

**TMBC Corporate Performance Report - Chief Executive's Office - Q1 2024/2025**

<b>Services and Functions</b>	<b>Resource £m</b>
<p>The Chief Executive's Office delivers corporate services to the Council and provides support to Tameside's public services. The area's work is focussed around the Council's Corporate Plan underpinning priority: Financially Sustainable Public Services.</p> <p>Services delivered within the Chief Executive's Office include legal services, people and workforce development, customer services, complaints and Freedom of Information handling, democratic services and elections, communications, policy and consultations, and performance monitoring.</p>	Gross Budget 11.091
	Service Income (1.556)
	Service Grants (0.066)
	Net Budget 9.469
	Forecast Out-Turn 9.436

<b>Demand Volumes</b>	<b>Staffing</b>
FOIs received 334	Headcount on Payroll 194
SARs received 75	Full Time Equivalent Positions 183.9
	Agency Staffing Cost (£m) 0.209
	Additional Hrs & Overtime Costs (£) 4,107

**Performance Commentary**

The Chief Executive's Office is made up of services designed to support the Council's operations and serve to enable the ambitious and large-scale programme of transformation required to ensure the Council can deliver modern and financially sustainable public services and meet the objectives in our Corporate Plan more effectively. The Chief Executive's Office had 194 members of staff as of the end of Quarter 1 working 183.9 full-time equivalent roles.

In addition to the core areas of the directorate's work covered by our corporate KPIs the directorate has continued to deliver a number of overarching projects including work to support Children's Social Care improvement, maintaining and monitoring actions from the Council's recent LGA peer review, and supporting transformation programmes in all areas of the Council's work.

The People and Workforce Development service, which delivers HR functions and supports the Council's workforce by delivering support and training for staff. This area also manages the size, stability, and health of our workforce. The number of full-time equivalent positions, or FTEs, was 2,549.9 at the end of Q1, 14.9 fewer than the close of Q4. This has been linked to an increase in general staff turnover, notably with an increase in leavers from Children's. Numerically, annual turnover in the 12 months to the end of Q1 was 3.54%, up from 3.32% in the 12 months to the close of Q4 and up significantly on the 2.48% turnover recorded in the previous 12 months to the end of Q1 2023/24. Enabling a stable permanent workforce in Children's is a priority for the Council and turnover within the directorate is being addressed in directorate through the Children's Improvement Plan.

Lost productivity through sickness absence is placing increasing pressure on all areas of public service and the economy generally. Within Tameside we've observed a significant increase in the number of FTE days lost to sickness absence over the past 12 months. In Q1 this year there were a total of 6,674 FTE days lost across the organisation, more than twice the number in Q1 of the previous year: 3,119. There has, however, been a marked decrease of 32% on Q4 when there were 9,820 FTE days lost. Almost two thirds (63.4%) of days lost in the latest quarter were for long-term absence. As in previous quarters, by far the largest cause of absence was for "stress/depression/anxiety/other psychological", with 30% of all days lost being taken for these reasons. Although increased rates of absence are being seen across the economy Tameside MBC is taking steps to reduce the number of days lost with a robust absence management process and a corporate health and wellbeing approach to support and encourage high attendance.

The Council's engagement function delivered eight consultations over the quarter, with the four which closed generating 236 responses. Three of these consultations were in support of the Council's Drug and Alcohol Needs Assessment, delivering a total of 207 responses across the three consultations.

The Council's contact centre is continuing to see a general decrease in call volumes over time, although numbers are still higher than expected. The increasing use of the Council website's web-chat function is believed to be driving the decrease in demand. The contact centre has seen an increase in the proportion of calls classified as avoidable- calls for services which can be booked online, reporting a missed service, or following up on an existing request. The Council's transformation plans include work for a new all-encompassing CRM system which is expected to lower this demand by providing a better customer journey for residents, for example by providing automatic updates to requests.

The Council received 341 complaints during Quarter 1; 288 new Stage 1 complaints and 53 escalated Stage 2's. There were no complaints escalated to the Local Government and Social Care Ombudsman during the quarter, although complainants have 12 months from receiving the outcome of a Stage 2 complaint to advance their case to the ombudsman.

**Corporate Scorecard - Chief Executive's Office**

Directorate	Priority	Indicator Reference	Indicator	Desired Direction	Time Period	Previous Value	Current Value	Period	Direction of Travel	Target	Comparator Group	Commentary	
Chief Executive's Office	Financially Sustainable Public Services	CX1	Full Time Equivalent Positions		Quarterly (Snapshot)	2,564.8	2,549.9	Q1	↓			This is due to general turnover with some increase in leavers in Children's Services.	
		CX2	Gender pay gap	↓	Annual	1.8%	1.1%	2022/23	↓		5.0% (MBCs)	The gender pay gap in Tameside has been consistently below the average for metropolitan borough councils in England and fell by 0.7 points over 2022/23	
		CX3	Gender distribution in lower pay quartile										This indicator is currently being developed.
		CX4	Working days lost to sickness	↓	Quarterly	9,820	6,674	Q1	↓				63.4% of FTE days lost to sickness in Q1 were for long-term absence: 4,230 days. The largest category of absence, as in previous periods, was stress/depression/anxiety/other psychological: 2,006 days (30.0%). There has been a national increase in working days lost due to sickness since Covid 19. Robust absence management processes are in place, along with our health and wellbeing approach to encourage high attendance.
		CX5	Turnover- people voluntarily leaving employment as a percent of total workforce in the year	↓	Quarterly	3.32%	3.54%	Q1	↑				Annual turnover in the 12 months to July was 3.54%, up from 3.32% in the 12 months to April. We have seen a particular increase in turnover within Childrens services which is being addressed through our childrens improvement plan.
		CX6	Consultations open		Quarterly	12	8	Q1	↓				There were eight consultations open at any point during Q1. Four of these closed during the quarter generating 236 responses. Three surveys were related to the drug and alcohol needs assessment, drawing 207 responses.
		CX7	Percentage turnout for local elections	↑	Annual	28%	29%	2024	↑				2023 local elections were "all outs" following the local boundary review. 2024 local elections co-incided with the Greater Manchester mayoral election
		CX8	Annual canvass response rate (all routes)	↑	Annual	90.80%	90.7%	2023	↔				Response rate for the annual canvass for all routes. Route 1 properties which match other systems can be counted without an actual response from the residents
		CX9	Complaints received	↓	Quarterly	346	341	Q1	↓				The Council received 288 Stage 1 complaints and 53 Stage 2 complaints in Q1. This is a decrease overall from Q4 2023/24 and a fall in Stage 2 complaints (66 in Q4) but an increase in Stage 1 complaints (280 in Q4)
		CX10	Complaints sent to local government ombudsman	↓	Quarterly	2	0	Q1	↓				Complainants have 12 months to refer the result of a Stage 2 complaint to the LGSCO.
		CX11	Calls to contact centre		Quarterly	20,021	17,965	Q1	↓				Call volumes are decreasing over time in the long-term, but numbers are currently higher than expected due to a number of missed calls attributed to staff retention issues and long recruitment and training timelines. The increased use of webchats is increasing efficiency with quicker answers and higher response rates.
		CX12	Calls to contact centre considered unavoidable	↑	Quarterly	80.9%	78.7%	Q1	↓				Avoidable calls are those where the same service is available online or where calls are follow ups/reporting missed services/etc. A number of avoidable calls are attributed to residents following up on existing requests for services made online. Plans for a new CRM system will address this by enabling a better customer journey on service requests.

## TMBC Corporate Performance Report - Resources - Q1 2024/2025

<b>Services and Functions</b>	<b>Resource</b>										
<p>Resources as a Directorate is comprised of Assurance, Exchequer, Financial Management, ICT &amp; Digital and Procurement (through STAR, the Council's shared Procurement service hosted by Trafford Council).</p> <p>Assurance provides internal audit, counter-fraud, risk and insurance services to the Council.</p> <p>Exchequer collects Council Tax, Business Rates and Sundry Debts and takes the largest volume of customer calls in the Council. It also co-ordinates and holds the Council's corporate mailing contract.</p> <p>Financial Management provides the Council with the full suite of finance support across Capital and Revenue Expenditure whilst delivering the statutory functions required of the Section 151 Officer.</p> <p>ICT &amp; Digital provides both hardware and software support to the Council, alongside cyber security and information governance. Both the Council's Senior Information Risk Owner (SIRO) and Data Protection Officer (DPO) are in Resources.</p> <p>Procurement provides strategic procurement advice and runs compliant procurement activity for the Council's commissioned services.</p>	<p><b>£m</b></p> <p>Gross Budget 140.757</p> <p>Service Income (13.118)</p> <p>Service Grants (56.469)</p> <p>Net Budget 71.171</p> <p>Forecast Out-Turn 71.048</p>										
<b>Demand Volumes</b>	<b>Staffing</b>										
<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Exchequer Call Volumes</td> <td style="text-align: right;">28,735</td> </tr> <tr> <td>Dropped Calls</td> <td style="text-align: right;">23.4%</td> </tr> <tr> <td>IT Support Tickets</td> <td style="text-align: right;">8,117</td> </tr> <tr> <td>Financial Assessments</td> <td style="text-align: right;">375</td> </tr> <tr> <td>Counter-Fraud Cases</td> <td style="text-align: right;">12</td> </tr> </table>	Exchequer Call Volumes	28,735	Dropped Calls	23.4%	IT Support Tickets	8,117	Financial Assessments	375	Counter-Fraud Cases	12	<p>Headcount on Payroll 279</p> <p>Full Time Equivalent Positions 262</p> <p>Agency Staffing Cost (£m) 0.259</p> <p>Additional Hrs &amp; Overtime Costs (£) 5,139</p>
Exchequer Call Volumes	28,735										
Dropped Calls	23.4%										
IT Support Tickets	8,117										
Financial Assessments	375										
Counter-Fraud Cases	12										

### Performance Commentary

Resources Vision is to deliver excellent outcomes through best in class resource management and customer service in everything we do.

In Quarter 1, the Directorate has received almost 29,000 calls to the Exchequer call centre. Of these calls, 23.4% (6,723) are classed as dropped calls. The system does not distinguish between those calls that drop due to the auto-teller messaging regarding channel shift to the website or those that hung up during conversation with the staff in Exchequer. Collection of Local Taxation (Council Tax and National Non-Domestic Rates(NNDR)) has been more difficult post Covid-19 and the cost-of-living crisis. However, following the successful implementation of 3 digital solutions, early indications are showing that collection performance is slightly improving with the third solution only just live. The service anticipate delivery of the targeted in-year collection rates and the overall budgeted rates for both Council Tax and NNDR.

Assurance has delivered 12 internal audit reports in Quarter 1, with 10 audits generating a reasonable or substantial assurance rating. 1 has a limited assurance rating with 1 receiving no assurance, for which an action plan has been put in place and is in the process of being fully implemented to close the control gaps. Counter-fraud case have dropped from 19 to 12, with many older cases being closed, allowing the team to take a more proactive approach to counter-fraud. The team has also revamped the Council's Risk Register, bringing it closer in line with the Greater Manchester Pension Fund (GMPF) register.

Financial Management successfully closed the accounts for the statutory deadline of 31 May 2024, and ensured the unqualified external audit sign off on 2021/22 in Quarter 1. The audit for 2022/23 is in progress. Work is ongoing to deliver the MTFS with early proposals to be put to Executive Cabinet being developed, with further business case work to continue through Quarter 2. The service has launched a Council-wide upskilling programme to improve budgetary awareness, grip and control. This has been trailed with the Council's Heads of Service, Senior Leadership Team and Executive Cabinet. The Client Finance team have processed 375 financial assessments in Q1 with an average processing time of 35 days.

ICT & Digital have improved the approach taken around incident and case management, and improved communication of issues to both services and residents. Good progress has been made towards Cyber Essentials and the Data Sharing Protocols with the NHS and DWP. Over Q1 the top reason for tickets to the Service Desk were related to existing and new software, user account controls, and end user hardware such as device requests. ICT & Digital have also improved the VIP support process by enhancing notifications, introducing an internal escalation process, improving information documented related to tickets and the introduction of regular reporting, these changes have resulted in a significant reduction in ticket response and resolution time since March 2024. Information Governance have supported the Council with new information asset registers and records of processing activities alongside reviewing and updating many policies which were approved by Audit Panel in June 2024.

**Corporate Outcomes Scorecard - Resources**

Directorate	Priority	Indicator Reference	Indicator	Desired Direction	Time Period	Previous Value	Current Value	Period	Direction of Travel	Target	Comparator Group	Commentary
Resources	Financially Sustainable Public Services	R1 Oflog	Non-ringfenced reserves as a percentage of service spend		Annual	60.4%	48.20%	2022/23	↓	Above Comparator Group	33.3% (MBCs)	Service Spend is defined as gross costs for front line services in the RO statistical return. At this measurement point the Council is outperforming statistical neighbours. The reduction in reserves is reflective of grants being used over multi-year periods
		R2 Oflog	Non-ringfenced reserves as a percentage of net revenue expenditure		Annual	62.7%	55.60%	2022/23	↓	Above Comparator Group	39.2% (MBCs)	Net Revenue Expenditure is defined as the cost of running the council before application of Council Tax. At this measurement point the Council is outperforming statistical neighbours. The reduction in reserves is reflective of grants being used over multi-year periods
		R3 Oflog	Core spending power per dwelling (including vacants)	↑	Annual	£2,036.85	£2,248.92	2023/24	↑	Above Comparator Group	£2,207.34 (ENG)	Core Spending Power is defined by Government as the available funding to the Council from all taxes
		R4	Budget reductions delivered	↑	Annual	1.0% £0.104m Q1 23/24	1.2% £0.144m	Q1	↑	100%		This indicator does not include budget reductions on track for delivery which includes a further £3.647m of reductions. The remainder, at Q1, are marked as amber for delivery and future iterations of this scorecard will provide more clarity
		R5	Out-turn relative to budget - General Fund Revenue	↓	Annual	£0.036m Q1 23/24	£0.680m	Q1	↑	£0.000m		The increase in the adverse position is due to increasing demography and complexity in demand-led services such as social care, education and homelessness. More detail can be found in the latest monitoring report at Executive Cabinet
		R6	Out-turn relative to budget - General Fund Capital	↓	Annual	(£12.913m) Q1 23/24	(£9.097m)	Q1	↓	£0.000m		The Capital Programme stretches across multiple years to 2028. The target is to have no reprofiling of budget to future years, which is extremely ambitious as projects do run into delays that can be unforeseen. However, the current programme has significant programmes of grant-funded and timebound works due to complete in Q2-Q4 of 2024/25, and further reprofiling should be rendered unlikely if Project Managers have correctly requested their budget in line with expected works.
		R7	Out-turn relative to budget - Dedicated Schools Grant (DSG)	↓	Annual	£2.540m Q1 23/24	£10.802m	Q1	↑	£0.000m		The DSG out-turn is being pressurised further due to the continued rise in Education, Health and Care Plans. Whilst this is reported in Resources, it is functionally delivered in Children's Services through the Education team who have reported a significant increase in young people requiring an EHCP for mental health needs post-Covid. As EHCP numbers continue to outstrip the available grant (Councils receive almost all funding for schools from Government) through the High Needs Block, the out-turn on the DSG has a longer-term negative outlook the Council needs to manage.
		R8	Schools in Deficit/at risk of going into deficit	↓	Annual		4	Q1		0		3 of the 4 schools have licenced deficits. This means they have robust recovery plans to bring their finances back into balance. 1 does not, and has received a warning regarding financial management.
		R9 Oflog	Council tax average band D tax bill - amount paid to local services (excluding parishes)		Annual	£1,652.14	£1,734.58	2023/24	↑		£1,687.92 (ENG)	The average is higher than All England. This indicator does not reflect deprivation levels which is a factor in the amount of Council Tax level set.
		R10 Oflog	Council tax average charge per chargeable dwelling		Annual	£1,231.46	£1,294.47	2023/24	↑	In line with Comparator Group	£1,435.92 (ENG)	Whilst trending upwards, Tameside has a high proportion of Band A properties which reduces the average charge per chargeable dwelling. The more higher banded properties would increase the average along with the amount of Council Tax level set.
		R11 Oflog	Social care spend as a percentage of core spending power		Annual	75.8%	75.0%	2022/23	↓	In line with Comparator Group	67% (MBCs)	Whilst the Council does not set Core spending Power, it does have the capacity to manage its Social Care spend and being in line with the comparator group demonstrates performance in line with statistical neighbours. Being higher might not be bad, if outcomes are also higher

		R12 Oflog	Debt servicing as a percentage of core spending power	↓	Annual	6.9%	6.7%	2022/23	↓	Below Comparator Group	10.5% (MBCs)	As the Council has not borrowed in 2023/24 but has repaid some older loans this has reduced and remains significantly lower than statistical neighbours. Borrowing to drive regeneration and economic development is not bad, but must be underpinned by evidence and business cases
		R13 Oflog	Total debt as a percentage of core spending power	↓	Annual	153%	119%	2023/24	↓	Below Comparator Group	235% (MBCs)	The Council holds one annuity loan, and small loans have matured in the last 12 months leading to the downward trajectory of travel. Whilst the target is to be below comparator groups, it is not the amount that is borrowed, but how much it costs to service it through revenue that matters. If the borrowing is offset by additional income and/or reduced running costs then it is potentially worth considering, particularly to support economic growth and development.
		R14	NDR Taxbase: Total Rateable Value	↑	Quarterly	£158,481,313	£158,023,634	Q1	↓	--		This is dependent on Valuation Office determination of rateable values based on open market value. A higher NDR taxbase is generally indicative of an improving local economy. The rateable values will fluctuate throughout the year due to additions and deletions to the Rating List.
		R15 Oflog	NDR in-year collection rate	↑	Quarterly	27.3% (Q1 23/24)	29.5%	Q1	↑	96.50%		In year target set to collect 96.5% and Q1 performance ahead of monthly target set.
		R16	Ctax support cases	↓	Quarterly	16,921	17,017	Q1	↑			This is demand led and the number of of claimants fluctuates throughout the year as claimants income changes.
		R17 Oflog	Ctax in-year collection rate	↑	Quarterly	27.8% (Q1 23/24)	27.8%	Q1	↔	94%		Target is to collect 94% of this years council tax by 31 March 2025.
		R18	Housing benefit cases	↓	Quarterly	9,145	9,099	Q1	↓			This is demand led and numbers are reducing as Housing Benefit for working age claimants transfers to DWP administered Universal Credit
		R19	Housing benefit time to process (days)	↓	Quarterly	20	32	Q1	↑	10 days new claims/20 days change in circumstances		This is dependant on volume of claims and changes in circumstances received and Q1 is busiest period post year start bills and benefit notifications being sent and customer contact is at its highest.
		R20	Audit report High and Medium recommendations implemented	↑	Quarterly	21%	23%	Q1	↑	90%		Target is to achieve 90% by 31 March 2025
		R21	Audit reports achieving Substantial or Reasonable levels of assurance	↑	Quarterly	100%	83%	Q1	↓	90%		Target is to achieve 90% overall during 2024/25
		R22	Statement of Accounts: audits outstanding/improvements required	↓	Quarterly	1	1	Q1	↔			Progress is being made on 2022/23 audit with fieldwork expected to be finalised at end of August 2024. Value-for-money work will progress into September with an expectation of final sign off at end of September 2024. Work on 2023/24 will commence after the Pension Fund is finalised, expected in September 2024 also.
		R23	Procurement Invoices paid within 30 days	↑	Quarterly	97.1%	97.9%	Q1	↑	99%		This measure is on a gentle upward trajectory and is in line with other compliance statistics from STAR Procurement that show gradual improvement in contracting and ordering. This does not cover any lag before an order is raised or an invoice is processed into Agresso.

## TMBC Corporate Performance Report - Adults - Q1 2024/25

<b>Services and Functions</b>	<b>Resource</b>										
<p>Tameside Adults services has a range of teams and services which undertake assessments, provide information, advice and support and commission services for local people with Social Care needs who are ordinarily resident in Tameside and which meet a range of statutory duties under the Care Act 2014. In addition services also cover preventative services such as Community Response, Re-ablement and Carers services which are aimed at supporting people within the community and preventing escalation of need.</p>	<p style="text-align: center;"><b>£m</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Gross Budget</td> <td style="text-align: right;">153.898</td> </tr> <tr> <td>Service Income</td> <td style="text-align: right;">(74.056)</td> </tr> <tr> <td>Service Grants</td> <td style="text-align: right;">(12.853)</td> </tr> <tr> <td>Net Budget</td> <td style="text-align: right;">66.989</td> </tr> <tr> <td>Forecast Out-Turn</td> <td style="text-align: right;">67.193</td> </tr> </table>	Gross Budget	153.898	Service Income	(74.056)	Service Grants	(12.853)	Net Budget	66.989	Forecast Out-Turn	67.193
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<p style="text-align: center;"><b>Demand Volumes</b></p> <p><b>In the Last 3 Months (Quarter 1 24-25) there were:</b></p> <p><b>3,274</b> Requests for Support completed  <b>6,969</b> People Supported  <b>470</b> Comprehensive Supported Assessments completed  <b>784</b> People received a Comprehensive Supported Re-assessments  <b>209</b> Provider Assessments completed  <b>3,123</b> People with long term support services at any point during Quarter 1 including -                      - <b>910</b> Placements in Residential or Nursing Care                      - <b>2,225</b> living in the Community</p>	<p style="text-align: center;"><b>Staffing</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Headcount on Payroll</td> <td style="text-align: right;">743</td> </tr> <tr> <td>Full Time Equivalent Positions</td> <td style="text-align: right;">653.1</td> </tr> <tr> <td>Agency Staffing Cost (£m)</td> <td style="text-align: right;">0.222</td> </tr> <tr> <td>Additional Hrs &amp; Overtime Costs (£)</td> <td style="text-align: right;">313,602</td> </tr> </table>	Headcount on Payroll	743	Full Time Equivalent Positions	653.1	Agency Staffing Cost (£m)	0.222	Additional Hrs & Overtime Costs (£)	313,602		
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<b>Performance Commentary</b>											
<p>During 2023-24 the service experienced a sharp rise in the number of service user in permanent residential and nursing placements. Some of this increase was due to the drive to convert short term contracts to permanent ones where appropriate and the inclusion of mental health placements which have previously not been reported via our case management system. In Quarter 1, Senior managers within the service took a dip sample of cases where new residential placements have been made to understand if placements were the most appropriate course of action. Many of the placements had been made after a lengthy stay in hospital sometimes in excess of 140 days where the needs of the individual were complex and were too risky to support at home. Where appropriate, the service does consider support at home in the first instance or alternative provisions such as supported accommodation or extra care housing. Residential placements increased amongst those aged 18-64 due to paucity of other local provision. There are a number of plans in place to build/open a number of supported living schemes to meet need. One scheme has recently opened in Stalybridge offering 34 beds for those with a learning disability and another scheme (17 flats) for those with mental health issues is due to open later this year. In early 2025 a 91 bedded extra care scheme will open and will provide provision for those aged 65+.</p> <p>The proportion of direct payments remains low and below the England average of 26.25%. A new direct payments policy is currently being developed to improve the offer and support uptake of the service. Staff are being trained on the appropriate use of direct payments to improve knowledge and the case management system prompts staff to state whether direct payments have been considered as part of the assessment and if not why not. Analysis will be undertaken to understand the reasons for the service not being appropriate.</p> <p>As part of the Section 42 safeguarding enquiry, staff are required to assess whether the risk identified to the individual has been reduced, removed or remains. In 2023-24, 84% of risks were reduced or removed and this increased to 88% in Quarter 1 2024-25. Auditing has taken place on a sample of the cases where the risk was deemed to have remained. Findings from the sample show that in approximately half of the cases the risk had remained due to the individual being multi-disadvantaged e.g. they may be homeless, have drug or alcohol issues etc. and these still remain. The other half of the cases were found to have chosen risk remains incorrectly. As a result staff training has been run to re-iterate the safeguarding process which includes a refresh of the appropriate use of each of the outcomes.</p> <p>The service are currently developing an indicator to measure the support provided to people outside the social care system with prevention based services. Consideration is being given to including data on the number of community response users, reablement users, work undertaken by the community care officers, our carers teams and evidence being gathered through the new 3C's pilots being undertaken in East neighbourhood and our Integrated Urgent Care Team (IUCT). The new indicator will be introduced in Quarter 3 following the findings of the 3C's work.</p> <p>The staff turnover rate has reduced significantly in both our reablement and long term support and amongst our social workers and assessors. This has been achieved in part through the implementation of a new management structure and change in culture within the teams. Investment has been made in training and support for staff with some training being made mandatory to improve the knowledge of all staff across the service. There are a number of examples of staff leaving the organisation for agency or roles in other local authorities and then returning. There is a general feeling that staff feel more supported and listened to now.</p> <p>The service acknowledges that there is work to do on tackling the number of people waiting for a needs assessment. Currently, the authority has the highest number of people awaiting a Care Act Needs Assessment amongst the nine GM authorities where data was available. The pilot work being undertaken with 3C's will aim to reduce the waiting list in the East Innovation Site, this will be monitored over the 13 week pilot period. If successful, there is the potential to roll the approach out to the other three neighbourhood areas and help to reduce both the number of people waiting for assessment and the time they are waiting for. All those on the waiting list are triaged and a priority rating given to them to ensure those in highest need are seen more quickly.</p> <p>In January 2024 a Review Team was established to tackle the backlog of overdue reviews. In addition to tackling the backlog of reviews, the team is also undertaking the short term reviews that take place 6 weeks after a new provision is provided to ensure it still remains appropriate and keep on top of the up and coming reviews. Quarter 1 shows a significant reduction in the proportion of overdue reviews and we expect this to continue.</p>											

**Corporate Outcomes Scorecard - Adults**

Directorate	Priority	Indicator Reference	Indicator	Desired Direction	Time Period	Previous Value	Current Value	Period	Direction of Travel	Target	Comparator Group	Commentary
Adults	Healthy and Active Lives	A1	Permanent residential/nursing care users per 10k 18-64	↓	Quarterly (Snapshot)	6.8	7.0	Q1	↑	7	10.5	The rate of 18-64 year olds in permanent residential / nursing placements has increased in Quarter 1. This equates to an additional 4 people at the end of the quarter. (5th lowest out of 16 in NHS England Peer Group)
		A2	Permanent residential/nursing care users per 10k 65+	↓	Quarterly (Snapshot)	177.1	176.9	Q1	↓	154.3	154.3	Although the rate of 65+ year olds in permanent residential / nursing placements has decreased in Quarter 1, this is partly due to the use of the new population estimates for 2023 being applied to the data. There was an increase of 8 people at the end of the quarter. (6th highest out of 16 in NHS England Peer Group)
		A3	Proportion of older people 65+ still at home 91 days after discharge from hospital	↑	Quarterly (Snapshot)	-	-	Q1	-	-	N/A	Awaiting the new national guidance on this indicator to be published which will detail the new methodology for calculating it.
		A4	Service users receiving direct payments	↑	Quarterly (Snapshot)	15.0%	15.2%	Q1	↑	17%	26.2% England average	Performance in direct payments continues to far below NW (24.7%) and England (26.7%) averages. All practitioners are now required to record that a direct payment has been considered and if not the reason why not.
		A5	Proportion of section 42 safeguarding enquiries where the risk was reduced or removed	↑	Year to Date	84.0%	88%	Q1	↑	88%		The proportion of concluded S42 enquiries where the risk has been removed or reduced has increased between Q4 and Q1. This is a new national indicator.
		A6	Service users in community based services	↑	Quarterly (Snapshot)	70.8%	70%	Q1	↓	72%	73% England Average	An increase in residential placements through the implementation of Controcc and inclusion of S117 has altered the proportion of people in Community Based Services. Client Level data also treats temporary residential placements as a short term service, previously it has been counted in our community figures due to the ability to step down as well as step up into a permanent placement.
		A7	People supported outside the social care system with prevention-based services (Work in Progress)	↑								Under Development - Not Currently Available.
	A8 Oflog	Support requests from new clients resulting in a service per 100k	↓	Annual	3,527	3,237	2022/23	↓	3000	2,665 NHS England Peer	2022/23 taken from LGA Inform, Oflog is still reporting the 2021/22 position.	
	Financially Sustainable Public Services	A9a Oflog	Staff turnover rate - Reablement and Long-Term Support	↓	Rolling 12 Months	6.7%	3.4%	Q1	↓			Staff turnover in reablement and long term support continues to reduce. In Q1 2023-24, the staff turnover rate stood at 15.1% for the 12 month rolling period, this has reduced to 3.4% in Q1 2024-25 demonstrating a stronger and more stable workforce.
		A9b Oflog	Staff turnover rate - Social Workers and Assessors	↓	Rolling 12 Months	11.9%	9.4%	Q1	↓			Staff turnover amongst social workers and assessors continues to reduce. In Q1 2023-24, the staff turnover rate stood at 17.2% for the 12 month rolling period, this has reduced to 9.4% in Q1 2024-25.
	Healthy and Active Lives	A10 Oflog	Proportion of short-term service recipients going on to have no or a reduced package of care	↑	Annual	59.4%	72.8%	2023/24	↑	75%	78.1% NHS England Peer	In 2023-24, the approach taken to measuring short term to maximise independence was changed to bring us in line with how other local authorities record the measure. We now only count Reablement and IUCT wraparound as STMAX.
		A11a	Percentage of providers rated good or outstanding by the CQC - Care Homes	↑	Quarterly (Snapshot)	77.1%	77.1%	Q1	↔	80%		The proportion of operational residential care rated as good our outstanding currently stands at 77.1% (27 out of 35 homes). Seven homes currently require improvement and there are no homes rated as inadequate. One home has not been inspected to date.
		A11b	Percentage of providers rated good or outstanding by the CQC - Domiciliary	↑	Quarterly (Snapshot)	96.0%	90.0%	Q1	↔	96%		Of the ten care providers that have been inspected, nine of them have been rated as good.
A12		Number of people waiting for a needs assessment	↓	Quarterly	195	177	Q1	↓	142	Highest in GM	Following quarter on quarter increases in 2023-24, Q1 in 2024-25 sees the first time in the last 12 months where there has been a reduction in the number of people waiting for a Care Act Needs Assessment. Currently highest level in GM.	
A13	Annual reviews overdue	↓	Quarterly	53.9%	44.0%	Q1	↓	35%	45% NW average	The proportion of overdue reviews continues to fall due to the establishment of the Review Team at the beginning of 2024.		

		A14a Oflog	Service users who find it easy to find information	↑	Annual Survey	69.5%	69.5%	YE	↔	69.50%	67.2% England Average	<p>The latest adult social care survey results show that 69.5% of service users were able to find information easily about adult social care services.</p> <p>Next update will be January 2026</p> <p>The social care-related quality of life score increased from 18.5 in 2022-23 to 19.2 in 2023-24. This is above the NW and England averages for the previous year.</p> <p>Next update will be January 2026</p>
		A14b Oflog	Carers who find it easy to find information	↑	Bi-Annual Survey	58.5%		YE	↔	60%	57.5% England Average	
		A15a Oflog	People in adult social care quality of life score (adjusted)	↑	Annual Survey	0.391	0.417	YE	↔	0.417		
		A15b Oflog	Carer reported adult social care-related quality of life	↑	Bi-Annual Survey	6.9		YE	↔	7.2	7.3 England Average	

**TMBC Corporate Performance Report - Childrens - Q1 2024/25**

<p align="center"><b>Services and Functions</b></p> <p>Children's Services hold the lead responsibility for ensuring the safety and wellbeing of children. Children's Services has responsibility for early help, prevention, education, Special Educational Needs and Disabilities (SEND) and social care and safeguarding services with the key aim of providing early help for children and families whilst protecting those that need it.</p> <p>Our services are delivered under legislation and associated guidance, including the Children Act 1989, Adoption and Children Act 2002, Children Act 2004, Care Leavers Act 2002 and Care Standards Act 2000.</p>	<p align="center"><b>Resource</b></p> <p align="right"><b>£m</b></p> <table border="0"> <tr> <td>Gross Budget</td> <td align="right">124.822</td> </tr> <tr> <td>Service Income</td> <td align="right">(5.351)</td> </tr> <tr> <td>Service Grants</td> <td align="right">(48.052)</td> </tr> <tr> <td>Net Budget</td> <td align="right">71.419</td> </tr> <tr> <td>Forecast Out-Turn</td> <td align="right">72.089</td> </tr> </table>	Gross Budget	124.822	Service Income	(5.351)	Service Grants	(48.052)	Net Budget	71.419	Forecast Out-Turn	72.089
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<p align="center"><b>Demand Volumes</b></p> <p>Number referrals = 1335                  Average percentage of re-referrals - 26%                  Number of Assessments completed - 1415                  Number of Children in need on a Plan - 1578                  Number of Children on a Child Protection Plan - 300                  Number of Children in Care - 635                  Number of Care Experienced Young People 18-21 Supported - 248 care leavers are in touch.</p>	<p align="center"><b>Staffing</b></p> <table border="0"> <tr> <td>Headcount on Payroll</td> <td align="right">642</td> </tr> <tr> <td>Full Time Equivalent Positions</td> <td align="right">587.3</td> </tr> <tr> <td>Agency Staffing Cost (£m)</td> <td align="right">2.789</td> </tr> <tr> <td>Additional Hrs &amp; Overtime Costs (£)</td> <td align="right">92,580</td> </tr> </table>	Headcount on Payroll	642	Full Time Equivalent Positions	587.3	Agency Staffing Cost (£m)	2.789	Additional Hrs & Overtime Costs (£)	92,580		
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**Performance Commentary**

Childrens Services in Tameside were inspected in Tameside in December 2023, this led to an inadequate judgment, recorded in February 2024. As a result of this judgment a children's commissioner was appointed to review the capability and capacity of Tameside MBC to continue to deliver children's Services but also to improve.

A new performance framework has been implemented which incorporates a robust review of performance through a cycle of performance meetings. The first cycle is called Brilliant at the Basics and means that Team managers and Service Unit Managers discuss their teams information and performance with the Assistant director. This then flows into the Performance Meeting, whereby the Heads of Service expand on this to discuss with the Director of Children's Services. This entire cycle then flows into the Performance reporting that goes into the children's Improvement Board and for Education the Send/Lap board. Both of these boards have independent oversight of the improvement journey. This work is underpinned by extensive Improvement and delivery plans

Practice audits are completed on a monthly cycle within Children's Services, compliance with audit and moderation is showing an improving picture, as is the quality of practice. Each service area has a plan for improvement and this is recognised in the improving data picture.

Significant work has been completed with impower to address the issues of the high number of children in residential placements and the attendant costs, this work is also looking at our relationship with Placement Providers- this in turn will ensure greater placement sufficiency choice and potentially reduce cost. Children are being stepped down into appropriate placements or returning home, when it is both safe and appropriate to do so. A high number of Care Orders have been discharged for children placed at home, this recognises the significant delay for some children.

Workforce remains an area of concern , the service is currently running on a high level of agency social workers, this is in part due to the inadequate judgment and workers choosing to leave, an improved focus on the quality of the workforce and also additional capacity that has been put into the system engender change. We have recently struggled to recruit suitable qualified and experienced social workers and this has led to decreased timeliness and poorer practice in some areas. This is being addressed and we have 15 new ASYE social workers, joining us shortly. Additional support will be given to these social workers through the newly developed Social Work Academy.

**Corporate Outcomes Scorecard - Children's Social Care and Youth Justice**

Directorate	Priority	Indicator Reference	Indicator	Desired Direction	Time Period	Previous Value	Current Value	Period	Direction of Travel	Target	Comparator Group	Commentary
Childrens	Best Start in Life	C1	Children with a Chronology within 3 months	↑	Quarterly	62%	62%	Q1	↔	-		Performance remains the same as Q1. This is an important aspect of Children's records. Focus for colleagues has been ensuring Brilliant at the Basics recording and management oversight is up to date on all childrens records, hence improving timeliness of Chronologies has not been a priority the last quarter however performance has remained stable.
		C2	Children visited within timescale	↑	Quarterly	95%	96%	Q1	↔	95%		This is absolutely critical to ensuring children are safe, having their needs met and voices heard. Our performance remains very good and we have marginally exceeded our target.
		C3	Children with a supervision recorded on file	↓	Quarterly	85%	87%	Q1	↑	90%		A slight improvement on Q1 activity and positively moving forward towards our target and beyond. Ensuring all managers have oversight of children is absolutely critical to our improvement journey.
		C4	Children with a case summary	↑	Quarterly	-	0%	Q1	-	100%		This is a new indicator and is being developed
		C5	Children with a plan	↑	Quarterly	-	0%	Q1	-	100%		This is a new indicator and is being developed
		C6	Initial child protection conferences held under 15 working days	↑	Quarterly	93%	93%	Q1	↔	-		
		C7 LGInform	CPP reviews completed in timescale	↑	Quarterly	93%	92%	Q1	↔	-		Performance remains strong which is absolutely critical to children being safe and ensuring their needs are met.
		C8 LGInform	Open cared for children cases per 10k	↓	Quarterly	126	123	Q1	↓	Meet Stat Neighbour Rate (117)		We have seen a positive drop in the number of Children in Care. Quarter 2 saw an increase in children returning home and the cessation of their care order which has contributed to the reduced rate.
		C9	Care Leavers with a Pathway Plan in Place	↑	Quarterly	90%	87%	Q1	↓	90%		Our performance has dipped slightly in Q2 to 87%. Although this performance remains strong the service are reviewing the pathway plan process to ensure Care Leavers have the support and services they need to support their journey to independent living.
		C10	Care Leavers Aged 19-21 in Touch	↑	Quarterly (Snapshot)	77%	93%	Q1	↑	100%		There has been a significant increase in the engagement and in touch activity beteen personal advisors and our young people. We now measure contact within the past 16 weeks to ensure engagement is meaningful.
		C11	First Time Entrants into Youth Justice per 100k	↓	Rolling 12-months	257	236	Q1	↓			FTE has positively reduced over the last quarter, partnership working across all areas has had a positive impact.



**Corporate Outcomes Scorecard - Place: Operations, Planning, and Environment**

Directorate	Priority	Indicator Reference	Indicator	Desired Direction	Time Period	Previous Value	Current Value	Period	Direction of Travel	Target	Comparator Group	Commentary
Place	Safe, Green, and Supportive Communities	P1	Critical and high risk gully locations cleansed within timescales	↑			83%			84%		maintaining improved position
		P2 Oflog	Local Authority motorways and A roads that should be considered for maintenance	↓	Quarterly	5.0%	5.0%	Q1	↔	5		maintaining improved position
		P3 Oflog	Local Authority B and C roads that should be considered for maintenance	↓	Quarterly	3.0%	2.8%	Q1	↓	B 3.1% C 2.5%		Roads are being inspected and maintained and prioritised in accordance with condition of road
		P4 Oflog	Major planning decisions made on time	↑	Rolling 24 Months	97.9%	100%	Q1	↑	60%		continued strong performance
		P5 Oflog	Non-major planning decisions made on time	↑	Rolling 24 Months	90.4%	94%	Q1	↑	70%		continued strong performance
		P6 Oflog	Major planning decisions overturned on appeal	↓	Quarterly	0.0%	0%	Q1	↔	<10%		continued strong performance
		P7 Oflog	Non-major planning decisions overturned on appeal	↓	Quarterly	0.7%	0.7%	Q1	↔	<10%		continued strong performance
		P8	Planning enforcement notices issued	↓	Quarterly	8	1	Q1	↓	NA		reduced number does not capture some formal action in progress
		P9 Oflog	Percentage of household waste recycled	↑	Quarterly	52.6%	43.2%	Q1	↓			Data for Jan - March 24, always reported 3 months in arrears. Less garden waste in Q4 so always reduction in recycling rate.
		P10 Oflog	Amount of residual household waste (waste not sent for recycling) - kg per household	↓	Annual	343.3	340.7	2023/24	↔			Figure for 23/24. Still in bottom quartile for England which is good.
		P11 Oflog	Household recycling contamination rate	↓	Quarterly	4.3%	22.9%	Q1	↑	15%		Data for Jan - March 24, always reported 3 months in arrears. Contamination an ongoing issue continue to promote recycling using council's social media channels.
		P12	Fly-tipping incidents	↓	Quarterly	2,975 (Full Year)	1,377	Q1	↓			Fly tipping incidents reducing ,increased enforcement and publicity campaigns
		P13	Fly-tipping enforcement actions taken	↑	Quarterly	1,394 (Full Year)	71	Q1	NA			Higher than estimate of 50 in this quarter Direction of travel NA as Annual and Q1
		P14	Placements in temporary accommodation	↓	Quarterly	299	336	Q1	↑			"households" in TA end June 2024.The service has Homelessness Action Plan in place to improve TA rates with a key focus on families in BnB
		P15	Crime Rate per 1,000 residents	↓	Quarterly	24.4	26.6	Q1	↑			Tameside is still one of the lowest burgular rates in Greater Manchester.Community Safety Partnership monitoring successful prosecution rates against nearest Stat neighbours
		P16	Library visits per 1,000 residents	↑	Quarterly	1.70	1.67	Q1	↓	1.79		388 actual, Expected 416, reduction is caused by drop in Ashton visitor figures-anecdotal evidence town centre is quieter. Other libraries are stable, Hattersley no visitor count for 6 weeks of this period.



**Corporate Outcomes Scorecard - Public Health**

Directorate	Priority	Indicator Reference	Indicator	Desired Direction	Time Period	Previous Value	Current Value	Period	Direction of Travel	Target	Comparator Group	Commentary	
Public Health	Healthy and Active Lives	H1	% Smoking at time of delivery	↓	Quarterly	6.7%	5.8%	Q4	↓	National Ambition 6.0%	Q4 7.4% (ENG)	The data reported here is one quarter behind due to national validation before data release. Current data is the lowest ever reported % for Tameside, it is also the lowest in GM and under the national ambition of 6%. The Maternity team continue to provide evidence based, compassionate support pregnant mums to stop smoking and stay stopped after baby is born to give children the best start in life.	
		H2	% of children in year 6 who are overweight or obese	↓	Annual	39.2%	37.8%	2022/23	↓	Reduce gap between most and least deprived areas	36.6% (ENG)	The data is published annually in and is taken from the previous school year. Quarterly data is not available. The current published data is from the school year 2022/23 and included 2580 Year 6 pupils with a postcode in Tameside. Data for 2023/24 is expected in Nov 2024. Tameside data tends to follow national trend and is not significantly worse than the national average however this still means that 2 in 5 children are still overweight or obese. the data should be treated with some caution as participation rates in some schools fall below the recommended 90% level. there can also be issues with invalid entries. A review of the NCMP delivery in ameside is currently underway to improve the quality of delivery, data collection and inputting.	
		H3	Deaths due to suicide- rate per 100,000	↓	Three Year Rolling Calculated Annually	7.0	8.3	2020-2022	↑	Reduction in Suicides	10.3 (ENG)	Data updated annually; most recent is 2020-22, published in Jan 2024. NW rate is 11.8; average of GM rates is 10.9. National SP strategy (pub 2023) ambition to reduce rate over next 5 years; target in current GM strategy (new one to be published in Q3) to reduce by 10% by 20/21.	
		H4	Healthy Life Expectancy at birth Males (M) Females (F)	↑	Three Year Rolling Calculated Bi-Annually	61.9 (M)	61.6 (M)	2018-2020	↓	Increase in HLE	63.1 (M) 63.9 (F) (ENG)	Relatively stable trend with slight in-year reduction. Continue to monitor. Note that the Tameside rate for Healthy Life Expectancy is below the national average	
				↑		58.7 (F)	58.2 (F)		↓				
		H5	Under-75 mortality rate form circulatory diseases considered preventable	↓	Three Year Rolling Calculated Annually	42.6	43.1	2020-2022	↑	Reduction to National Average	30.1 (ENG)	Continuing to see an increasing trend and significantly above the national average. Driven by long term health conditions with risk factors such as smoking and obesity	
	H6	Prevalence of smoking, 18+. Survey Data	↓	Annual	19.2%	20.2%	2022	↑	Reduction to National Average	12.7% (ENG)	This data is collected from two surveys with self-reported data. Whilst the surveys are designed to be representative of the population, caution should still be applied in interpreting this data. Upward trend in smoking prevalence with significantlly higher levels of smoking in routine and manual workers and those with long term health conditions. Smoking is strongly linked to deprivation, with Tameside seeing significant levels of deprivation. The Stop Smoking grant will enable the provision of much needed capacity to support target populations to stop smoking.		
		Safe, Green, and Supportive Communities	H7	Percentage of Repeat Victims of Domestic Abuse	↓	Quarterly	11.20%	8.4%	Q1	↓	Reduction in repeat Victims	12.17% (GMP)	We continue to see a steady reduction in the number of repeat victims of domestic abuse. This is in line with a continuing reduction in the number of domestic abuse victims overall. There has been a 21.4% decrease in overall victims of domestic abuse in Q1 24/25 compared to Q1 23/24 and a decrease of 12.12% in repeat victims in the same period. Partnership working continues to focus strongly on supporting victims of domestic abuse whilst also identifying and working with those using harmful behaviours. Previous values have been re-calculated and reflected in this update.
		Healthy and Active Lives	H8	% of population 'inactive' (<30m exercise a week)	↓	Annual	29.5%	28.2%	2022/23	↓	Reduction in inactivity	22.6% (ENG)	This data is from 2022/23 and is part of the Sport England Active Lives Survey which uses a small sample and is self-reported based on recall of physical activity levels over the previous 28 days providing a risk of recall bias and under or over reporting which could skew the local data. Tameside's inactivity levels have remained consistently significantly worse than the national average since 2015/16. The Healthy Places framework and Tameside Moving framework provide a structured approach to supporting an increase in physical activity levels which is overseen by the Health and Wellbeing Board
	H9		% adults (18+) classified as overweight or obese	↓	Annual	70.3%	69.2%	2021/22	↓	Reduction to National Average	64% (ENG)	This data is from 2022/23 and is part of the Sport England Active Lives Survey which uses a small sample. Height and weight are self-reported by the survey respondent from which the BMI is calculated. This is open to reporting bias which could skew the local data. Tameside's adult obesity levels have remained consistently significantly worse than the national average since 2015/16. The Healthy Places framework provides a structured approach to supporting a healthy weight in our population and is overseen by the Health and Wellbeing Board. There is also a Healthy Weight plan currently in development whihc will be signed off in September 2024.	
	H10		Admission rate for alcohol related harm per 100k (Broad Definition)	↓	Annual	2,085	2,104	2022/23	↑	Reduction to National Average	1,705 (ENG)	Tameside has a higher rate of alcohol related admissions than the national average. Work is currently underway with our treatment and recovery provider and the HALS team to understand the detail and put harm reduction plans in place	
	H11		Deaths from drug misuse per 100k	↓	Three Year Rolling Calculated Annually	11.1	12.3	2020-2022	↑	Reduction to National Average	5.0 (ENG)	In response to the continued high rate of drug misuse deaths in Tameside, a quarterly Drug Related Death Panel reviews the numbers and circumstances around each drug related death, reviewing coroners reports and working as a partnership to share good practice and look for lessons learnt when engaging and supporting individuals to make service improvements	
	H12		Uptake of influenza vaccinations age 65+	↑	Annual	80.3%	76.4%	2022/23	↓	75% Uptake or more	79.9% (ENG)	This latest data is from 22/23 and is reflective of a similar reduction in uptake nationally following an increase during the pandemic.	
	H13		Oral Health: Percentage of 5 year olds with experience of visually obvious dental decay	↓	Bi-Annual (Ever Other Year Survey)	33.1%	33.0%	2021/22	↔	Reduction to National Average	23.7% (ENG)	This is 21/22 data. Several evidence-based universal programmes to improve children's oral health are in place and being expanded.	
H14	Under 18 conception rate per 100,000		↓	Quarterly	18.0	25.5	Q1	↑	Reduction to National Average	14.4 (ENG)	Published quarterly so fluctuations will be seen. Although rates have been reducing everywhere for a number of years, national data has been increasing since 2020.		

	Best Start in Life	H15	Children living in poverty	↓	Annual	17.4%	21.4%	2022/23	↑	Reduction to National Average	15.6% (ENG)	Tameside continues to have higher rates of child poverty than the national average and initial 2024 data indicates this may be increasing, which will continue to be monitored. This may fluctuate throughout the year.  This latest data is from 22/23, work is being done across GM and within Tameside with a focus on early years to improve school readiness.  Early indications suggest rates may be increasing but further trend data is required to be sure.
		H16	School readiness	↑	Annual	60.1%	60.9%	2022/23	↑	Increase to National Average	67.2% (ENG)	
		H17	Rate of breast-feeding at 6-8 weeks	↑	Quarterly	39.7%	43.7%	Q1 2024/25	↑	Increase to National Average	49.2% (ENG) 2022/23	

**Corporate Outcomes Scorecard - Childrens: Education, Place: Employment and Skills**

Directorate	Priority	Indicator Reference	Indicator	Desired Direction	Time Period	Previous Value	Current Value	Period	Direction of Travel	Target	Comparator Group	Commentary
Childrens	Opportunity to Learn and Earn	S1	% students achieving KS2 expected standard - RWM	↑	Annual	57%	59%	2024	↔	-		This 2024 data is provisional from schools. The final figure revised by the DfE is available in February 2025.
		S2	First choice secondary school admissions	↑	Annual	-	85%	2024	-	-		This 2024 data is provisional from schools. The final figure revised by the DfE is available in Summer 2025.
		S3 LGInform	Average attainment 8 score	↑	Annual	45.2	43.3	2023	↓	-		This data is available annually. the next will be available in October 2024.
		S4	Percentage of pupils achieving grade 4 or above in English and Maths GCSEs	↑	Annual	65%	61%	2023	↓	-		This data is available annually. the next will be available in October 2024.
		S5	% Primary schools 'good' & 'outstanding'	↑	Annual	95%	95%	Summer 2024	↔	-		As of July 2024.
		S6	% Secondary schools 'good' & 'outstanding'	↑	Annual	63%	63%	Summer 2024	↔	-		As of July 2024.
		S7	Primary Permanent Exclusions	↓	Termly	0.03%	0.03%	Summer 2024	↔	-		As of July 2024.
		S8	Secondary Permanent Exclusions	↓	Termly	0.26%	0.18%	Summer 2024	↓	-		
		S9	2 year olds in funded early education- proportion of DfE target	↑	Termly	87%	79%	Summer 2024	↓	-		We have seen a drop in summer 2024 from previous term which has been highlighted to early help team as they target the families for disadvantaged 2YO. The reduction in uptake of funding could be the new working parent entitlement taking those disadvantaged places. We are monitoring this and engaging in a capital programme to add new places where needed subject to suitable applications.
		S10	Children missing from education	↓	Termly	125	141	Summer 2024	↑	-		We have seen a negative increase in CME from summer term in 2024.
		S11	Children receiving elective home education	↓	Termly	363	329	Summer 2024	↓	-		363 previous value was the number of children known to us receiving elective home education at the end of Spring term 2024. The figure shown here shows a positive decrease with 329 children known to us at the end of Summer term 2024.
		S12	Care leavers in employment, education, or training, aged 17-18	↑	Quarterly (Snapshot)	46%	46%	Q1	↔	-		
Place		S13 LGInform	Percentage of population with at least level 3 skills	↑	Annual	61%	63%	2023	↑		72% (ENG)	
		S14 LGInform	Further education and skills achievements rate per 100,000 including apprenticeships	↑	Annual	3,107	3,304	2022/23 (Academic)	↑		3,997 (MBCs)	
		S15	Year 12/13 population NEET	↓	Quarterly (Snapshot)	5.62%	5.93%	Q1	↑			As at June 2024
		S16	Median Annual Income, Full-Time Workers	↑	Annual	£29,104	£30,909	2023	↑		£35,100 (ENG)	
		S17	Percentage in Employment	↑	Rolling 12 Months	75.6%	73.2%	2023	↓		76.0% (ENG)	Data sets currently run to 2022 and NOMIS are reviewing labour market data as there are queries on accuracy due to changing welfare benefits.

		S18	New Enterprises (as a Percentage of Total Businesses)	↑	Annual	13.3%	13.0%	2022	↓	11.6% (ENG)	
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