**Public Questions - Council: Wednesday, 18th November 2026**

| | From / Date | Question | Response |
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| 1 | Aidan Jones<br><br>Fri 03/04/26 11:59 | What measures will the council implement to regulate contractors hired for pothole repairs? Taxpayer-funded repairs are frequently substandard, with potholes reappearing within weeks — representing a significant waste of public expenditure. There must be robust auditing and reporting processes, with financial penalties and contract removal for contractors delivering below-standard work. If full road resurfacing isn't affordable, repairs must at minimum be durable and effective. This issue extends beyond our local area and requires a consistent regulatory framework across the UK. Accountability and value for money must be prioritised. | Thank you for your question Mr Jones.<br><br>Oldham Council carries out the majority of pothole repairs using its own, in-house, teams. External contractors are only used at times of exceptional demand. Unfortunately, when roads reach the end of their lives, potholes can appear on a regular basis, exacerbated by weather conditions. Potholes are repaired using permanent repair methods at the first time of asking wherever possible. However, it is not always possible to do so, such as where a road closure is needed or access is restricted. Therefore, under emergency circumstances, rapid, temporary, repairs are carried out to remove the immediate danger to the travelling public and followed up with a permanent repair wherever required.<br><br>Although there is a perception of potholes reappearing following repair, in many instances, it is the case that the road surface deteriorates around to the repair to form a new pothole adjacent to the repair than the repair itself failing.<br><br>Once a road gets to a certain extent of monitored ongoing pothole repairs, its overall condition will then be subject to a potentially appropriate resurfacing, subject to overall priorities across the highway network and levels of available central government capital funding received by the Council. |
| 2 | Syed Maruf Ali<br><br>Mon 13/04/26 16:02 | Can the relevant Cabinet Member explain how OMBC and MioCare are ensuring adults with learning disabilities can access their assessed and charged care packages when transport provision is failing? | Thank you for the question.<br><br>Ensuring that adults with learning disabilities can access the support identified through their Care Act assessment is a priority for both Oldham Council and MioCare. Where concerns are raised that transport difficulties are affecting access to day opportunities or other |

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| | | Families report that users of Ring and Ride are missing day centre support due to unreliable transport, despite services being funded and invoiced.<br><br>This raises concern over how care can be commissioned and charged when it is not consistently accessible.<br><br>What immediate action will be taken to ensure reliable transport, allow advance or block booking for regular journeys, and ensure families are not penalised financially for service failures beyond their control? | commissioned support, these are reviewed on an individual basis to understand the impact on the person and their unpaid carers and to identify appropriate solutions.<br><br>A recent case raised through a local councillor demonstrates this approach. Adult Social Care undertook a detailed review, maintaining regular contact with the family, working with the day service and transport provider, and involving Learning Disability, Welfare Rights and commissioning colleagues. Interim support was put in place through a Personal Assistant arrangement to enable safe and reliable access to activities whilst longer-term solutions were explored, and action was taken to resolve financial issues arising from missed provision.<br><br>It is important to be clear that Ring and Ride is not a service commissioned by Oldham Council or MioCare. Ring and Ride is commissioned at a Greater Manchester level, with commissioning responsibility sitting through the Greater Manchester arrangements. As such, Oldham Council does not directly control the operating model, booking arrangements or service delivery of Ring and Ride.<br><br>However, where concerns are raised by Oldham residents, we will always advocate on their behalf. Following concerns raised locally, we have liaised with the Greater Manchester Combined Authority, who have advised that a review of the current provision is being undertaken. Oldham will contribute to and be involved in that review process to ensure the experiences and needs of our residents are reflected.<br><br>Importantly, the review is also seeking the involvement of people with lived experience of using the service and their families. We welcome this approach and will support Oldham residents to participate, ensuring their voices help shape any future improvements to the service. |

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| | | | In relation to charging, service users are only charged in accordance with the Adult Social Care charging policy following a financial assessment. Where there is evidence that someone has been unable to access support because of circumstances beyond their control, this would be reviewed on a case-by-case basis to ensure a fair and proportionate approach. In the recent case referenced, financial issues arising from transport failures were investigated and resolved.<br><br>Where transport difficulties create risks to wellbeing, independence or carer sustainability, Adult Social Care and MioCare will continue to work with individuals and families to identify alternative solutions, which may include temporary support arrangements, alternative transport options, or a review of the person's support plan to ensure outcomes can continue to be met.<br><br>Whilst Oldham Council is not the commissioner of Ring and Ride, we take concerns about access to care and support extremely seriously. We will continue to work with the Greater Manchester Combined Authority, contribute to the current service review, support the involvement of people with lived experience, and ensure that any Oldham resident affected by transport difficulties receives appropriate support and advocacy to access their assessed care and support. |
| 3 | Bilawal Riaz<br><br>28 April 2026 15:53 | "Can the Leader of the Council explain why the council's Freedom of Information response dated 21 April 2026 stated that zero complaints had been received about conditions at 23-35 King Street, Oldham, when the council itself evacuated 24 residents from 23-25 King Street in June 2025 for substandard conditions including water leaks, damp, and electrical faults, and when Greater Manchester Fire and Rescue Service attended the same block on 1 March 2026 following a 999 call about cracks in the building?" | Thank you for your question Mr Riaz.<br><br>Your concerns about the building collapse on King Street were noted and responded to at the time of your enquiries. The Freedom of Information response issued on 21 April 2026 answered the question about complaints received to the corporate team.<br><br>As you were not happy with the response, an internal review was undertaken for this request, and further information was provided on 12 August 2026 which included details of complaints raised with other teams including Environmental Services, Building Control and Housing. |

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| | | This question relates to a matter of significant public interest concerning building safety and the council's record-keeping. | |
| 4 | Shadab Qumer<br><br>Thu 08/10/26 16:21 | Can clarity be given of what is going on at King's St.<br><br>What is the delay?<br><br>How does it effect the road?<br><br>Would you agree if the road was open to traffic it would help with the traffic grid lock around the area.<br><br>When will the road re open to the public. | Thank you for your question.<br><br>The Council recognises the impact the closure of King Street has had on local businesses, commuters and the residents of Oldham.<br><br>Reopening of King Street was delayed due to concerns regarding the structural safety of No 29 King St following the collapse of No 31 King St earlier in the year. There were established concerns that had to be addressed before the highway could be safely reopened. Some works to the structure of No 29 King St were completed earlier this year in conjunction with the owners of No 29 & 31 following a structural engineers report. As a result, the highway has been reopened, easing traffic congestion in the area.<br><br>Discussions are ongoing to ensure that the remainder of works can be completed as soon as possible and the footway also re-opened. |
| 5 | Phillida Shipp<br><br>Thu 08/10/26 17:09 | The Register of Members' interests shows that many members of Reform have not declared sponsorship or property in the borough.<br><br>What steps can the Council take to verify that declarations of interest are accurate? | Thank you for your question.<br><br>The Council takes the accuracy and completeness of the Register of Members' Interests seriously. Members are personally responsible for ensuring that their declarations comply with the requirements of the Localism Act 2011, the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 and the Council's Code of Conduct.<br><br>Members are required to declare relevant interests, including qualifying interests in land in the borough and relevant sponsorship, and to notify the Monitoring Officer of changes within 28 days. The Council's current declaration form also makes clear that omitting information that ought to be provided, or providing materially false or |

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| | | | misleading information, may constitute a breach of the Code of Conduct.<br><br>The absence of an entry under sponsorship or property does not, in itself, demonstrate that a declaration is inaccurate. However, if specific evidence is provided suggesting that a member has failed to register a relevant interest, the Monitoring Officer can seek clarification and consider the matter under the Council's standards arrangements and, where applicable, the provisions of the Localism Act 2011. |
| 6 | Hannah Roberts<br><br>Tue 03/11/26 16:10 | The budget extended the VAT cut to electricity bills to July 2027 and allocated £100 to every household in Council Tax Bands A-D to be paid direct into bank accounts from January 2027. The Chancellor also announced an extra £100 million for councils to provide discretionary support to these households who are not eligible for the £100 rebate. Can the Council confirm how residents can apply for this help and what the Oldham scheme will provide? | Thank you for your question.<br><br>Councils are currently awaiting funding allocations and detailed guidance from the Government regarding eligibility criteria and implementation arrangements for the scheme announced in the Budget.<br><br>The Government has indicated that funding will not be available to residents until January 2027 and that all payments should be made by 31 March 2027.<br><br>We estimate that more than 90% of properties in Oldham will be eligible for the payment.<br><br>Approximately 66% of eligible households currently pay their Council Tax by Direct Debit, enabling payments to be made directly into their bank accounts.<br><br>For residents whose bank details we do not hold, an online application process will be introduced in the New Year. Support will also be |

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| | | | available through Customer Services for residents who are unable to submit an application online.<br><br>Once we have the information, communications will be shared with residents and elected members. |
| 7 | Claire Bowden<br><br>Tue 17/11/26 09:23 | At what point will the Council recognise that you cannot continue to expect social care workers to provide high-quality, compassionate care to vulnerable people while denying them fair pay and reasonable sick pay? We are essential workers, and we deserve employment conditions that reflect the responsibility we carry. What are you going to do to put this right?" | Thank you for the question.<br><br>Let me start by recognising the important work MioCare colleagues do. They support some of our most vulnerable residents, often in demanding circumstances, and they deserve our respect and recognition.<br><br>I also completely understand why care workers want better pay and conditions. The Council has already supported the Oldham Living Wage through its funding arrangements.<br><br>But we do need to be clear about responsibilities. MioCare is a Council-owned company, but it is also a separate employer. Pay, sick pay and negotiations with UNISON are therefore matters for MioCare and its Board, not something the Council can simply determine.<br><br>The current claim goes further than the Living Wage and would create significant ongoing costs for which there is currently no identified additional funding.<br><br>We expect MioCare to continue engaging constructively with UNISON and its staff and to explore every reasonable and affordable route to agreement. As shareholder, the Council will continue to hold the company to account for doing that properly. |
| 8 | Lynsey Potts<br><br>Tue 17/11/26 09:37 | Please can this question be put forward at the meeting.<br>I work for Mio Care and in dispute regarding our pay. | Thank you for the question |

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| | | Q. Why have councillors been advised NOT to talk to us? | Councillors are at liberty to talk to any of their residents as democratically elected representatives. They have also been reminded of the various different accountabilities around the dispute.<br><br>It is for Miocare and its Board to engage in the negotiations on pay and conditions not the council or councillors.<br><br>The fact that Members have visited the picket lines and also signed the UNISON petition. |
| 9 | Claire Bowden<br><br>Tue 17/11/26 09:37 | Would Oldham Council agree that ensuring care staff receive fair pay, feel valued and are treated with respect is essential to retaining experienced and dedicated workers, and that investing in the people who deliver care would benefit the entire care system by reducing staff turnover, improving continuity of care and, most importantly, ensuring our service users remain happy, safe and supported by familiar faces?<br><br>What steps is the Council prepared to take to ensure that care staff are fairly rewarded for the important work they do and that experienced staff are encouraged to stay? | Thank you for the question.<br><br>Let me start by recognising the important work MioCare colleagues do. They support some of our most vulnerable residents, often in demanding circumstances, and they deserve our respect and recognition.<br><br>I also completely understand why care workers want better pay and conditions. The Council has already supported the Oldham Living Wage through its funding arrangements.<br><br>But we do need to be clear about responsibilities. MioCare is a Council-owned company, but it is also a separate employer. Pay, sick pay and negotiations with UNISON are therefore matters for MioCare and its Board, not something the Council can simply determine.<br><br>The current claim goes further than the Living Wage and would create significant ongoing costs for which there is currently no identified additional funding.<br><br>We expect MioCare to continue engaging constructively with UNISON and its staff and to explore every reasonable and affordable route to agreement. As shareholder, the Council will continue to hold the company to account for doing that properly. |