	217 (89%)	217	13 (68%)	16 (70%)

Adult Social Care directorate

Commissioning & Market Management, Operations, Social Work, Business Strategy, Assurance & Improvement

Introduction: Director of Adult Social Care

Adult Social Care has been transforming and improving services, focusing on working with residents in a strength-based way to maximise their independence and reduce reliance on long term services.

Adult Social Care have strived to respond to complaints in a timely way. Unfortunately, during quarter two the number of complaints Adult Social Care received increased in comparison to quarter one. This has had an impact on the timely response to complaints being resolved.

The directorate continues to monitor the complaints received and identifies themes and service improvements via the Learning and Improvement board which is led by the Adult Social Care Principal Social Worker (PSW).

Adult Social Care have developed a co-production charter which underpins the newly formed Adult Social Care resident experience group. Monthly meetings and will support the directorate to develop system and service improvements aligned to resident experience.

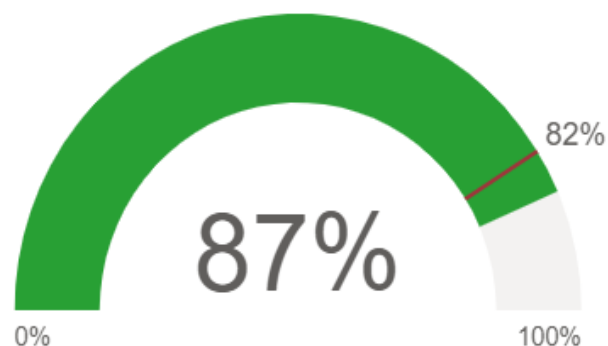
In relation to workforce Adult Social Care are undertaking targeted recruitment to support the reduction of the number of agency staff within the service and increase the continuity of permanent social worker. In turn Adult Social Care's workforce clearly defines the commitment to apprenticeships, including training and developing of staff.

Jayne Ratcliffe

Adults Social Care key metrics (target where set)

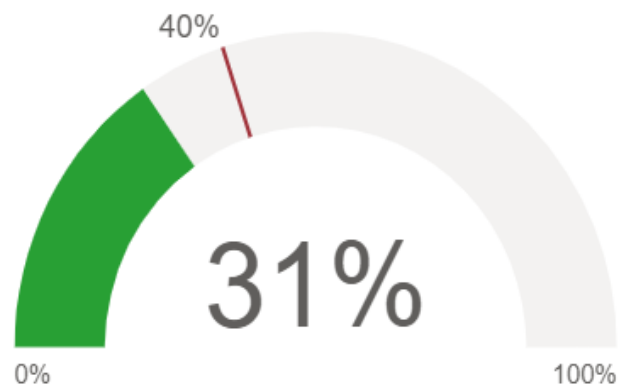
The proportion of people who received short-term services during the year - who previously were not receiving services – where no further request was made...

Quarterly Target



The proportion of people who use services who receive direct payments

Quarterly Target



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)

Annual Target



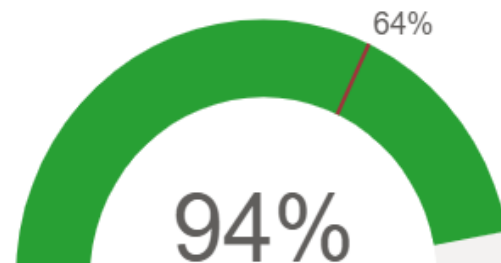
The number of adults aged 65 and over whose long-term support needs are met by admission to residential and nursing care homes (per 100,000 population)

Annual Target



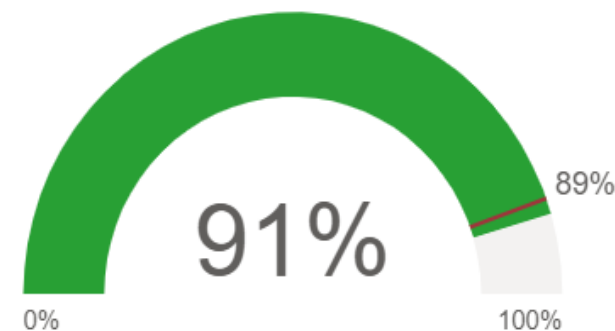
The proportion of section 42 safeguarding enquiries where a risk was identified, and the reported outcome was that this risk was reduced or removed

Quarterly Target



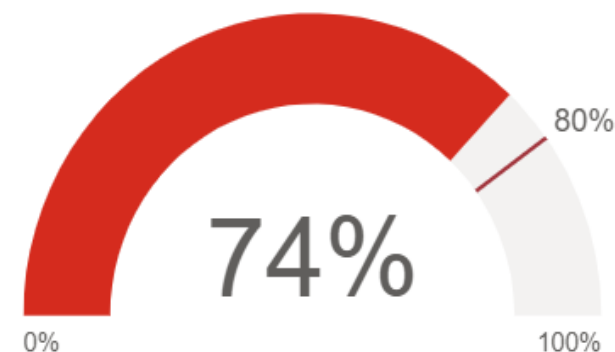
The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital

Quarterly Target



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

Quarterly Target



Adults Social Care key metrics (target where set)

The key metrics have been met for the following areas:

- proportion of people who received short term services during the year
- low number of adults in residential/nursing care
- number of people who have remained at home 91 days after being discharges from hospital
- number of people who are in receipt of direct payments - Oldham is the 5th best performer nationally in this area
- proportion of adults who when a safeguarding concern has taken place risk was removed
- in relation to the number of good/outstanding care homes, these homes are awaiting a re-inspection from CQC - in the interim, our quality monitoring team are undertaking an Oldham quality approach with the care homes to determine the level of care being provided.

Reflections from Cabinet Member

I am pleased Adult Social Care continue to meet 6 out of the 7 performance metrics. The performance metric in relation to care homes rated good or outstanding is dependent on the Care Quality Commission (CQC) inspection and several care homes in Oldham are awaiting to be re-inspected by CQC. We continues to work with care homes to support and oversee the quality of care they are providing.

There has been a slight increase in complaints during quarter 2, which has impacted on timely responses. The service is striving to be proactive in reducing complaints with a newly established oversight group to address complaint themes. The service is also undertaking targeted recruitment for those statutory social work posts to reduce the number of agency social workers.

Councillor Barbara Brownridge

Cabinet Member for Adults, Health & Wellbeing

3rd November 2025

Public Health directorate

Public Health

Sport, Leisure & Wellbeing

Introduction from the Director of Public Health

Social Prescribing referrals have increased compared with Q2 last year. There were 912 referrals in Q2 25/26, compared with 633 the previous year. The most common referral routes are Primary Care, followed by the Adult Social Care front door. In addition to referrals into the service the Social Prescribing link worker based in ARCC provided advice or guidance on a further 138 cases, supporting management of demand at the front door. Loneliness and social isolation remains the most common reason for referral into the service, with more than 50% of clients experiencing this. Overall, the proportion of clients seeing an increase in their wellbeing (measured by SWEMWBS) following intervention remains high, at 82%.

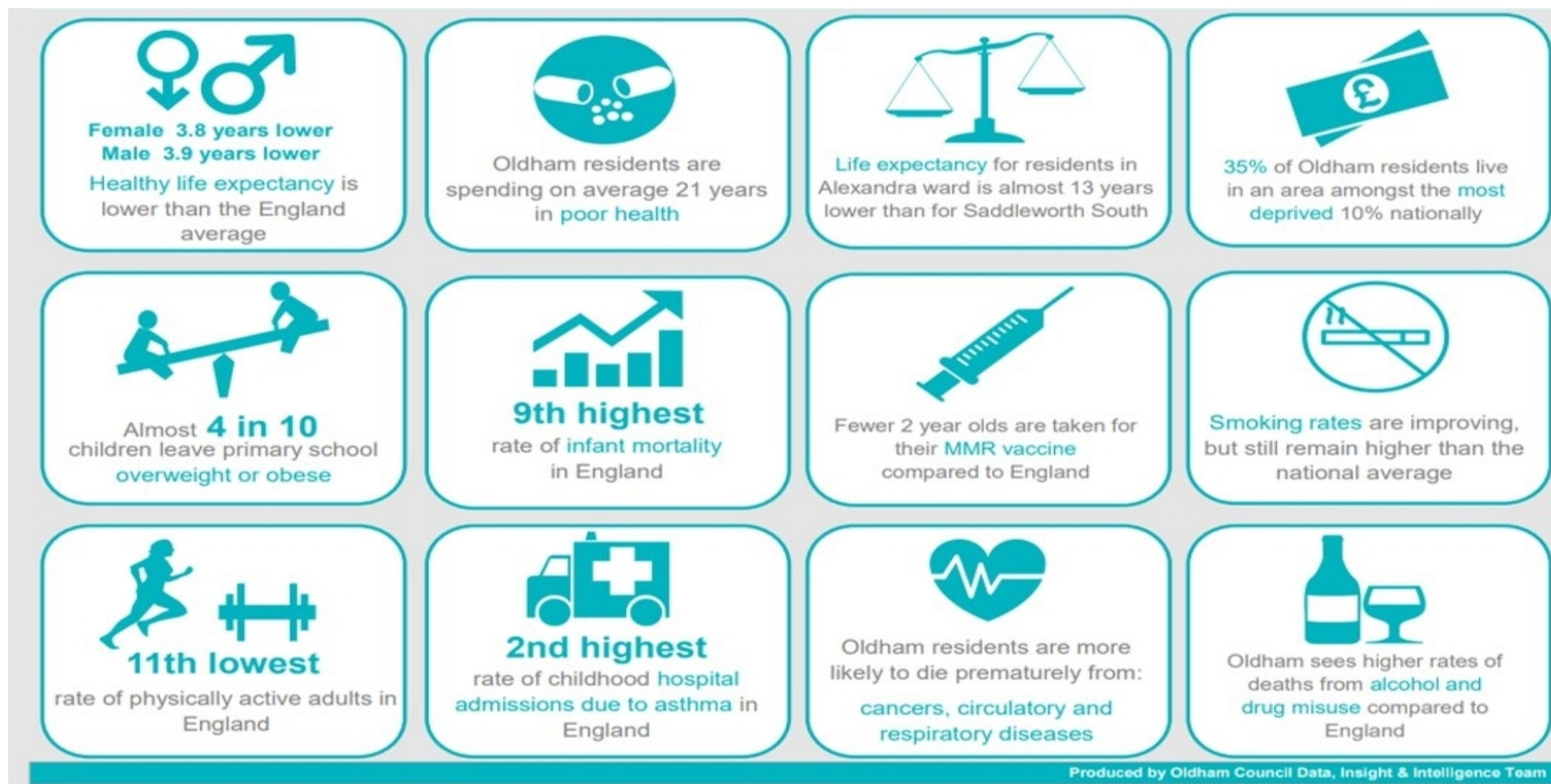
Our specialist weight management service is provided by ABL as part of the Your Health Oldham service. This continues to see extremely high referrals and has a waiting list. For those who complete the intervention, 80% achieve some weight loss.

Improving access and quality of NHS Health Checks continues to be a priority. These are cardiovascular disease (CVD) health checks for those aged over 40 who currently do not have a long-term condition. We have seen a significant increase in provision, and an increase in the proportion that include at least 8 of the 10 elements of the check. This is an important strand of our work on tackling CVD.

Over the last twelve months we have increased the numbers of residents accessing drug and alcohol treatment and overall we are sustaining that increase. Last quarter we saw a small decrease in clients accessing support for non-opiate substances. We will work with the provider on this.

Rebecca Fletcher

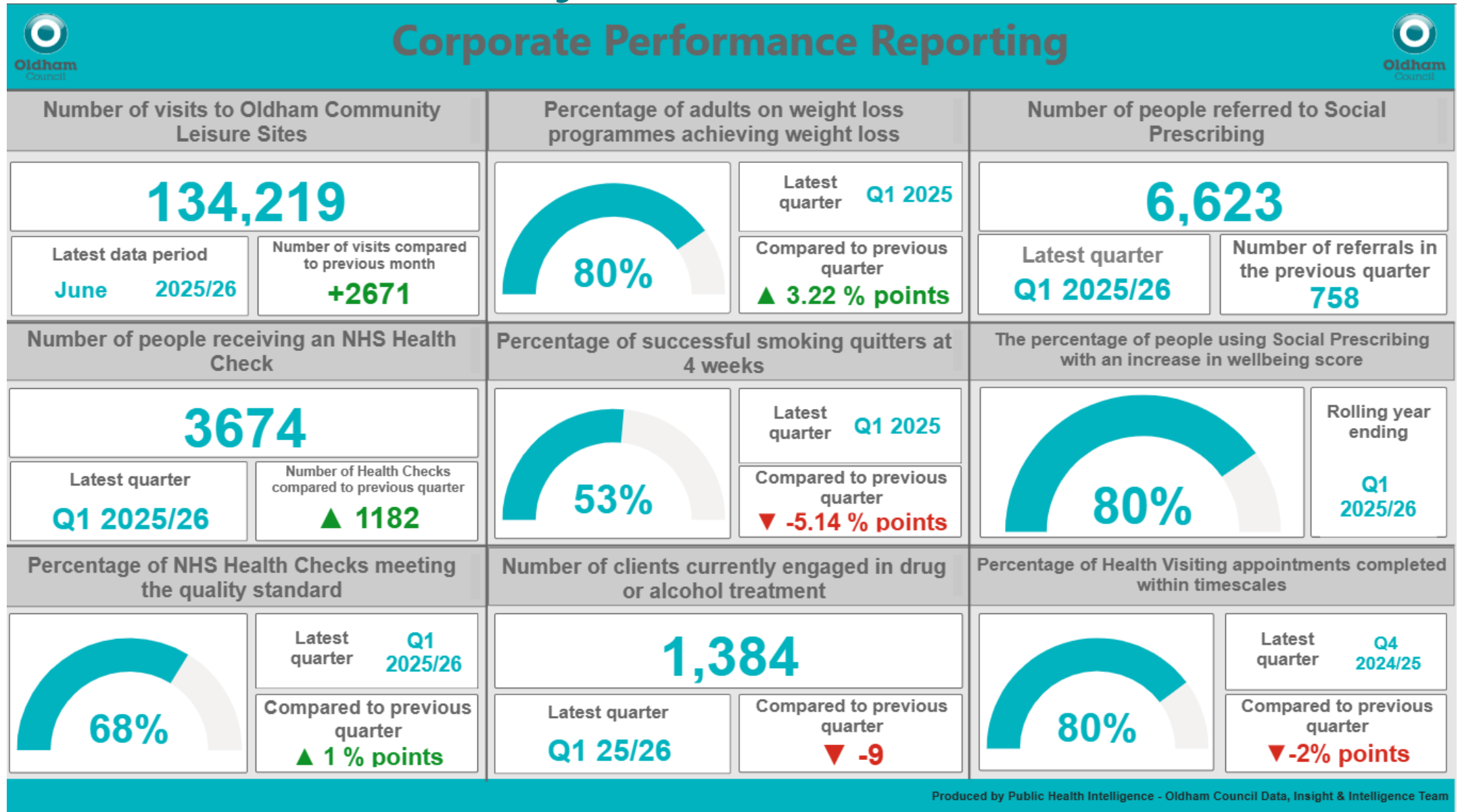
Oldham's Health in context



Public Health key metrics

Number of visits to Oldham Community Leisure Sites	Percentage of adults on weight loss programmes achieving weight loss	Number of people referred to Social Prescribing
The number of people who have visited Oldham Community Leisure sites over the past month. This measure relates to the number of visits, not distinct visitors. Data is extracted from provider systems and reported to the Council from Oldham Community Leisure on a monthly basis.	The percentage of adults completing weight loss programmes achieving weight loss in the quarter. Data is extracted from provider systems and reported a quarter in arrears due to data processing and validation by the provider and by Council Public Health Intelligence.	The number of people referred into social prescribing during the quarter. Data is extracted from provider systems and reported in arrears due to data processing and validation by the provider and by Council Public Health Intelligence.
Number of people receiving an NHS Health Check	Percentage of successful smoking quitters at 4 weeks	The percentage of people using Social Prescribing with an increase in wellbeing score
The number of eligible patients (aged between 40 and 74, not had a check in the previous 5 years and not exempt as a result of an existing condition) who have attended an NHS Health Check in the quarter. Data for this measure is a quarter in arrears due to the processing and validation of the data that is required before it can be reported. The data is extracted from GP systems (EMIS) and processed by both GM ICB and Council Public Health Intelligence.	The percentage of adults who report they have not smoked for 4 weeks from the start date of their programme. Data is extracted from provider systems and reported a quarter in arrears due to data processing and validation by the provider and by Council Public Health Intelligence.	The percentage of people who have improved their wellbeing score whilst receiving assistance from the social prescribing service as measured by the Short Warwick and Edinburgh Mental Wellbeing Scale (SWEMWEBS). Reporting for this measure is currently undergoing review and may be more delayed than usual. Data is presented as a rolling 12 months rather than an individual quarter to make this measure more robust.
Percentage of NHS Health Checks meeting the quality standard	Number of clients currently engaged in drug or alcohol treatment	Percentage of Health Visiting appointments completed within timescales
The percentage of completed NHS Health Checks that meet the Council's minimum criteria for completeness (at least 8 out of 10 elements to include Q-Risk score). Data for this measure is a quarter in arrears due to the processing and validation of the data that is required before it can be reported. The data is extracted from GP systems (EMIS) and processed by both GM ICB and Council Public Health Intelligence.	The number of Oldham clients currently engaged in drug or alcohol treatment during the quarter. Data is extracted from provider systems and reported a quarter in arrears due to data processing and validation by the provider and by Council Public Health Intelligence.	The percentage of health visiting appointments completed within target timescales during the quarter. This includes visits for 14 days, 6-8 weeks, 12 months and 2-2.5 years. Data is extracted from provider systems and reported up to two quarters in arrears due to data processing and validation by the provider and by Council Public Health Intelligence.

Public Health key metrics



Reflections from Cabinet Member

The work in improving the uptake and quality of NHS Health Checks has clearly made a real difference. This is an important way to prevent and identify heart disease early. Our GPs provide this service, and it is positive to see how many more checks they have carried out.

There has been an increase in referrals into health improvement services and increase in diagnoses.

If we continue to provide effective early intervention and prevention on heart disease, we will see fewer heart attacks and strokes happening in our communities.

Councillor Barbara Brownridge

Cabinet Member for Adults, Health & Wellbeing

5th November 2025



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