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| Classification: Open | Decision Type: Non-Key |
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| Report to: | Cabinet | Date: 05 March 2025 |
| Subject: | 2024/25 Corporate Plan – Quarter Three Update | |
| Report of | Cabinet Member, Finance and Transformation | |

Summary

In April 2024 the Cabinet approved the Council's Corporate Plan for 2024/25. The Plan sets out the Council's strategic priorities and delivery objectives for the financial year and our role in delivering the overarching vision of the borough's LET'S Do It! Strategy.

The Plan was agreed in the context of the Council's significant financial challenges with both reducing funding and increasing demand contributing to a reported circa. £30m financial gap in the Council's finances over the coming three years. The agreed Plan was structured around three overarching priorities:

- **Sustainable Inclusive Growth**
- **Improving Children's Lives**
- **Tackling Inequalities**

As part of the Plan, key objectives were described against each of these priorities, together with a clear set of quarterly delivery milestones. The Plan also included objectives and milestones for the **enabling actions** needed to ensure the organisational conditions necessary to deliver the priorities.

To support monitoring of the Plan, alongside measuring delivery of the agreed milestones (Appendix One), an initial set of Key Performance Indicators (KPIs) was set out. These have since been revised following operational feedback and the current suite of delivery KPIs is provided in Appendix Three.

As well as those priorities agreed in April, since the Plan was agreed the Council has responded to a number of unforeseen demands and additional pressures. Most notably this includes responding to the outcomes of the local area SEND inspection, published on 7 May and preparation for the General Election which was announced on 22 May and took place in July. In addition, in December 2024 the Council's external auditors presented their judgements in the areas of the Council's Value for Money arrangements for 2021/22 and 2023/24. Significant weaknesses were identified resulting in an urgent action plan being drawn up at the end of quarter 3. This has had an impact on the delivery against milestones which will be fully assessed at each quarter.

This report however describes the significant progress made in the third quarter of the financial year (October to December 2024) against the Corporate Plan priorities and objectives.

Recommendation(s)

Cabinet is asked to

1. Note the update on progress against the Corporate Plan 2024/25.

Reasons for recommendation(s)

To enable transparency and robust monitoring of performance and delivery of the Corporate Plan.

Alternative options considered and rejected.

Not applicable.

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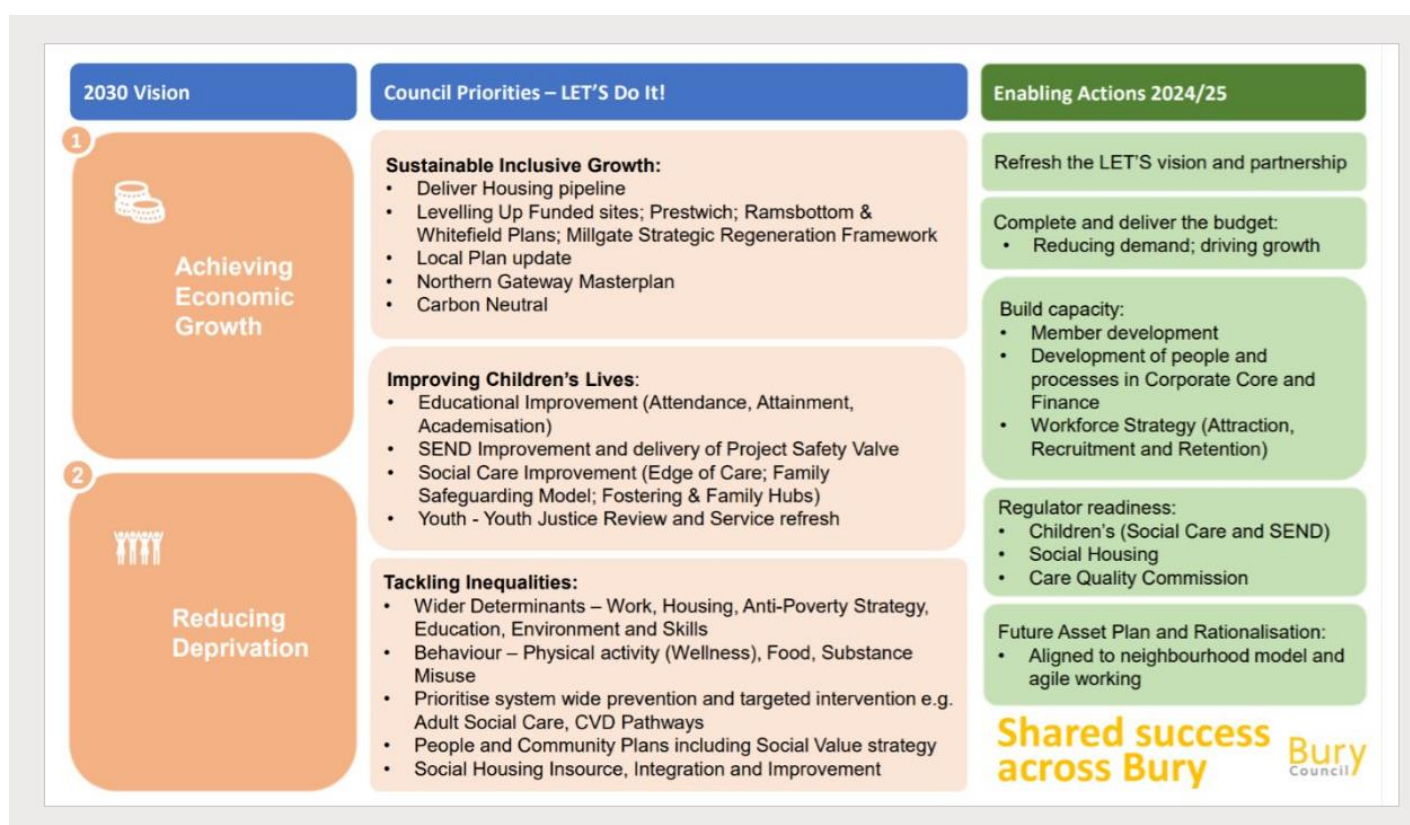
Position: Head of Performance and Delivery

Department: Corporate Core

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1. Background

- 1.1 Last April the 2024/25 Corporate Plan was published and set out the Council's strategic priorities and delivery objectives for the year.
- 1.2 The Corporate Plan has been designed to reflect a tighter set of corporate priorities following feedback from the last LGA Peer Review in December 2023, hence the focus on the three priorities with a streamlined set of objectives. The priorities overlay the "business as usual" departmental functions which are described separately in service planning documents.



2. Progress Since Approval of the 2024/25 Corporate Plan

- 1.1 The table in Appendix Two provides a snapshot overview of progress against the Quarter Three milestones. This review of progress has been further supplemented by information gathered for the latest Leader's statement to Council.
- 1.2 The last report described a number of areas where progress has been delayed. There has been some recovery of these delays in quarter 3 despite the addition of the action plan in December 2024 in response to the outcomes of our external auditors regarding value for money activities.
- 1.3 As in the first half of the year, though not unforeseen, the work needed to progress the integration of Housing Services (in the context of the new regulatory requirements) has continued to require the focus on a number of

teams across the Council as services have started to integrate with their respective functions. Whilst the recruitment of a permanent Director of Housing has been underway this has put pressure on remaining capacity. However, this post was recruited to in quarter 3 and they are due to start in post imminently.

- 1.4 Finally, again not unforeseen, but the launch of the 25/26 budget in November 2024 and associated consultation has required a greater emphasis and focus due to the volume of savings projects required to support the budget deficit.

1.5 Sustainable Inclusive Growth

Key Achievements:

- Work on the Radcliffe regeneration continues at pace. Radcliffe Library has relocated to the upper floor, ready for construction of the new Enterprise Centre which will offer flexible working space, meeting rooms and business support services.
- The Radcliffe Hub project structural work has progressed including; excavations and works continue to create the basement areas; work on the steel frame for the roof and the front of the building; works to start on the roof over the pool area.
- Preparation works have commenced on the Radcliffe Market and basement for Market Chambers.
- Funding for Whitehead Gardens, Tottington have been announced – joint contributions from the Council, the national lottery and the Heritage fund. Plans for the site include making improvements to access and pathways, installing new seating areas, tree works, wildflower planting, wall repairs and improving drainage. The work on site will begin in Spring 2025 and is expected to be completed by Spring 2026.
- In December approval was granted at Cabinet to appoint the main contractor for the main works for the delivery of Phase 1A Travel Hub of the Prestwich Village Regeneration Scheme. This scheme will now continue to progress at pace throughout 2025.
- 30 affordable housing units have been completed at Wheatfields with tenants in occupation in early December
- The Northern Gateway Development Framework consultation went live in November. The consultation is due to close in quarter 4 to support a cabinet decision in February regarding the adoption of supplementary planning documents.
- The Council's Greenhouse Gas Emissions report is prepared for publishing and demonstrates that the council has reduced its emissions by 70% since the base year of 2008/09 and has made another year-on-year reduction from 2022/23 of 6%
- The Bury Town Centre Food and Drink festival took place in quarter 3 and attracted over 30,000 visitors

- Work is continuing on feasibility studies for the leisure centre costs and options appraisal project with an update due in quarter 4.

1.6 Improving Children's Lives

Key Achievements:

- The annual Believe and Achieve awards took place in quarter 3. The night celebrates the achievements of our cared for children and care experienced young people; recognising their achievements in education, sport, creativity and the support they have given their community. Some 150 children and young people were nominated across seven award categories, and there were 15 winners.
- The fostering service have been preparing to launch the second Mockingbird constellation, a key part of the Council's strategy to increase the number of foster carers looking after our children. The success of the first constellation was evident at a recent fostering event when carers in the constellation spoke to other carers about their experiences.
- The first Family Hub Christmas drop in offer was held in quarter 3 with a range of family help staff, early years, and partner agencies to provide support and advice to our families over the Christmas period, including accessing food parcels and Christmas presents.
- The Council approved the sign up to the Care Leaver Covenant (CLC) in December. CLC work with more than 500 organisations to connect young people with care experience to exclusive opportunities. By becoming a partner of the CLC, Bury Council will join 92 other unitary local authorities in demonstrating their commitment to care experienced young people.
- In December, the DfE visited for their first stocktake of the progress being made by the local area following the inspection of services for children with identified SEND. The meeting was attended by senior officers from across the entire partnership of local agencies, together with the independent chair of the SEND improvement Board and representatives from Bury2Gether. The DfE welcomed the rounded self-assessment, which acknowledged areas where good progress has been made and recognised areas where progress has not been as rapid as we would have wished. The overall sense from the meeting was that the DfE felt that good progress had been made in Bury through the first six months of the improvement plan, while recognising the scale of the challenge in delivering substantially improved services and outcomes for children with SEND and their families. The session recognised the need to move from system revision, build and design to delivery and tangible impact during 2025.
- The STAR Academy in Radcliffe opened its doors to its first cohort of pupils in September.
- A review of the EHC Assessment and Review team has been completed and further recruitment is underway to increase capacity.

- The delivery of the Inclusion Team's offer to schools was underway in quarter 3. This included the introduction of an Inclusion Support system supporting schools with immediate advice and signposting for high level cases to prevent placement breakdown or permanent exclusion.
- The SEND deep dive on preparation for adulthood was successfully held in October, with plans for the next deep dive in quarter 4.
- A sixth family safeguarding team was introduced in quarter 3, which has assisted in reducing caseloads. Our Family Safeguarding Partnership Event took place in November with a morning and afternoon session held to maximise attendance, which was positive from across the partnership. Practitioners gave examples of their work with families and the outcomes they are achieving. The day was dedicated to sharing the model with partners and highlighting their role in protecting vulnerable children, parents, and families. The response was very positive, with colleagues talking about how much they had learned about the Family Safeguarding approach by attending the event and good feedback from those who attended.

1.7 Tackling Inequalities

Key Achievements:

- Work has continued shaping new Community Safety Strategy recognising wider determinants of keeping people safe from harm. In December, Bury welcomed a delegation of representatives from South Korea who were keen to learn on Bury's Purple Flag success in terms of a thriving, vibrant and safe evening and nighttime economy, testament to strong partnership working between the Council, GMP, licenced premises and cultural venues, Bury BID and organisations such as the Street Pastors.
- 450 winter warmer packs for those most in need have been produced and distributed across the Borough. Each year Bury Council's public health team works with a range of partners to create a Winter Well programme of work. The programme promotes advice on self-care during the winter months and is an opportunity to increase referrals to other services. Winter Well tackles a range of issues such as the cost of living, heating and fuel, food and nutrition, mental wellbeing, physical health, and vaccinations.
- Bury Adult Learning hosted a Reverse Job Fair on 29th November, inviting employers and local businesses to connect with learners.
- The Bury Works well service was launched in quarter 3, the programme, launched by the Department for Work and Pensions (DWP) and the Department for Health and Social Care (DHSC), is the latest initiative from Bury Works, the single access point for all enquiries regarding employability, work, health and skills in Bury
- A Children's Circle of Influence event was held in November with a follow up report circulated highlighting key findings, themes and actions generated by our children and young people.
- The Council's new Inclusion Strategy was agreed in November.
- Appointment of surveyors and architects has taken place while procurement for the main contractor of the new roof for Bury Art Museum is developed.

- The health and care system continues to transform and improve outcomes for Bury patients. The locality board meeting on 6th December included a review of 2024 and very many examples excellent practice and reform, including regional and national awards for programmes and individuals in Bury. These include the roll out of my happy mind - a programme focused on wellbeing, resilience and understanding of mental health, improvements in the operation of the urgent care system, historically good performance on health checks in primary care for learning disabilities, huge numbers of additional patients seen in primary care, and new and innovative services such as the early phases of work on implementation the England women's health strategy.
- Within Primary Care there was the establishment of Women's Health Hub in Prestwich in October 2024 as well as the establishment of 4 Respiratory Hubs in November 2024. There has also been the following areas of good performance:
 - ♦ 34% increase in CVD health checks in this year compared to 2023.
 - ♦ Increase in staying well referrals since April 2024 which has increased from circa 90 per month to 182 in October 2024. This means that 182 patients will have proactive care planning in place to reduce the risk of needing primary care or hospital support.
 - ♦ 5000 more GP appointments in the last 12 months compared to the year prior.
- Our anti-poverty summit was held in November 2024 where a formal agreement on the use of the Household Support Fund was established.
- Our licensing matrix was launched in quarter 3 which utilises a Power BI dashboard which brings together various geographical data sets to support decision making about licensing premises. This has been used successfully in several licensing committee meetings already.
- The annual flu and covid vaccination scheme was delivered in quarter 3 with a total of 87,000 vaccines administered

1.8 Enabling Actions

Work to continue to progress the **enabling actions** described in the Strategy has been informed by the outcomes of the follow up visit of Local Government Association (LGA) Corporate Peer Challenge in December 2024.

- In November, the medium-term financial strategy was updated and consultation on budget proposals began. There were 282 responses to the consultation, 75% of these from residents.
- Work is underway on the LET'S Do It strategy refresh, there has been a delay to the launch which was due in December. After procuring external capacity the launch of the new strategy is now expected in quarter 4.

- The sixth Ofsted monitoring visit took place in quarter 3 with the follow up report noting the progress made since the initial inspection in 2021. They saw evidence of children's risks and needs being appropriately identified and responded to in a timely way.
- There was also a SEND stocktake undertaken in December by the Department of Education, the output of which is expected imminently.

3. Conclusion

- 4.1 As can be seen from this report, significant work has been undertaken against the delivery milestones in the Corporate Plan as agreed at Cabinet in December 2024. Whilst there has been some need to amend work programmes due to unanticipated demands, the totality of the Plan is still on track to be delivered in 2024/25.

Appendix One: Corporate Plan: Agreed Delivery Plan as at December 2024

| | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|-------------------------------------|--|--|---|---|
| Sustainable Inclusive Growth | <ul style="list-style-type: none"> Local Plan Reg. 18 notification, Call for Sites and Impact Assessment Scoping Spurr House - Disposal strategy agreed Seedfield, School St and Green St commence – c.300 houses/units Radcliffe Civic Hub - enabling works completed and main works commenced | <ul style="list-style-type: none"> William Kemp Heaton - 100% affordable housing scheme of 43 units including 18 specialist/supported units. Humphrey House – Procurement begins (c.65 Units) Willow St - Supported housing site (13 units) to commence on site Flexihall - Construction contract agreed, enabling works start Former police station site, Bury town centre, sale completion Spurr House – sale completion | <ul style="list-style-type: none"> Prestwich Phase 1 - travel hub construction begins Pyramid Park – Procurement phase complete Northern Gateway Supplementary Planning Documents Consultation Wheatfields completion - 30 affordable units Radcliffe library temporarily relocated Planning application for first phase Mill Gate Development strategy for the Elms – 24 affordable units | <ul style="list-style-type: none"> Fletcher Fold - Start on site – 43 affordable homes for older people Flexihall main works begin Radcliffe enterprise centre prep for handover & all UKSPF funds spent Northern Gateway - Application submission (JPA1.1) Indoor market strategy approved First phase of Flexihall operator procurement completed |
| Improving Children's Lives | <ul style="list-style-type: none"> Review SEND Governance Updated Personal Education Plan (PEP) to strengthen Careers Information Advice and Guidance (CIAG) and transition Update Primary In Year Fair Access Protocol (IYFAP) Panel & policy Production of Personal Independence Payment (PIP) & establishment of SEND Improvement and | <ul style="list-style-type: none"> Star academy in Radcliffe opens in temporary accommodation Corporate Parenting Strategy refresh complete Early Help Parent Offer in development | <ul style="list-style-type: none"> Launch second Mockingbird constellation Family Safeguarding expansion & Partnership Event Circles of Influence co-production event Final Ofsted ILACS Monitoring Visit SEND deep dive on preparation for adulthood Department of Education SEND stocktake visit Complete revision of the Local Offer and comms strategy | <ul style="list-style-type: none"> Chesham Family Hub opens Free Special School 2 – detailed design development undertaken by DfE Free Special School 3 – feasibility study commissioned by DfE Keeping Families together team launched Early Help Offer re-launch Create Attendance (CME & EHE) Pledge / Strategy |

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| | Assurance Board (SIAB) | | <ul style="list-style-type: none"> • Delivery of Care Cubed into Children and Young People/Clinical Health Commissioning | |
| Tackling Inequalities | <ul style="list-style-type: none"> • Confirmed funding for NCA to recruit additional health visiting capacity • Preparing For Adulthood (PFA) transition programme launched • Finalise of Bury population Health Strategy • My Happy Mind commence launch in Secondary Schools • Additional CAMHS (Child and Adolescent Mental Health Services) capacity secured • Completion of Redbank Pavilion/3G | <ul style="list-style-type: none"> • Skills strategy launched • Neighbourhood model update including Housing integration • Delivery of St Mary's Place for 18–25-year-olds • Sufficiency strategy • Updated allocations policy and housing protocol complete • Social value strategy complete • Physical Activity strategy and implementation framework delivered • Revised Supporting Living Arrangements in Persona • Care Home Falls prevention project finalised. • Launch of Rapid Response Falls Service | <ul style="list-style-type: none"> • Autism strategy approved • GM working well strategy implementation in Bury • Commence flu and COVID winter vaccination • Launch of Women's Health Hub initiative • Promotion of Healthy Workforce Charter delivered • Physical Activity framework rolled out • Devise and roll out robust active travel plans • Localised drug, alcohol and smoking plans complete • Robust licensing matrix launched to inform decisions to reduce harm • Anti-poverty summit & 24/25 strategy refresh | <ul style="list-style-type: none"> • Establishment of peer networks - autistic adults and families/carers • NHS commissioning intentions and service delivery priorities for emotional wellbeing and mental health in place • Approval of Refurbished GP provision in Whitefield to replace Uplands • Plan to improve school readiness in communities in place • Top Park 3G Pitch complete • Carers Strategy complete • Sensory Strategy complete • Extra care Strategy complete |
| Enablers | <ul style="list-style-type: none"> • Complete Adult Social Care (ASC) self-assessment | <ul style="list-style-type: none"> • Health and Safety Strategy Agreed • Roadmap for integration of Housing services | <ul style="list-style-type: none"> • Co-production of LET'S do it! strategy refresh • Bury Art Museum Roof repair commences • New Inclusion Strategy and Equality Objectives Launched • MTFS updated and consultation on budget proposals begins • Communications strategy produced | <ul style="list-style-type: none"> • 25/26 budget set and MTFS updated • Relaunch of LET'S Do It! strategy and governance • Recommissioning of VCFSE local infrastructure • Communications strategy relaunch • Estate Rationalisation Strategy approved • Council Workforce strategy developed |

Appendix Two: Progress against Quarter Three Milestones

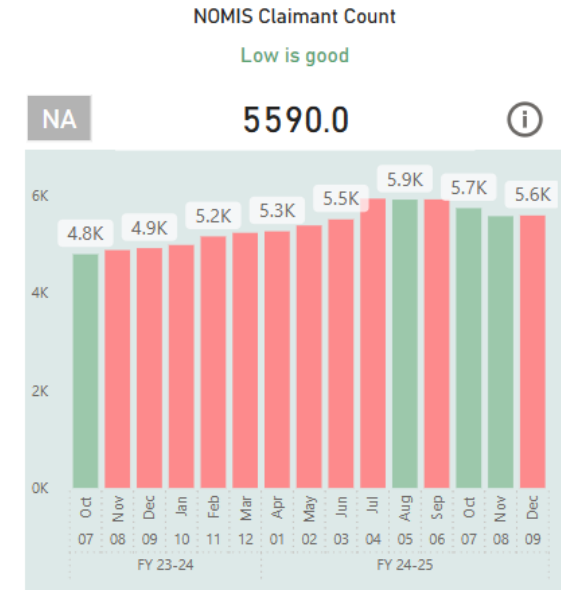
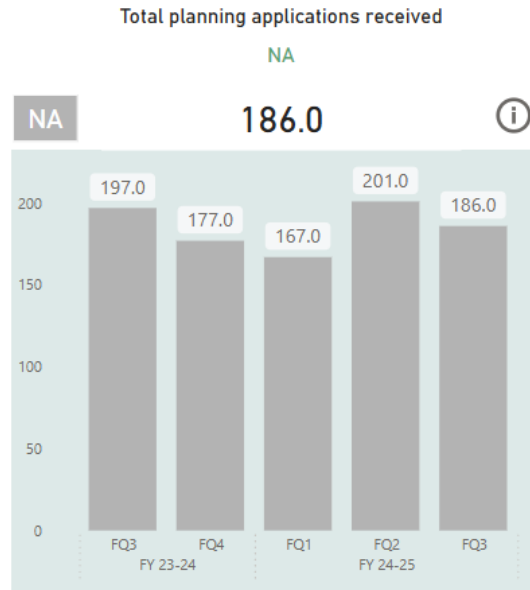
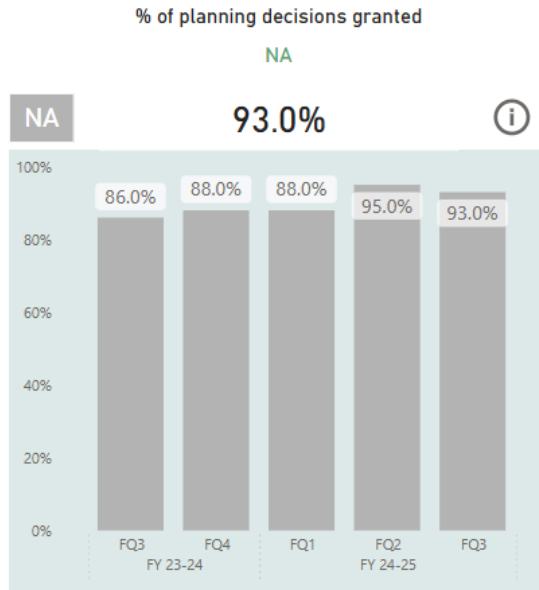
| Complete | | On Track | Not on track – risk addressed | Not on track – risk identified |
|-----------------------------------|--|----------|---|--------------------------------|
| Quarter Three: Progress on a Page | | | | |
| Priority | Milestone | RAG | Q3 Update | |
| Sustainable Inclusive Growth | Prestwich Phase 1 - travel hub construction begins | | Final Site Investigation Surveys were undertaken and completed before the end December 2024. The enabling works package will now form part of the main contract. On 4th December 2024, Cabinet approved the Joint Venture to appoint (via the Pagabo Developer Led Framework) and enter a building contract with VINCI as the main contractor to deliver the Travel Hub within the previously approved cost envelope of £14m. The Development Agreement, Building Agreement/Contract and other associated legal agreements are nearing their final drafts, and it is expected that a start on site will be during Q4. | |
| | Pyramid Park – Procurement phase complete | | Planning approval obtained 17/12/24 and conditions being worked through. Contract negotiations due to complete by Q1.BNG strategy baselined, and off-site credits reserved via Environment Bank | |
| | Northern Gateway Supplementary Planning Documents Consultation | | Following consultation close, all comments received will be reviewed and updates made as appropriate. The adoption of the Supplementary Planning Documents is on Cabinet Forward Plan for a decision in February 2025, pending analysis of consultation responses. | |
| | Wheatfields completion - 30 affordable units | | Development complete, tenants in occupation w/c 9th Dec. | |
| | Radcliffe library temporarily relocated | | Temporary relocation of Radcliffe Library to upper floor of current library completed. | |
| | Planning application for first phase Mill Gate | | Delayed whilst focus is on acquisition of freeholds from the diocese. | |
| | Development strategy for the Elms – 24 affordable units | | Awaiting further legal advice regarding the delivery strategy before we can progress further. Actions to address risks in place. | |
| | Launch second Mockingbird constellation | | Second Mockingbird constellation will formally launch on 3rd February. | |

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| Improving Children's Lives | Family Safeguarding expansion & Partnership Event | | Our Family Safeguarding Partnership Event took place in November with a morning and afternoon session held to maximise attendance, which was positive from across the partnership. Practitioners gave examples of their work with families and the outcomes they are achieving. The day was dedicated to sharing the model with partners and highlighting their role in protecting vulnerable children, parents, and families. The response was very positive, with colleagues talking about how much they had learned about the Family Safeguarding approach by attending the event and good feedback from those who attended. |
| | Circles of Influence co-production event | | Circles of Influence event took place in December. Action completed - the report has been circulated highlighting the key findings and themes for our young people. undertaken. Report is due to be presented at Children's Strategic Partnership Board for sign off. |
| | Final Ofsted ILACS Monitoring Visit | | Our 6th monitoring visit took place 31st October/1st November, focusing on the front door. Ofsted noted the progress we have made since the inspection in November 2021 and the last monitoring visit that focused on the same area in June 2022. They saw evidence of children's risks and needs being appropriately identified and responded to in a timely way, with appropriate application of thresholds across all the areas they reviewed. |
| | SEND deep dive on preparation for adulthood | | Our SEND Deep dive took place on 23rd October and positive feedback was received. We expect our next deep-dive to take place in March 2025. |
| | Department of Education SEND stocktake visit | | The DfE SEND Stocktake took place on 10th December. Currently awaiting the formal letter from the DfE, which is expected imminently. There will be another SEND Stocktake in June and December of this year. |
| | Complete revision of the Local Offer and comms strategy | | Local Offer website launched. A framework for a communications strategy has been created and shared between professional communicators. The strategy framework developed for Bury follows good practice from the Reading comms approach that they integrated into the overall SEND strategy. |
| | Delivery of Care Cubed into Children and Young People | | Care Cubed support will be woven into the restructure work of our commissioning team, there has been some delays. JD's will be subject to a further meeting on the 17th February. |

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| Tackling Inequalities | Complete first stage of commissioning cycle for Autism Strategy | | Research completed |
| | GM working well strategy implementation in Bury | | GM working well pilot and strategy has started to be rolled out locally with activity from 1st October |
| | Commence flu and COVID winter vaccination | | Programme delivered |
| | Launch of Women's Health Hub initiative | | Women's health hub launched delivering weekend clinics in Prestwich |
| | Promotion of Healthy Workforce Charter delivered | | Healthy workforce charter continues to be promoted to all local businesses |
| | Physical Activity framework rolled out | | Physical Activity Framework developed and roll out starting Jan 2025 |
| | Devise and roll out robust active travel plans | | |
| | Localised drug, alcohol and smoking plans complete | | Clear local drug, alcohol and tobacco control plans in place and on track with delivery |
| | Robust licensing matrix launched to inform decisions to reduce harm | | Licensing matrix launched and been used in licensing committee to inform several decisions |
| | Anti-poverty summit & 24/25 strategy refresh | | Anti-poverty summit held on 4th November at Radcliffe Town FC |
| | Delivery of Care Cubed into Clinical Health Commissioning | | Use of Care Cubed for Clinical Health Commissioning has started and is on track |
| Enablers | Co-production of LET'S do it! strategy refresh | | External capacity has been sought to complete delivery of this - with a final launch expected in Q4 |
| | Bury Art Museum Roof repair commences | | Appointment of quantity surveyor and architect has been approved and is now progressing before main contractor is appointed. Working with procurement to tender for a main contractor. Full work programme timeline to follow once contractor in place, approx. May 25. |
| | New Inclusion Strategy and Equality Objectives Launched | | Strategy agreed by November Cabinet |
| | MTFS updated and consultation on budget proposals begins | | Budget report published in November and consultation launched. 288 responses to consultation. |
| | Communications strategy produced | | Strategy has been drafted by interim Head of Communications who is now in post. Due for publication in Q4. |

Appendix Three: Key Performance Indicators

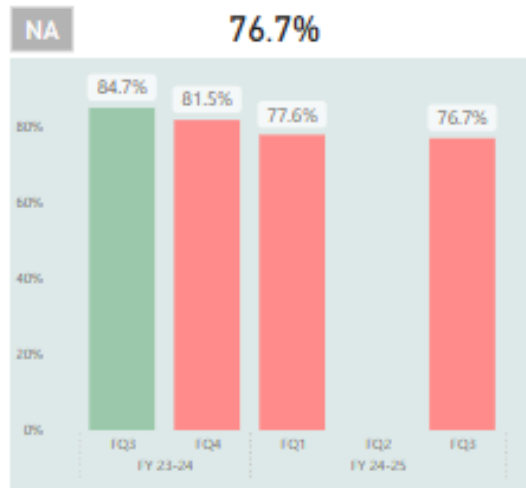
Business Growth and Infrastructure



Children and Young People

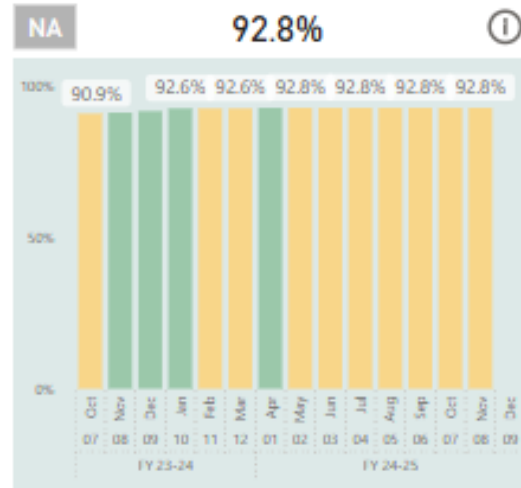
% of children accessing 2 year take up of free childcare

High is good



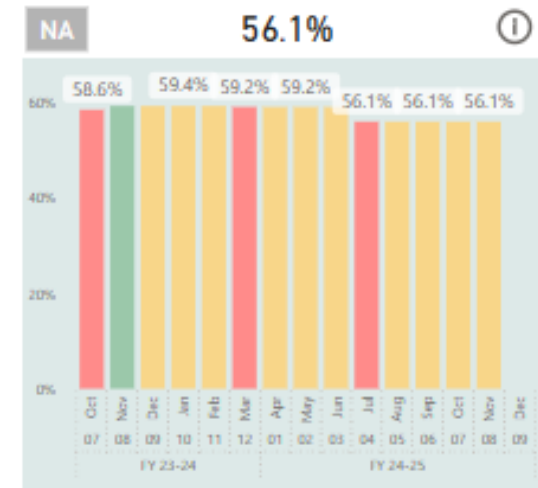
The % of pupils attending a good or better Primary School in Bury

High is good



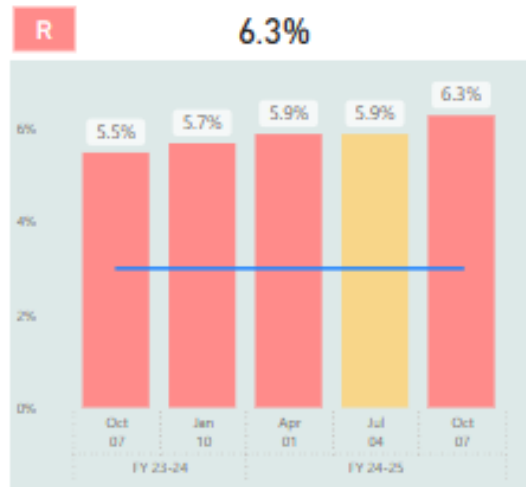
The % of pupils attending a good or better Secondary School in Bury

High is good



% of Pupils in Bury Schools with an EHCP

Low is good

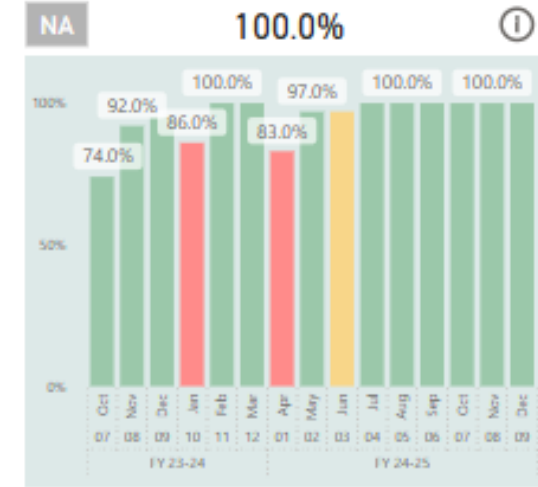


Measure: CLA – Percentage of CLA in foster placements

No data to display

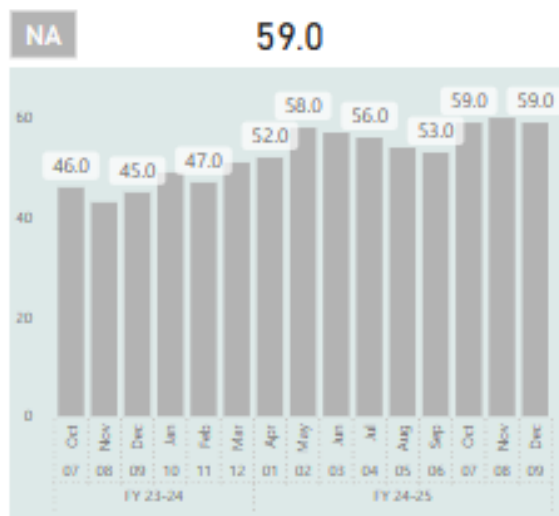
EHCP: Percent of Plans issued on time, compliance at 20 weeks

High is good



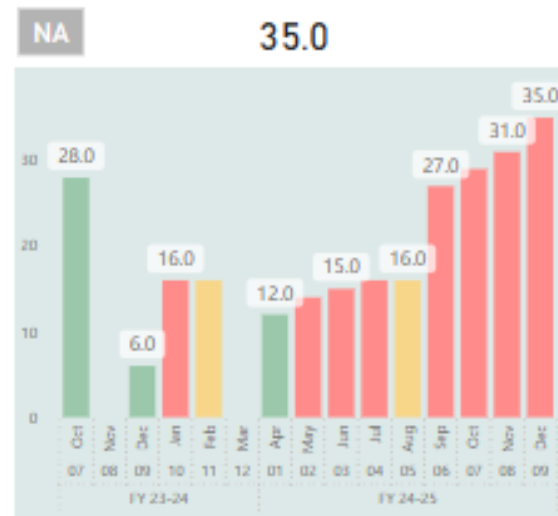
Rate of CPP per 10,000 children aged 0-17 (latest)

NA



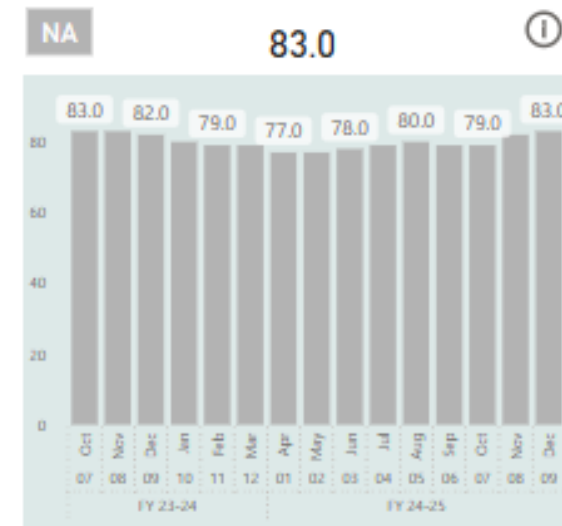
Re-registrations for children who started on a CP plan (ever) (last 6 months)

Low is good



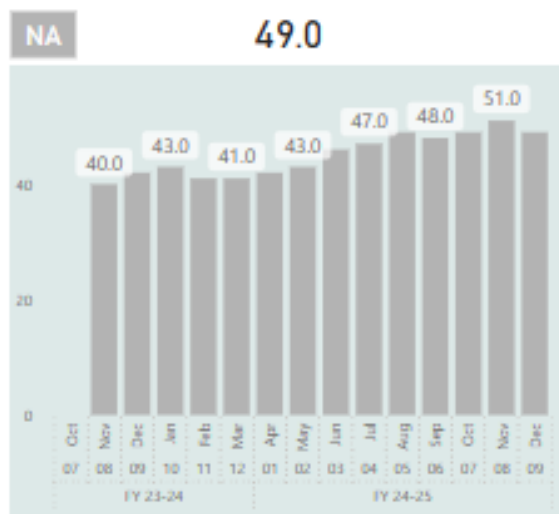
Rate of CLA per 10,000 children (latest snapshot)

NA



Number of residential placements (codes K1, K2, R1 and S1)

NA



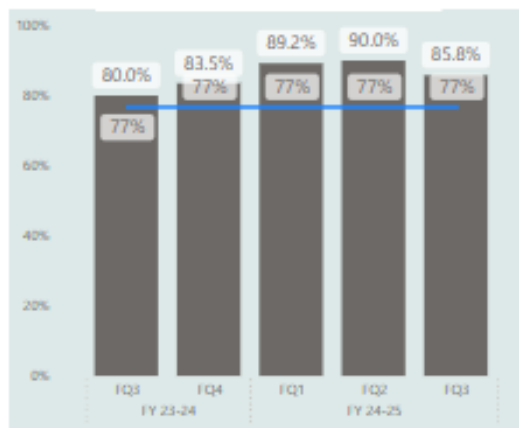
Zoom Out

Health & Adult Care

ASCQF 2A - The proportion of people who received short-term services during the year - where no further request was made for ongoing support

High is good

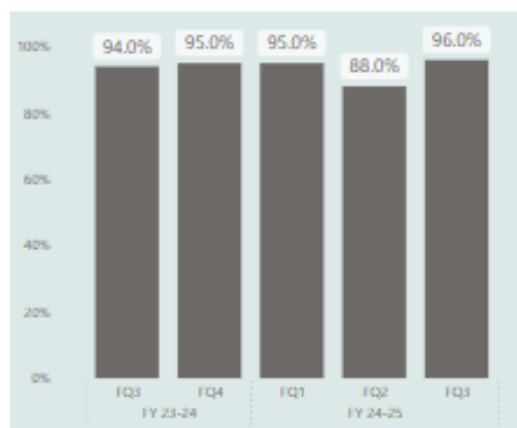
85.8%



Of those who expressed outcomes the proportion of people who have their safeguarding outcomes fully or partially met

High is good

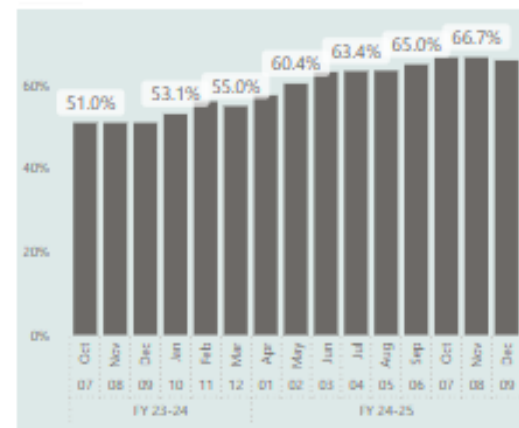
96.0%



Proportion of completed Adult Social Care (ASC) annual reviews in a rolling 12 month period

High is good

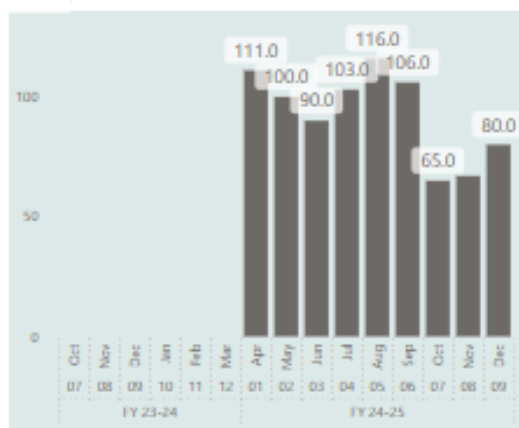
66.0%



Number of people on waiting list for ASC needs assessment (snapshot last day of the month)

Low is good

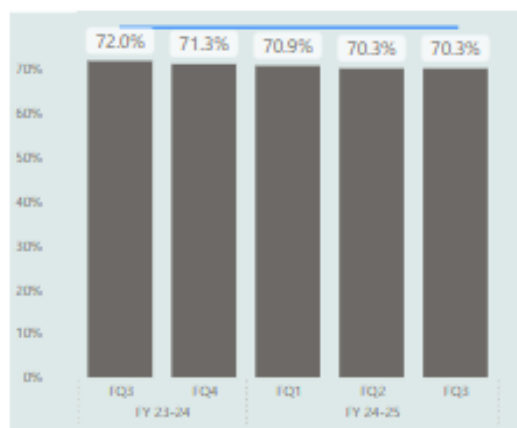
80.0



Proportion of people receiving long-term adult social care in the community

High is good

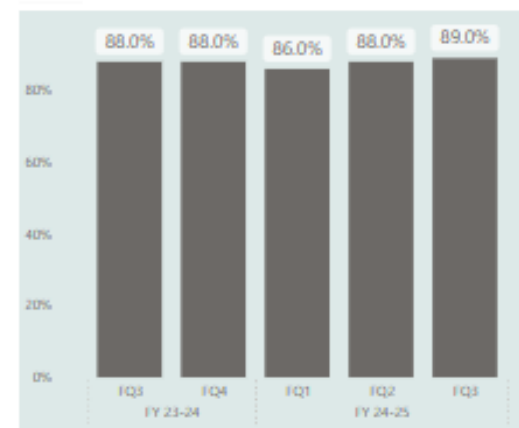
70.3%



Proportion of people that were asked about their outcomes (ASC)

High is good

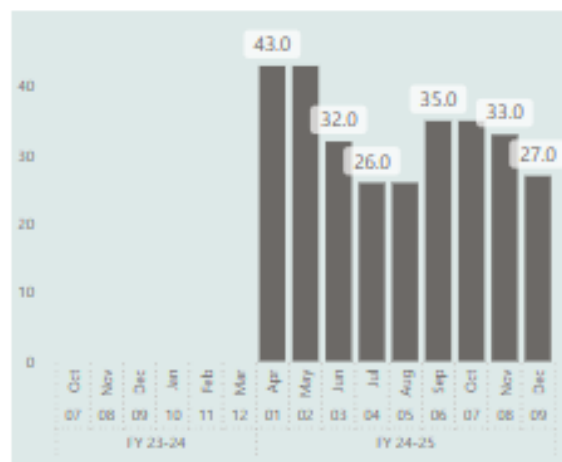
89.0%



Median number of days waiting for an ASC needs assessment

Low is good

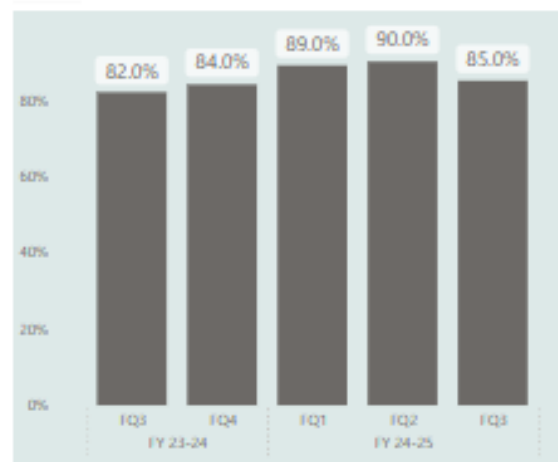
27.0



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

High is good

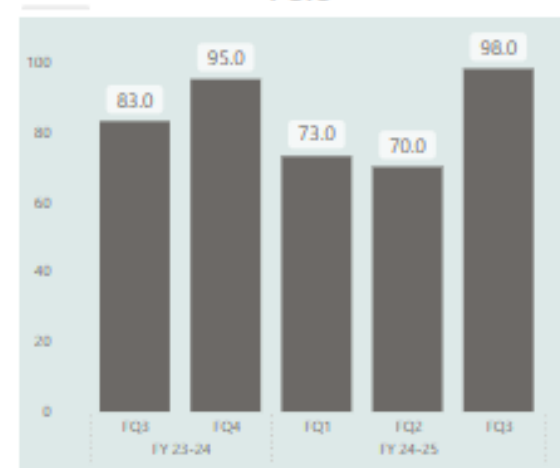
85.0%



Total number of new carers registered with Bury Carers' Hub

NA

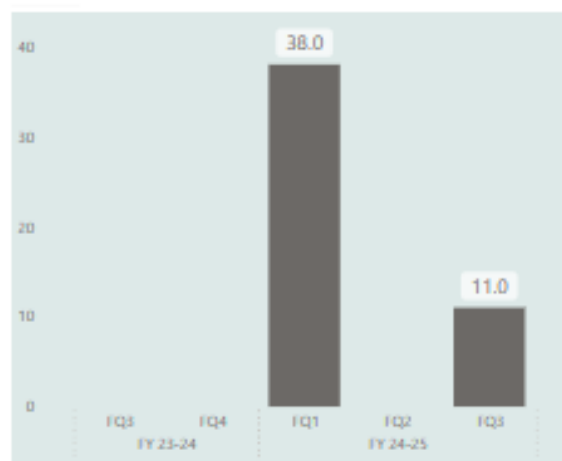
98.0



Number of people trained in the progression model

High is good

11.0



No data to display

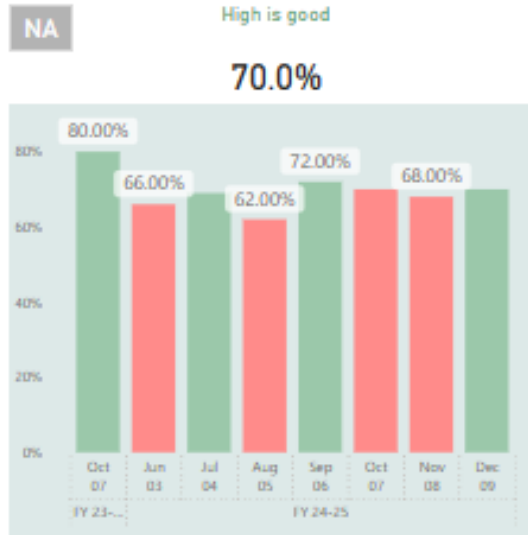
Measure: The proportion of people and carers who use services who have found it easy to find information about services and/or support

No data to display

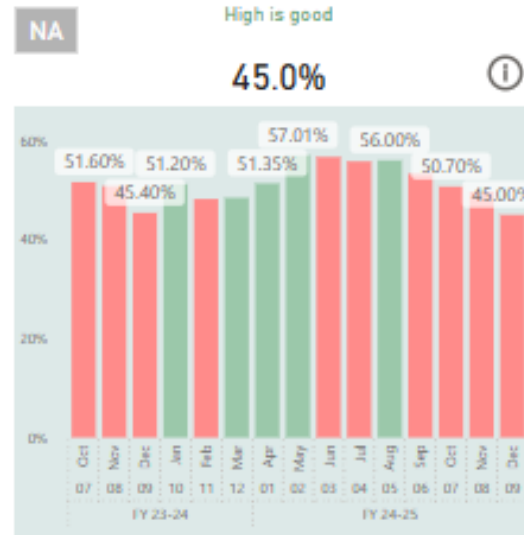
Measure: The proportion of people who use services, who reported that they had as much social contact as they would like

Operations

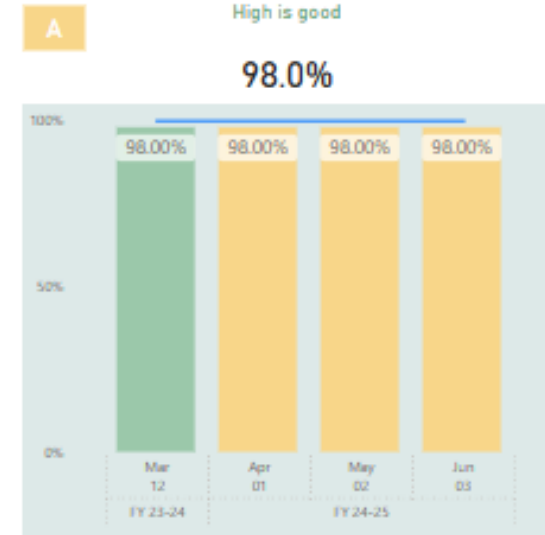
Highway repairs completed on time (%)



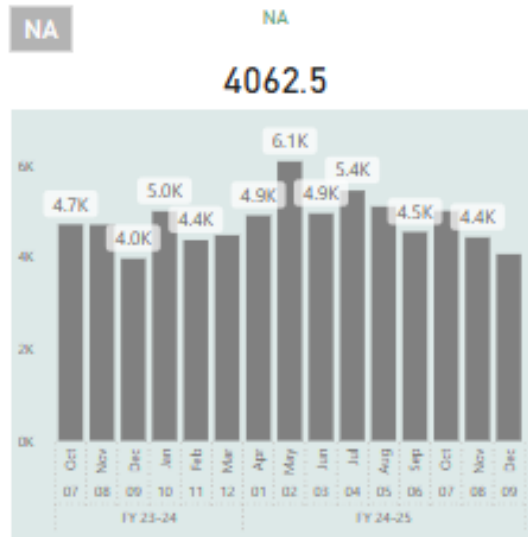
Proportion of household waste recycled



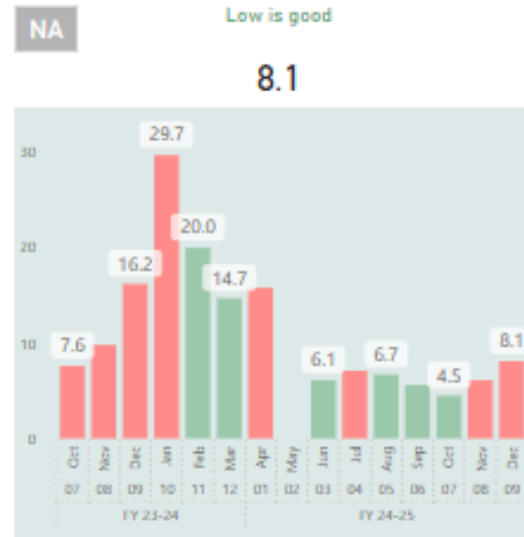
% of council vehicles changed to lower emission versions



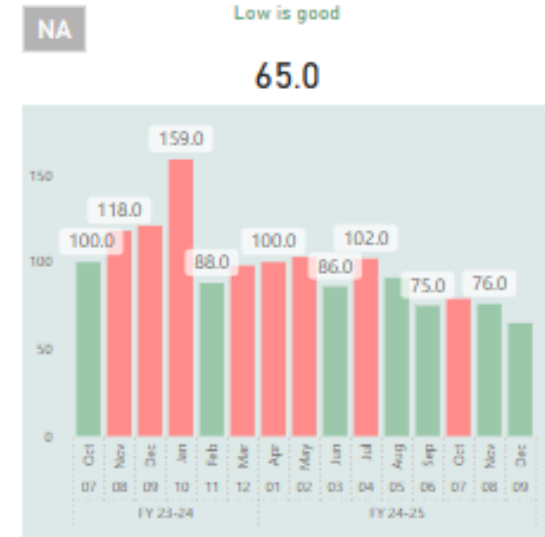
Waste collection (tonnes)

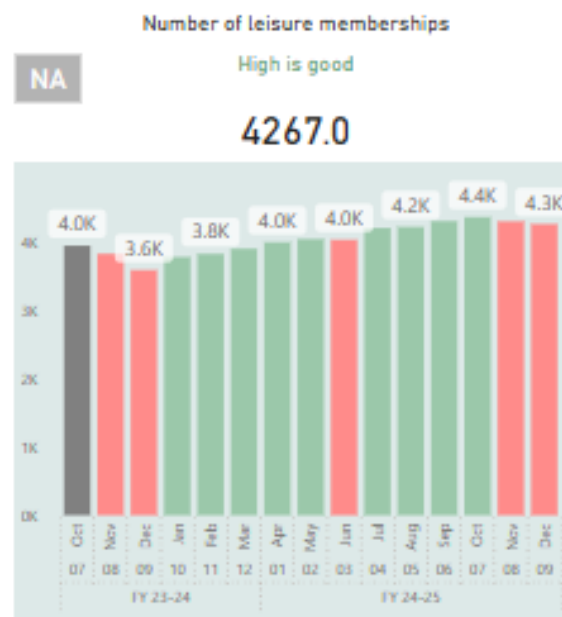
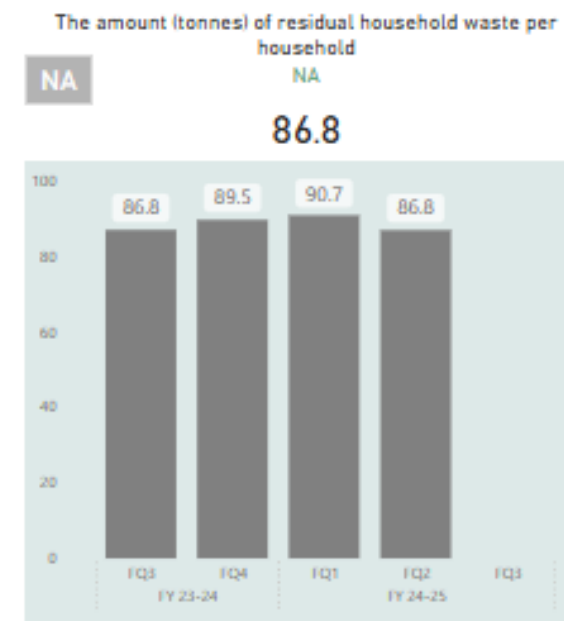
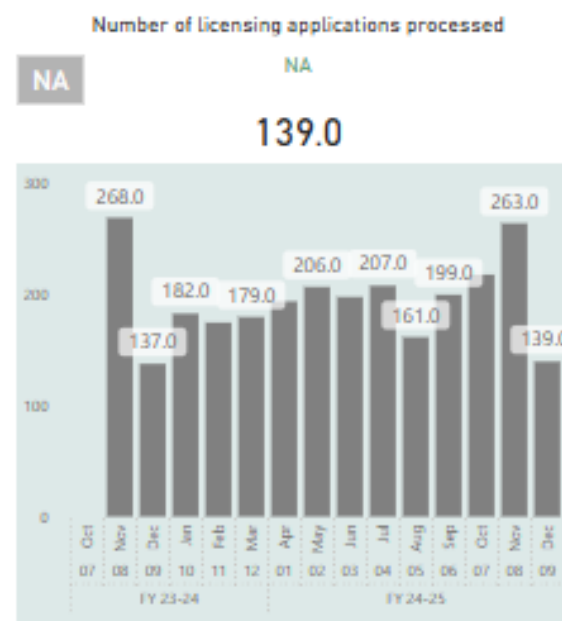
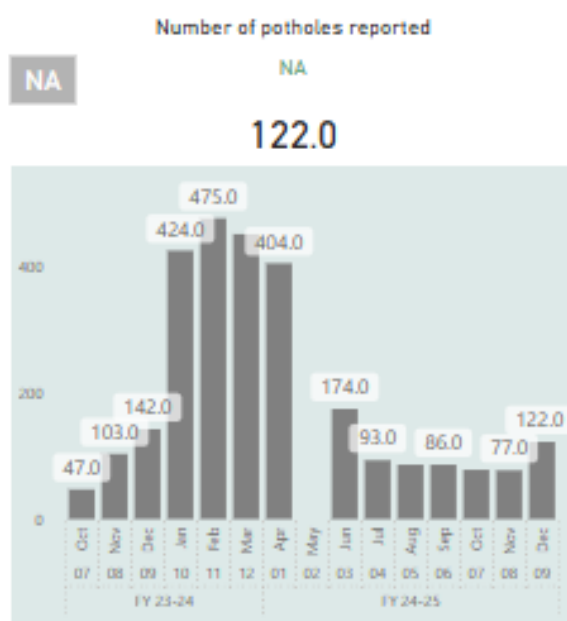


Average time taken to repair street lighting



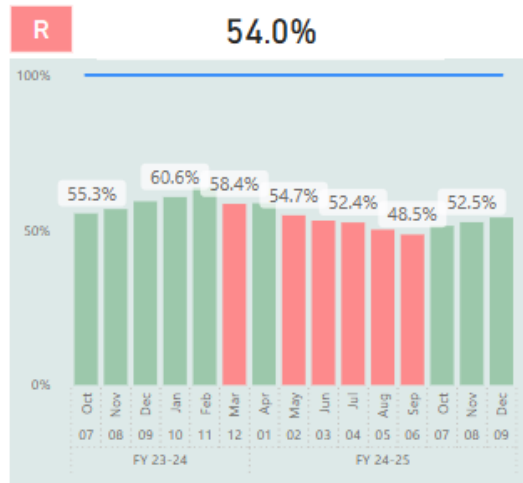
Number of missed bin collections per 100,000



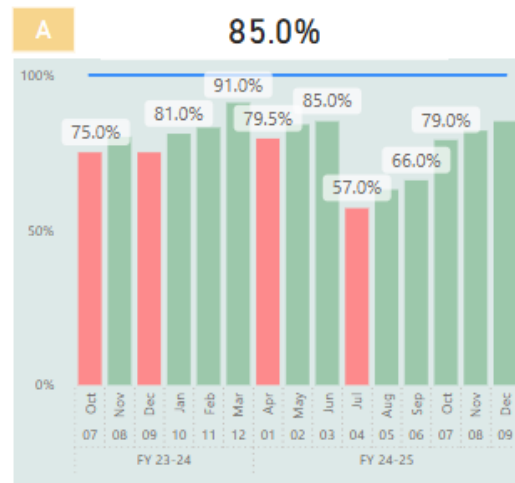


Corporate Core

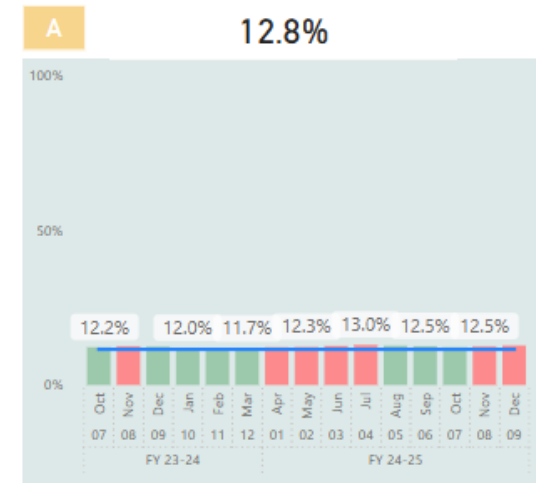
% annual PDRs completed in previous 12 months (Bury Council)
High is good



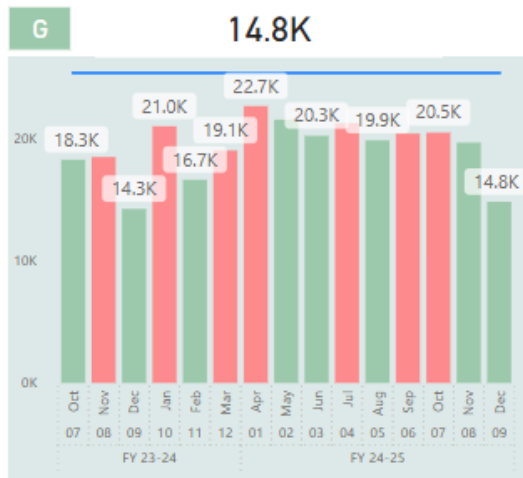
% of FOIs completed on time (Bury Council)
High is good



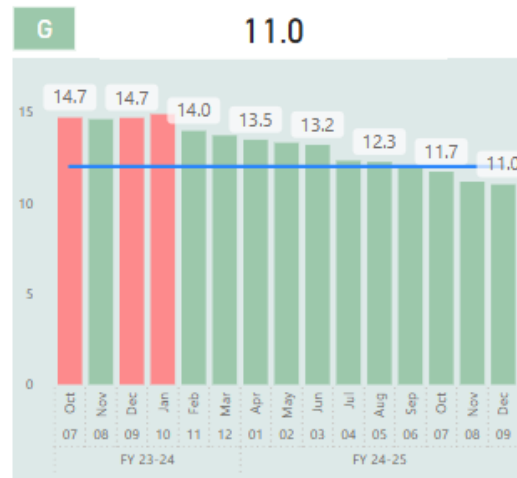
% Staff turnover (Bury Council)
Low is good



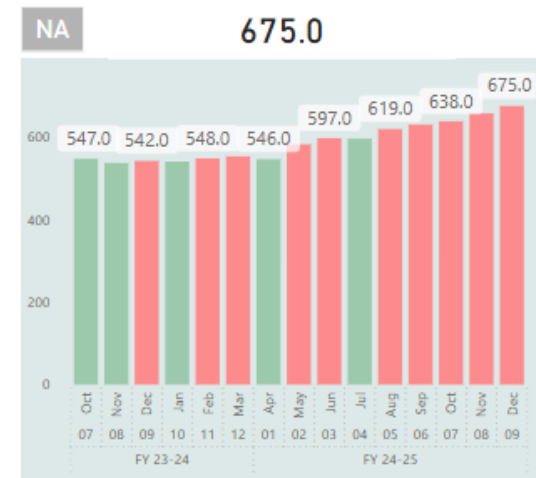
Contact centre – number of contacts received
Low is good



Sickness absence: average number of days lost per FTE per year (Bury Council)
Low is good

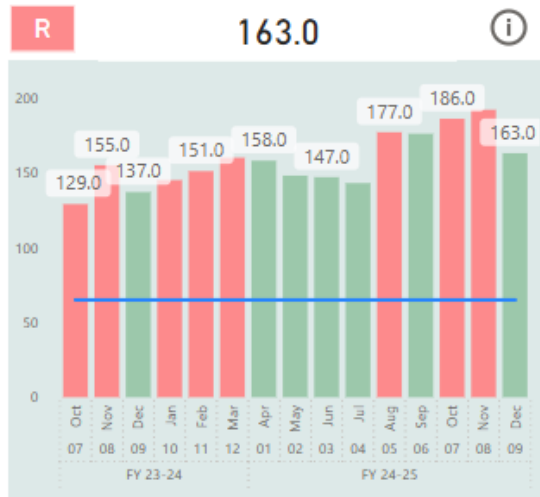


Average waiting time on housing register (all applications) (snapshot)
Low is good



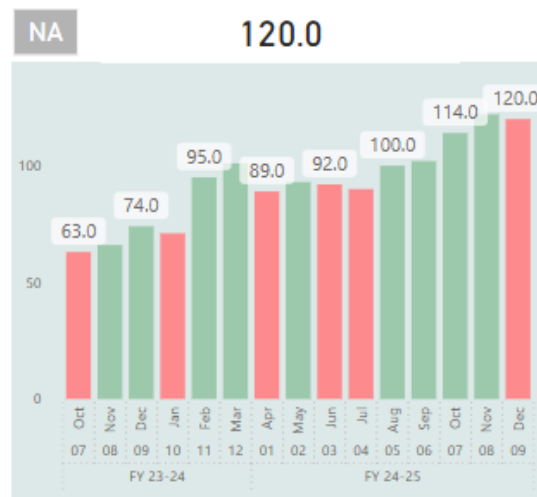
Number of households in temporary accommodation on last day of the month

Low is good



Number of rough sleepers currently being supported

High is good



Key Performance:

- This is the first presentation of the Corporate Plan KPIs to cabinet utilising the Power BI dashboards developed. They provide engaging visuals that can flag areas of good performance or concern, progress towards a target, benchmarking and various timeframes. Although a static image here, the dashboard online can be filtered and adjusted to suit varying reporting or interrogation needs. Further development is required to fully utilise the tools available, and this approach will be mirrored across the organisation to deliver departmental and service level resources.
- Where available data is presented for the previous 15 months to allow for a year-on-year comparison. For some key performance indicators data points are rated red, amber or green based on the latest position against the previous position. Further engagement with performance and service leads is required to enable us to make these classifications more sophisticated and tailored to individual indicators.
- Majority of planning decisions continue to be granted as we receive between 150-200 per quarter. The number of people in receipt of Jobseekers Allowance or Universal Credit has reduced during quarter 3 down to 5,590. This outcome is affected by a variety of variables not many of which are within in the control of the authority.
- Please note that Ofsted have released a new performance framework in terms of school's performance. Due to these the % of pupils attending a good or better Primary/Secondary school in Bury is available up till November. This is being monitored and the existing KPIs will be replaced once more is known.
- Continued good news for EHCP compliance, with 100% issued on time (within 20 weeks). Especially note worthy as the proportion of pupils in Bury schools with an EHCP has increased during this time.
- Significant progress has been made in reducing the number of individuals awaiting an adult social work needs assessment. Through our targeted initiatives under the oversight of the Performance and Improvement Board, and through the focus applied by frontline staff with oversight and direction of their managers across Adult Social Care we have continued to reduce waiting times to allocation. This now means we rank 4th in Greater Manchester for our position on cases awaiting allocation and we are one of three Greater Manchester authorities with no cases waiting longer than 6 months for allocation.
- Waste collection (tonnes) has gone down to 86.8 in quarter 2 (quarter 3 figures are not yet available). This is as expected due to seasonal fluctuations and is comparable to last year where we collected 87.7 tonnes. Number of missed bin collections per 100,00 reached an all-time low of the past year, from 159 in January to 65 in December.
- Operational job completion times were positive during quarter 3 with street light repairs taking on average 4.8 days to complete and 70% of highway repairs competed on time.
- Turnover has remained broadly consistent across the last year. The Council has seen 422 starters and 403 leavers during this period. The Council has made positive progress in reducing its sickness absence levels over the past year, from an average of

14.00 days lost per Full Time Equivalent employee, due to sickness, in the 12 months to December 2023 to 11.01 days in the 12 months to December 2024. This is now below the North West upper tier local authority average of 12.57 days.

- The Council's improvement here has been supported by a number of pieces of work including a new Managing Attendance Policy, the introduction of a new Occupational Health service and increased management competence and confidence to manage sickness supported through learning via the Council's management development programme. Focused work has been undertaken in the two Departments with the highest absence levels (Operations and Health and Adult Care) which has supported the greatest level of decrease here through, predominantly, the swifter resolution to long term sickness causes.

Links with the Corporate Priorities:

This report supplements the State of the Borough Outcomes Report in terms of providing further information on the contribution of the Council to the 2030 vision. The Corporate Plan priorities are linked to the seven objectives of the LET'S vision.

Equality Impact and Considerations:

An EIA was completed at the launch of the corporate plan for 2024/2025 ensuring inclusion was at the heart of our corporate plan. This report demonstrates the continuing commitment to inclusion in all that we do as a council.

Environmental Impact and Considerations:

There are no specific environmental considerations within this report however the data tracks progress towards the environmental commitments within the Council's Corporate Plan.

Assessment and Mitigation of Risk:

| Risk / Opportunity | Mitigation |
|---|---|
| Lack of capacity to deliver against the Corporate Plan priorities which reduces our ability to achieve the LET'S Vision | Further attention will be given to the activities rated as Amber in order to ensure that resources are used to appropriately to support priorities however in some cases reprofiling may be required on a case by case basis. |

Legal Implications:

There are no legal implications however the regular reporting of performance is part of the Council's approach to good governance.

Financial Implications:

This report is reporting on the delivery of performance against the Council priorities set out in the corporate plan. The Corporate Plan is reviewed and produced annually in line with the budget setting process and the budget is developed to deliver the Council's priorities. There are no direct financial implications of this report as the budget to deliver the priorities are approved through Full Council.

Background papers:

Report to Cabinet, 17 April 2024: [Corporate Plan 2025/25](#)

Please include a glossary of terms, abbreviations and acronyms used in this report.

| Term | Meaning |
|------|-----------------------|
| CLA | Children Looked After |
| CPP | Child Protection Plan |

| | |
|------|--|
| CVD | Cardiovascular Disease |
| EET | Education, Employment, or Training |
| IMC | Intermediate Care |
| KPI | Key Performance Indicator |
| LGA | Local Government Association |
| MTFS | Medium Term Financial Strategy |
| SEND | Special Educational Needs and Disabilities |