

# Cabinet: Q4 2022-23 Performance Review (January – March 2023)

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**Priority 1: Good Homes in Well Connected Neighbourhoods**

**a) Build more and better homes for local residents**

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
NI156i Number of households living in temporary accommodation	3236	3163	3136	3109	3079	3100	2691 all quarters	2691	The overall number of households in temporary accommodation (TA) has not increased significantly this quarter. However, the portfolio of accommodation is changing. We currently have 150 hand-back requests from TA providers. The core portfolio is therefore declining. Although the numbers in TA are not increasing the proportion of households in commercial hotels and B&B has increased. The overall cost of the portfolio is rising dramatically as a result of cost pressures from TA suppliers and the cost of hotel provision.  A five-year strategy is being developed to reduce the Council's dependence on TA providers and to contain the cost.
SGB144a Number of children in B&B accommodation	15	0	46	96	205	169	Data only KPI – no target set		The number of children in B&B declined in Q4 as a result of the B&B Reduction Plan. This focused on moving households with children out of shared accommodation. This work is ongoing.
SGB144b Families with children in B&B accommodation for more than 6 weeks, excluding those pending review	2	0	13	28	57	95	0	0	The number of children in shared accommodation for more than six weeks continued to climb throughout the year and peaked in May 2023. This reflects the shortage of supply of private rented accommodation within the radius of Enfield. Numbers have started to fall since the introduction of the new Placement Policy on the 17 June.
CHS053 Percentage of Successful Statutory Preventions (Accommodation Sustained or Straight into PRS)	61.8%	51%	48.8%	41.1%	31.5%	46.1%	Data only KPI – no target set		The proportion of successful statutory preventions declined during the year because of the shortage of available properties to move households into. Roughly 40% of properties procured by the Council are used for prevention activity.
CHS053a Number of Prevention duties ended with positive prevention	210	244	166	153	80	164	Data only KPI – no target set		See above
CHS053b Number of Prevention Duties Ended	340	478	340	372	254	356	Data only KPI – no target set		
HD 08 Number of new dwellings started on Council Led Schemes	0	580	0	0	0	0	Data only KPI – no target set		The programme is being reviewed in light of budgetary pressures and increase in build costs.

Indicator
HD 10 Number of new dwellings completed on council led schemes (net additional)

Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Value	Value	Value	Value	Value
0	97	34 (revision)	0	0

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
50	Data only KPI – no target set		Completion of 84 dwellings in 2022/23. This includes the completed Newstead House & Maldon Road, Gatward Green and Bury Street West Housing Development schemes.

**b) Invest in and improve our council homes**

**a)**

Indicator
CH069 ***(RP01) Homes That Do Not Meet the Decent Homes Standard***
CH092 BS02 Proportion of homes for which all required fire risk assessments have been carried out (NEW)
HO008 The percentage of council owned homes which have a current gas safety certificate
CH093a Proportion of blocks (communal) for which all required Asbestos management surveys have been carried out (Interim EMT/Cabinet KPI Q3/Q4 2022/23)
CH098 ***(NEW) Proportion of homes for which all required legionella risk assessments have been carried out.
CH124 Proportion of homes for which all required communal passenger lift safety checks have been carried out.
CH103 (RP02) Repairs Completed Within Target Timescale (YTD)
CH069a Number of Repair Orders raised concerning Damp and Mould
EH072 Percentage of Urgent Repairs Completed on Time (YTD)

Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Value	Value	Value	Value	Value
New KPI 2022/23		40%	37.6%	34.9%
New KPI 2022/23		90%	98.9%	100%
98.5%	98.9%	98.8%	98.8%	99.1%
New KPI for Q2 2022/23			100%	100%
66.6%	43.4%	65%	71.1%	94.7%
93.5%	96.1%	87.3%	97.4%	93%
New KPI 2022/23		95.7%	95.4%	94.9%
New KPI for Q2 2022/23			15	328
92.4%	89.0%	95.7%	96.1%	96.4%

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
31%	35%	35%	
99.03%	100%	100%	All properties hold a statutory fire risk assessment. 6 properties are currently awaiting review as per Enfield Council's protocol.
99.9%	100%	100%	
100%	100%	100%	
99.7%	100%	100%	
98.3%	100%	100%	
95.1%	98%	98%	
222	Data only KPI – no target set		January 2023: 87 February 2023: 59 March 2023: 76 Year to date: 565
95.2%	97.0%	97.0%	2022-23: 3,663 of 3,848 (95.2%) urgent repairs were completed on time.

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
CH125 Percentage of ERD Repairs Completed Right First Time	New KPI for 2022/23		80%	81%	89%	84%	98%		<p>January 2023: 82% February 2023: 82% March 2023: 84%</p> <p>To achieve an improved 'Right first time' completion rate the team is working with the materials supplier to ensure the most commonly used components are kept as van-stock. In addition, the Repairs contact centre is improving diagnosis through training and improved IT. Progress on improvements are being monitored weekly by the team.</p>
CH113 ***(NEW) Stock Vacant and Unavailable to Let (%)	New KPI for Q2 2022/23			2.8%	2.8%	2.35%	No target set	No target set	This indicator includes properties that have been decommissioned (Walbrook and The Shires), properties being used as temporary accommodation and properties in repairs being brought up to a lettable standard.
BV212 Average time taken to re-let local authority housing (days). (YTD)	35	42	25	51	59	61	20	20	<p>The performance is largely a result of the holding of void properties for the Walbrook and Shires rehousing project.</p> <p>Other factors impacting on performance include a limited number of external contractors to complete repairs; and an increase in the number of void properties which require clearances and more substantial repairs works.</p> <p>We have introduced the following measures which has resulted in a reduction in the time taken to complete rehabilitation works and a decrease in the number of properties which need to be cleared before void repair works can commence.</p> <ul style="list-style-type: none"> <li>• Setting up an in-house voids team to carry out minor repairs</li> <li>• Working more closely with contractors to monitor performance</li> <li>• Carrying out pre-termination inspections to help give the tenant (or next of kin) advice on how to leave the property</li> <li>• Producing a moving out standard guide for tenants</li> <li>• Lettings officers to carry viewings in works which sees properties let before void works are complete.</li> </ul>
CH074 ***(NEW) Complaints Responded to Within Complaint Handling Code Timescales	New KPI for Q2 2022/23			56.36%	50%	53.06%	95%	95%	<p>Systems issues with the housing complaints management system had resulted in a backlog of complaints. Since mid-March the system has been functioning more effectively enabling better tracking and reporting of complaints. Additional resources have been focused on complaints to address the backlogs arising from these earlier issues with the system.</p> <p>Since spring 2023, the service has also been working in partnership with residents to ensure that complaints drive service improvement. Further steps will be taken in the coming months to improve triaging of service requests versus complaints and to improve performance in areas of the service which are generating complaints (e.g., turnaround times for repairs).</p> <p>As of Q1 2023/24, performance has significantly improved with 77% of complaints responded to within complaint handling timescales.</p>

**c) Deliver housebuilding and regeneration programmes with our residents**

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
REGEN002b Affordable housing units as a percentage of gross units completed	Annual update	32% 2020/21	Annual update			25% 2021/22	40% (2021/22)	40%	2021/22 year analysis shows 275 affordable units were completed out of 1,084 gross units equating to 25%.
REGEN007 Social Rented housing units as a percentage of gross affordable units completed	Annual update	32% 2020/21	Annual update			61% 2021/22	70% (2020/21)	No target set for 2021/22 or 2022/23	According to the published Authority Monitoring Report 2021/22, 61% of completed affordable homes (168 out of 275) were social rented housing, 5% were affordable rented housing (15 out of 275) and 34% were intermediate housing (92 out of 275).
ENV142b % Pre-application advice given within 30 working days of registration of a valid enquiry	70%	57.1%	63%	50%	54.3%	53.6%	90%	90%	January 2023: 3/7; February 2023: 3/6; March 2023: 9/15; Q4 22/23: 15/28 (53.6%)  2022/23: 65/118 (55.1%)  The current implementation of the Wellbeing & Improvement project will reduce work in progress and increase capacity to deal with pre-application enquiries. This is due for completion July / August 2023 and will be accompanied by a re-focus on targets and performance monitoring.
NI157a BV109a % MAJOR applications determined within target	100%	90.9%	50%	100%	100%	100%	90%	90%	
NI157b BV109b % MINOR applications determined within target	87.3%	88.1%	79.9%	85.2%	96.9%	94.3%	86%	86%	
NI157c BV109c % OTHER applications determined within target	92.5%	85.1%	87%	84.3%	97.5%	93.5%	88%	88%	
ENV247 % 2 year rolling MAJOR applications determined within target	95.6%	94.5%	93.2%	92.6%	93.8%	96.6%	86%	86%	
ENV247a % 2 year rolling MINOR applications determined within target	91.2%	91.3%	89.7%	89%	89.1%	90.3%	85%	85%	
ENV247b % 2 year rolling MINOR & OTHER applications determined within target	94.2%	94.3%	93.6%	92.1%	92.1%	91.7%	85%	85%	
ENV319 Undetermined applications validated over 6 months ago	468	462	462	459	441	910	Data only KPI – no target set		

**Priority 2: Safe, Healthy and Confident Communities**

**a) Keep Communities Free from Crime**

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Trend since quarter 3	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
CS-SSCB009 Burglary - Residential Offences	503	409	371	310	374	417	Data only KPI	↑	There was a 10.1% decrease in residential burglaries in Enfield in the year ending March 2023. In London, there was a reduction of 7.5%.
CS-SSCB010 Domestic Abuse Incidents	1,665	1,548	1,609	1,638	1,161	953	Data only KPI	↓	In the year ending March 2023 Enfield saw a 1.7% increase in domestic abuse incidents. In London there was a decrease of 1.7% over the same period.
CS-SSCB011 Domestic Abuse Violence with Injury Offences	217	221	253	251	221	239	Data only KPI	↑	In the year ending March 2023 Enfield saw a 15.9% increase in domestic abuse violence with injury offences. In London there was a decrease of 0.6% over the same period.
CS-SSCB012 Serious Youth Violence	61	74	64	76	25	N/A	Data only KPI	N/A	MOPAC are currently phasing out the Serious Youth Violence crime category. It will be replaced with a new category called Teen Violence. This will not include robbery offences so this will need to be tracked separately. Q3 data is only for October 2022.
CS-SSCB013 Anti Social Behaviour Calls	2,328	2,376	2,461	2,450	1,210	1,056	Data only KPI	↓	There has been a 12.9% decrease in the number of Anti-Social Behaviour calls recorded in the borough in the year to March 2023. London saw a 17.9% reduction in ASB calls.
CS-SSCB014 Hate Crime Overall Total - 5 Strands Combined	181	195	237	200	134	164	Data only KPI	↑	Hate Crime offences decreased by 7.7% in the year ending March 2023. London saw a 10.4% decrease overall.
CS-SSCB015 Non Domestic Abuse Violence with Injury Offences	494	457	555	482	567	713	Data only KPI	↑	In the year ending March 2023 there was an increase of 4.5% for (Non-Domestic Abuse) Violence with Injury offences in Enfield. London also saw an increase of 1.7%.
CS-SSCB016 Violence against the Person Offences	2,406	2,273	2,460	2,302	2,209	2,308	Data only KPI	↑	In the year ending March 2023 there was a 0.6% decrease in Violence Against the Person offences (VAP) in Enfield. London saw a decrease of 0.2% in the same period.
SGB500 Number of knife crime offences YTD	105	104	126	153	134	150	Data only KPI	↑	In the year ending March 2023, Knife Crime in Enfield had decreased by 2.1%. London experienced a 17.2% increase in the same period.

**b) Inspire and Empower Young Enfield to reach their Full Potential**

**Education**

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
YOS 045(1) Young people's engagement in suitable education, training and employment (Pre and Post Court) (At the end of the Order)	91.4%	57.9%	76.2%	72.7%	63.6%	40%	85%	85%	The data for Q4 shows a decrease in the number of children completing their interventions in suitable education, training or employment (ETE). 40% of children ended in ETE. Of the 9 children ending NEET full analysis has been undertaken and there are several reasons outside of the Youth Justice Service's control. This includes moves due to risk; interventions ending; length of order and additional needs.
ED 002 % All Early Years providers and Childminders judged as good or outstanding by Ofsted (as at 31 March)	96% 2020/21	Annual update			96% 2021/22	Annual update	96% (2021/22)	Not set	Inspection outcomes as of 31 August 2022, published November 2022: Total of 322 early years providers of which 237 had been inspected. 25 Outstanding (11%), 202 Good (85%) , 6 requires Improvement (3%) and 4 Inadequate (2%)
ED 003 % All Secondary Schools judged as good or outstanding by Ofsted (as at 31 August)	91% 2020/21	Annual update			90% 2021/22	Annual update	95% (2021/22)	95.0%	State-funded school inspections and outcomes as at 31 August 2022 (published November 2022) 90% of Enfield State funded Secondary Schools (including academies) judged as Outstanding (20%) and Good (70%). 5% Requires improvement, 5% Inadequate. London average 90% and England 80%
ED 004 % All Primary Schools judged as good or outstanding by Ofsted (as at 31 August)	84%	Annual update			93% 2021/22	Annual update	95% 2021/22	95.0%	State-funded schools inspections and outcomes as at 31 August 2022 (published November 2022) 93% Enfield State funded Primary Schools (including academies) judged as Outstanding (13%) and Good (79%). 6% Requires improvement, 1% Inadequate. London average 95% and England 89%
ED 020 % Permanent Exclusions State Funded Primary	0% 2020/21	Annual update				Not yet available	0.2%	.00%	In 2020/21 there were no permanent exclusions in state funded primary schools.
ED 021 % Permanent Exclusions State Funded Secondary	0.04% 2020/21	Annual update				Not yet available	0.2%	.10%	In 2020/21 there were 9 permanent exclusions in state funded secondary schools. Headcount: 24,545 Number of State-funded Secondary Schools: 21
ED 041 % Achieving English Baccalaureate (inc 9-4 pass in English and Maths (2017/18 onwards))	37.9% 2020/21	Annual update			31.9% 2021/22	Annual update	23% 2021/22	35.0%	Enfield is ranked 34 <sup>th</sup> nationally with 31.9% achieving English Baccalaureate (25 schools and 3,786 pupil cohort). Performance is down 6% on last year, however remains above the England and statistical neighbour averages of 24.8% and 29.8% respectively. London average 37.3%
ED 100 Reading - All Pupils Reaching Expected Standards KS1	N/A See notes	Annual update			67% 2021/22	Annual update	75% 2021/22	77.0%	2021/22: This data set was reinstated after the Department for Education cancelled the collection for 2 years due to Covid-19. These figures cover the attainment of Year 2 pupils who took the assessments in summer 2022. These pupils experienced disruption to their learning during the pandemic. Enfield's national ranking is 66 <sup>th</sup> , with an outturn of 67%; this falls below target but is comparable to Statistical Neighbour (67.6%) and England averages (67%). It is slightly below the London average (70%).
ED 101 Writing - All Pupils Reaching	N/A	Annual update			59%	Annual update	68%	73.0%	Enfield appears at 48 <sup>th</sup> in national rankings with an outturn of 59%. This is

Indicator
Expected Standards KS1
ED 102 Maths - All Pupils Reaching Expected Standards KS1
ED 401 Average Progress 8 Score per pupil
ED080 Reading, Writing, Maths - % All pupils Reaching Expected Standards KS2
PA087P Percentage of Persistent Absence in State Funded Primary school. (10% Threshold)
PA087S Percentage of Persistent Absence in State Funded secondary schools (10% Threshold)

Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Value	Value	Value	Value	Value
				2021/22
N/A	Annual update			67% 2021/22
N/A	Annual update			0.16 2021/22
N/A	Annual update			61% 2021/22
11.9% 2020/21	Annual update			
17% 2020/21	Annual update			

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
	2021/22		above England 58% and Statistical Neighbour Averages 58.9%, below London (62%).
Annual update	75% 2021/22	78.0%	Enfield ranks 81 <sup>st</sup> nationally with 67% of pupils achieving the expected standard at Maths in KS1. England Average 68%, SN 68.3%, London 71%.
Annual update	0.04 2021/22	0.24	Enfield scored 29 <sup>th</sup> in national rankings with an Average Progress 8 score of 0.16 per pupil. This is above the England Average of -0.06 and Statistical Neighbour average of 0.12 but below London average of 0.25.
Annual update	70% 2021/22	71%	This is the first publication of KS2 attainment statistics since 2019 due to cancellation of 2020 and 2021 assessments during the pandemic. The statistics cover the attainment of Year 6 pupils who took assessments in summer 2022. These pupils experienced disruption to their learning during the pandemic, particularly at the end of Year 4 and in Year 5.  Enfield ranks 38 <sup>th</sup> nationally, with 61% achieving the expected standard in Reading, Writing and Maths. This is level with the Statistical Neighbour Average of 61%, above the England average of 59% but below the London average of 64%.
17.6% 2021/22	8.2% 2021/22	9%	<b>Primary schools</b> 2021/22: 17.6% (4,600 persistent Absentees / 26,107 Pupil Enrolments) 68 Schools 2020/21: 11.9% 2018/19: 10.2% 2017/18: 10.1% 2016/17: 9.8%  In 2021/22, Enfield's percentage of persistent absence in state-funded primary school was 17.6%. this is equal to England (17.7%) but slightly above the outer London average of 16.4%.
24.4% 2021/22	13.1% 2021/22	13.1%	<b>Secondary schools</b> 2021/22: 24.4% (5,212 Persistent Absentees / 21,328 Pupil Enrolments) 21 schools 2020/21: 17% 2018/19: 15% 2017/18: 14% 2016/17: 13.7%  In 2021/22, Enfield's percentage of persistent absence in state-funded secondary school was 24.4%, this is lower than England (27.7%) but higher than the outer London average of 22.9%.  In relation to actions to try and reduce the levels of absence, EWS has continued to offer support to most schools in the Borough (not all academies trade with the LA). In addition to this, the Service has designed and delivered a number of workshops focussing on various aspects of attendance that are open to all Enfield schools. Joint training by the Virtual School and EWS on the importance of attendance has been offered to Social Workers. There have also been parent and professionals workshop sessions delivered with Enfield

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
ED 400 Average Attainment 8 Score per pupil	51.1 2020/21	Annual update			48.4 2021/22	Annual update	47 2021/22	49.90	2021/22: Enfield is above the England average of 47.1, with an Average Attainment 8 score per pupil of 48.4. The Statistical Neighbour average was 49.59 and the London average was 53. Enfield is ranked 66 <sup>th</sup> nationally, down 2.7 points from last year.
EY007 (DM) % of children benefiting from free early years education - 3/4 year olds	84% 2020/21	Annual update			82% 2021/22	Annual update	85% 2021/22	88.0%	2021/22: 82%, performance down 2% from last year. London (86%), England (92%) and Statistical Neighbour (85.2%) Average scores. Enfield is ranked 137 <sup>th</sup> nationally, Quartile Banding D
SGB134 Number of Education Health Care Plans (EHCP's) completed within 20 Weeks (Excluding exceptions)	65.2%	75.0%	85.2%	94.5%	98.2%	97.2%	85.0%	85.0%	Q4 2022/23: 69 issued within 20 weeks out of 71 total EHCPs issued in the quarter.

### c) Deliver essential services to protect and support vulnerable residents

Adults									
Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
PAF-AO/C72 New Admissions to supported permanent Residential and Nursing Care (65+) per 100,000 population over 65	343.5	412.6	122.7	232.0	320.1	417.2	441.5	446.0	
PAF-AO/C73 New Admissions to Residential and Nursing Care 18-64 (per 100,000 population)	4.40	5.38	0.00	2.94	5.92	7.90	5.92	5.87	The increase in cases this year is due to clients who are approaching age 65, but who have had to permanently go into care homes for a variety of reasons such as early onset dementia or neuro disabilities. Overall, we are a high achieving council and in 2021/22, we were the 25 <sup>th</sup> best performing Local



Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
	Value	Value	Value	Value	Value
PAF-AO/D40s Number of clients reviewed in the year (of clients receiving any long term service)	38.8%	52.7%	20.0%	36.9%	50.0%
NI130s(%LTSs) Percentage of Current Social Care Clients accessing Long Term Support (LTS) who receive Self Directed Support	100%	100%	100%	100%	100%
NI130s(LTS-DP%) Percentage of current clients with Long Term Support (LTS) receiving a Direct Payment	54.8%	55.3%	58.3%	58.2%	57.8%
ASCOF 1F(new) Adults aged 18-69 in contact with secondary MH services in paid employment	6.5%	7.4%	7.2%	7.1%	7%
ASCOF 1H(new) Adults aged 18-69 in contact with secondary MH services living independently with, or without support	40.1%	40.7%	41.3%	41.4%	42.4%
NI135 Carers receiving needs assessment or review and a specific carer's service, or advice and information (Including Carers Centre)	50.8%	56.6%	14.8%	31.9%	44.4%
NI145 Adults with learning disabilities in settled accommodation	86.6%	86.5%	85.5%	85.0%	86.2%
NI146(A) Number of adult learning disabled clients receiving LTS in paid employment	120	132	133	123	122

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
			Authority nationally for this measure.
60.2%	65.0%	65.0%	
100%	Data only KPI - no target set		
55.8%	56.0%	56.0%	55.8% represents an increase on our 2021-22 performance of 55.3%, for which we were the top performing Local Authority nationally.
6.7% Data recorded to January 2023	Target to be set for 2023/24		January 2023: 245 in employment / 3,635 cohort
41% Data recorded to January 2023	Target to be set for 2023/24		January 2023: 1,490 living independently / 3,635 cohort
54.0%	56.0%	56.0%	Although off target, 54% represents our second highest end of year performance for this measure behind only 2021-22 (56.6%).
86.0%	85.0%	85.0%	
128	Data only KPI – no target set		

### Children's Safeguarding

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
	Value	Value	Value	Value	Value
LAC18 (PAFCH39) Children looked after (CLA) per 10000 population (81,723) age under 18	47.3	46.9	47	49.2	50.8
NI060A % of Children & Family Assessments for children's social care that were authorised within 45 working days of their commencement (Cumulative)	78.2%	71.9%	60.7%	68%	75.5%
SG11 No. of Children on a Child	42.2	39.5	33.7	35.9	37

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
51.3	Data only KPI – no target set		
78.7%	80%	80%	Cumulative: 4,138 out of 5,259 completed assessments authorised within 45 working days of the assessment start date. There has been a steady improvement over the last 6 months and current performance for March is 90.1% (462/513).
39.3	Data only KPI – no target set		

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
	Value	Value	Value	Value	Value
Protection Plan per 10,000 Children					
NI065 % Children Subject to a CPP for a second or subsequent time (within past 2 years)	5.5%	5.9%	5.8%	4.0%	4.8%
YOS 029 Total number of Young People sentenced at Court that are given a Custodial sentence in the period	2	1	1	1	1

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
6.6%	Data only KPI – no target set		Q4 22/23: 22/359 22/23: 47/359 (13.1%)
0	Data only KPI – no target set		

#### d) Create healthy streets, parks and community spaces

#### Environment

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
NI195a % of inspected land that has an unacceptable level of litter	3.00%	5.33%	5.33%	7.67%	7.17%	9.23%	3%	3%	A review of the street cleansing methodology has been completed and a greater emphasis placed on sweeping to address the decline in this indicator. There is a lag between the operational changes and an improvement in litter scores. Indicative results of inspections by the Street Cleansing Team show improving performance.

#### Public Health

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
PHOF02.06ia NCMP Participation Rate (Reception)	Annual update – see notes				86.6% 2021/22	Annual update	90% 2021/22	No target set	England = 92.8%, London = 92.3%. Source = Public Health Outcomes Framework. 2020/21 not available due to COVID restrictions
DAAT-001 NDTMS Partnership Successful Completion Rate (%) for all Drug users in treatment (aged 18+), excluding alcohol-only users	20.20%	18.60%	16.60%	16.70%	18.30%	Quarter 3 latest data	20%	20.00%	The proportion of drug users successfully completing treatment has increased over the last two quarters but is still just below the local target of 20%. The Service implemented a service development plan to address this reduction in the completion rate of drug users within the system. Several actions have been taken including analysis and audits of caseloads for complexity as well as targeting transfers for recovery. There continues to be weekly review of planned and unplanned discharges focusing on non-opiate completions, evaluation of treatment and recovery pathways and increasing access to peer mentors and mutual aid across the treatment system.
PH002c New Baby Reviews completed (10-14 days after birth)	99%	97%	99%	93.3%	95.5%	Quarter 3 latest data	95.5%	95%	There has been a slight reduction in the number of children receiving this check between 10 and 14 days. However, 100% of children have received this check when those who received it after 14 days are counted.

Indicator
PHOF02.06iia NCMP Participation Rate (Year 6)
PHOF02.06i Proportion of children aged 4-5 classified as overweight or obese (Reception) (EMT)
PHOF02.06ii Proportion of children aged 10-11 classified as overweight or obese (Year 6). (EMT)
NI055 Obesity in primary school age children in Reception
NI056 Obesity in primary school age children in Year 6
PH002o Substance Misuse: Proportion of Young People exiting treatment in a planned way of all treatment exits (EMT)
PH003i % completed treatment within a month of diagnosis at Enfield Sexual Health Clinics
PH003m Overweight or Obese (Adult)

Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Value	Value	Value	Value	Value
Annual update				89.3% 2021/22
24.8% 2020/21	Annual update			25.3% 2021/22
44.3% 2020/21	Annual update			42.2% 2021/22
Annual updates – no 2020/21 data due to Covid				13.4% 2021/22
Annual updates – no 2020/21 data due to Covid				27.3% 2021/22
75%	74%	92%	91%	92%
93.3%	94.1%	94.6%	93.2%	93%
60.9% 2020/21	Annual update			Not available

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
Annual update	90% 2021/22	No target set	London = 92.6% England = 91.9%. Source = Public Health Outcomes Framework. Not available 20/21 due to COVID restrictions.
Annual update	24.7% 2021/22	No target set	London = 21.9%, England = 22.3%
Annual update	41.5% 2021/22	No target set	England = 37.8%, London = 40.5%. Source = OHID Fingertips
Annual update	12% 2021/22	No target set	London = 10.8% England = 10.1%. Increase from 2018/19 school year. Third highest in London. Source = Fingertips, Public Health Outcomes Framework.
Annual update	No target set	No target set	London = 25.8%, England = 23.4%. Increasing trend - 10th highest in London. Source = Public Health Outcomes Framework, Fingertips
Quarter 3 latest data	77%	77%	From 1st April 2022 until the end of December 2022, 92% of all young people exiting treatment did so in a planned way which is equivalent to 59 young people. The National Average was 82% for the same period
Quarter 3 latest data	90%	90%	The target continues to remain above 90% with patients completing their sexual health treatment within the measured outcomes for the service.
Not available	56% 2020/21	No target set	Latest period available on Public Outcomes Framework is 20/21

**Priority 3: An Economy that Works for Everyone**

**a) Create more high-quality employment**

Indicator
ENV 210 Business Start-Ups in Enfield (as reflected in opening of first current account from a bank's small business product ranges).
NI146 % of adults with learning disabilities in employment

Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Value	Value	Value	Value	Value
916	877	794	744	772
14.1%	15.2%	16%	14.7%	14.6%

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
869	Data only KPI – no target set		<b>2022/23 total: 3,179</b> Real Estate/Professional Services: 968 Construction: 537 Wholesale/retail: 536 Transport/storage & communication: 312
15.9%	15%	15%	

**b) Enhance skills to connect local people to opportunities**

Indicator
HR0001p Council Apprentices Headcount

Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Value	Value	Value	Value	Value
17	21	21	21	19

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
15	Data only KPI – no target set		

#### 04. Cross Cutting Theme 1: A Modern Council

#### a) An empowered, responsive and happy workforce

#### Average Sickness Days

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
BV012a Average Sick Days - Council Staff (rolling 4 quarters)	10.90	10.81	10.67	10.28	10.23	10.35	7.96	7.96	As at the end of Q4 sickness absence increased slightly compared with the previous quarter (an increase of 0.12). However, when compared with the same period in the previous year, there is a reduction.
BV012b Average Sick Days: SHORT TERM ABSENCE - Council Staff (rolling 4 quarters)	4.16	4.48	4.64	4.46	4.32	4.34	2.80	2.80	Q4 covers the period January to March when sickness absence tends to increase due to seasonal viruses.
BV012c Average Sick Days: LONG TERM ABSENCE - Council Staff (rolling 4 quarters)	6.74	6.32	6.02	5.82	5.90	6.00	5.16	5.16	Anxiety, stress and other mental health conditions is the most common cause of sickness absence followed by cancer, Covid-19 and musculoskeletal and back problems. These patterns are similar across other London LAs.  Short-term absence at Enfield is higher than median rates across London LAs whereas long-term absence has fallen since Q3 21/22 and compares with median rates of 5.83 average days lost across London LAs. Short-term absence tends to be higher among manual workforces and it should be noted that Enfield has a larger manual workforce than many London Councils.  Sickness absence continues to be monitored to ensure absence cases are proactively managed.
HR0008a Average Sick Days per FTE per Month - Chief Executive's	1.73	1.85	0.95	0.94	1.66	2.54	1.99	7.96	Q1 2022/23 - 0.95 days average Q2 2022/23 - 0.94 days average Q3 2022/23 - 1.66 days average Q4 2022/23 - 2.54 days average Average sick days per FTE for 22/23 for the Chief Executive's Department is 6.10 for the year which remains below the corporate target.
HR0008bb Average Sick Days per FTE per Month - Resources	2.12	1.88	1.48	1.65	2.60	2.17	1.99	7.96	January - 0.77 days February - 0.61 days March - 0.79 days Average sick days per FTE for 22/23 for the Resources Department is 7.9 for the year which remains just below the corporate target.

Indicator
HR0008cc Average Sick Days per FTE per Month - People
HR0008dd Average Sick Days per FTE per Month - Place

Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Value	Value	Value	Value	Value
3.29	2.98	2.29	2.73	3.41
3.43	3.18	2.35	2.74	2.94

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
3.09	1.99	7.96	Q1 2022/23 - 2.29 days average Q2 2022/23 - 2.73 days average Q3 2022/23 - 3.41 days average Q4 2022/23 - 3.09 days average Average sick days per FTE for 22/23 is 11.52 which is above the Corporate target. It should be noted that the People Department have a larger manual workforce. Sickness absence levels tend to be higher for manual workers, a trend typical across most organisations.
3.13	1.99	7.96	January - 1.08 days February - 1.08 days March - 0.97 days Average sick days per FTE for 22/23 for the Place Department is 11.16 which is above the corporate target.

**Profile of Sickness Absence**

Indicator
HR 0030 Long Term - Still Absent": Number of employees who have a sickness absence of 20 days or more and is still absent
HR 0031 "3+ Occasions in 3 Months": Number of employees who have had 3 or more periods of sickness absence in the last 3 months (regardless of duration)
HR 0032 "5+ Working Days in 6 Months": Number of employees who have accumulated 6 or more working days of short term sickness absence (duration less than 28 calendar days) in the last 6 months

Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
Value	Value	Value	Value	Value
63	59	56	58	89
101	118	100	110	127
547	535	457	511	598

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
73	Data only KPI – no target set		Data recorded up to February 2023. Due to issues with reporting on SAP, the sickness trigger point data for March 2023 is not available. SAP developers and Digital Services are currently working on a solution.  Chief Executive: 1 People: 31 Place: 32 Resources: 9
142	Data only KPI – no target set		Data recorded up to February 2023. Due to issues with reporting on SAP, the sickness trigger point data for March 2023 is not available. SAP developers and Digital Services are currently working on a solution.  Chief Executive: 13 People: 40 Place: 55 Resources: 34
637	Data only KPI – no target set		Data recorded up to February 2023. Due to issues with reporting on SAP, the sickness trigger point data for March 2023 is not available. SAP developers and Digital Services are currently working on a solution.  Chief Executive: 21 People: 238 Place: 256 Resources: 122

Profile of Workforce									
Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
BV011a Top 5% of Earners who are female	51.9%	52.4%	54%	53.1%	55.1%	52.9%	Data only KPI – no target set		
BV011b Top 5% of Earners who are from an ethnic minority group	22.4%	24.3%	23.9%	24%	21.9%	21.3%	Data only KPI – no target set		
BV011c Top 5% of Earners with a declared disability	4.9%	4.9%	5.1%	5%	5.6%	5.7%	Data only KPI – no target set		
BV017a CORP % of BAME Staff in LBE Workforce	36.3%	36.7%	36.6%	37%	Data not available	37.2%	Data only KPI – no target set		

**b) Accessible and efficient services**

Library, Digital and Web									
Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
CE 005 Enfield Website: Total Users for the Month	470,119	577,128	732,024	724,929	612,661	541,049	341,565	1,366,260	
LM04 Enfield Library Visits (Total - All Libraries)	190,838	199,008	256,433	213,451	235,119	272,234	237,500	950,000	January 2023 - 87,647 February 2023 - 86,948 March 2023 - 97,639 2022/23 - Total visits: 977,237.
LM07 Issues plus renewals - All Libraries	154,420	148,740	157,181	167,437	169,532	174,276	140,000	560,000	January 2023 - 57,959 February 2023 - 54,471 March 2023 - 61,846 2022/23 - Total: 668,426.
LM31.05 Digital - Total Issues (E-Newspapers, E-Books, E-Audiobooks, E-Comics and Magazines)	188,062	186,930	228,668	176,145	502,816	516,042	Data only KPI – no target set		

Telephones									
Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
GWH 002 Gateway Telephones - Answer Rate	86%	85%	92%	91%	90%	88%	85%	85%	January 2023 - 89% February 2023 - 88% March 2023 - 86%
GWH 003 Gateway Telephones - Average Wait Time	00h 05m 07s	00h 04m 08s	00h 02m 04s	00h 02m 13s	00h 02m 39s	00h 03m 18s	00h 03m 00s	00h 03m 00s	January 2023 - 2 minutes 51 seconds February 2023 - 3 minutes 07 seconds March 2023 - 3 minutes 58 seconds
GWH 014b Customer Services: % of Calls Answered Within 5 Minutes	76%	74%	89%	89%	84%	78%	90%	90%	ININ (our current telephony system) had issues in January and March with outages throughout the month plus call backs. This had a knock-on effect on the days following with customers calling that were unable to get through. This should be rectified when we deliver unified comms as will be cloud hosted and not SIP trunk capacity issues i.e. volume issues  We have busy months with paid garden waste and Council Tax equally around this time, resulting in a high volume of calls

### c) Financial Resilience and Good Governance

Complaints, MEQS, FOIs, SARS									
Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
COMP 01a Initial Review Complaints - Council Overall (% inside target)	79%	77%	88%	62%	59%	69%	95%	95%	Q4: 357/518 (69%) 2022/23: 1244/1791 (69%)  This performance has been affected by two key areas – Coordinated complaints and Place complaints.
COMP 02a Final Review Complaints - Council Overall (% inside target)	68%	58%	88%	Not available	78%	94%	95%	95%	Q4 22/23: 61/65 (94%) 2022/23: 104/116 (90%) but incomplete data – missing Q2 data for Place and

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
									Co-ordinated final review complaints
FOI 01a All Departments - FOIs answered within 20 days	66%	82%	76%	84%	86%	90%	100%	100%	Q4 22/23: 357/395 (90%) 2022/23: 1302/1551 (84%)  This performance has improved each quarter, most likely due to the resilience that has been built within the central team to respond to FOIs. A lot of effort and training has gone into upskilling officers in this area. Any particularly low performing areas are raised within DMTs.
MEQ 01a All Departments - MEQS responded to within 8 days	84%	81%	77%	86%	77%	79%	95%	95%	Q4 22/23: 1440/1825 (79%) 2022/23: 5055/6393 (79%)  This performance has been affected by two departments – Place and People.  Place - An issue around the misclassification of enquiries continues has been causing delays. Software improvements have been implemented which should contribute to an improvement in this area. Additional resources have been focussed on MEQs within services to improve performance.  People – The performance here has been affected by Officers who have not had access/training on the Case Management System. The People Department are working on identifying these officers and ensuring they are completing the correct training to respond to MEQs within timescales. Managers are also being notified to assist with this and improve performance.
SAR 001 SAR Requests ALL DEPARTMENTS - Enquiries closed inside target of 40 days	47%	38%	47%	69%	57%	61%	100%	100%	Q4 22/23: 27/44 (61%) 2022/23: 92/156 (59%)  Performance is starting to improve following the recruitment of permanent members of staff in the team handling the enquiries.

Income & Arrears									
Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
HO002b Council Housing - Current Tenants: Total Arrears	£1,766,254	£1,661,119	£1,612,115	£1,773,881	£1,765,696	£1,729,165	£2,300,000	£2,300,000	March 2023: Current tenant arrears: £1,729,165. March 2022: Current tenant arrears: £1,661,119.



Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
	Value	Value	Value	Value	Value
BV009 % of Council Tax collected (in year collection)	80.24%	93.74%	28.19%	54.24%	79.26%
BV010 % of Business Rates collected (in year collection)	73.41%	90.89%	24.51%	49.55%	75.92%
BV079b(i) % of Housing Benefit Overpayments recovered (in year collection).	93.78%	92.35%	83.49%	94.64%	91.88%
FCRCP32 Processing New claims - Housing Benefit (average calendar days - cumulative)	25.53	23.79	19.91	19.69	19.93
FCRCP33 Processing Times for Benefit Change in Circumstances (average number of calendar days) Cumulative YTD	4.6	4.51	6.44	5.99	5.63

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
93.30%	96.00%	96.00%	March collection rate 93.30% (170,990,290 collected / 183,275,659 net debit).
96.03%	92.5%	92.5%	End of March collection rate 96.03% (107,740,415 collected / 112,194,202 net debit).
92.87%	83.00%	83.00%	2022/23: £6,247,496 recovered of £6,727,141 overpayments identified (92.87%).
20.79	23.00	23.00	April 2022 to Date: 2,149 new claims / 44,681 days - Average 20.79.
4.94	7	7	81,075 new claims / 400,488 days - Average 4.94.

### Invoices

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
	Value	Value	Value	Value	Value
INV004 Invoices Council Overall: Invoices Paid within 30 days			98.9%	98.6%	99.4%
INV004 CEX CEX Group: Invoices Paid within 30 days	98%	99%	100%	94%	99%
INV004 PEOP People Group: Invoices Paid within 30 days			99%	99%	100%
INV004 PLACE Place Group: Invoices Paid within 30 days	99%	99%	98%	98%	99%
INV004 RES Resources Group: Invoices Paid within 30 days	99%	97%	98%	98%	99%

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
99.5%	100.0%	100.0%	YTD 01.04.2022 - 31.03.2023: 99.1% - 85,415 invoices paid inside 30 days from 86,183 paid.
100%	100%	100%	YTD 01.04.2022 - 31.03.2023: 98% - 1,772 invoices paid inside 30 days from 1,805 paid. Quarter 4: 100% (491/491).
100%	100%	100%	YTD 01.04.2022 - 31.03.2023: 99% - 53,315 invoices paid inside 30 days from 53,671 paid.
99%	100%	100%	YTD 01.04.2022 - 31.03.2023: 99% - 23,187 invoices paid inside 30 days from 23,490 paid.
100%	100%	100%	YTD 01.04.2022 - 31.03.2023: 99% - 7,141 invoices paid inside 30 days from 7,217 paid.

### 05. Cross Cutting Theme 2: Climate Action

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
	Value	Value	Value	Value	Value
CA 001 Climate Action - % reduction in	19%	Annual update			19.4%

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
Annual update	21.9%	No target set	This combined reduction is made up of Scope 1 (gas and fuel) and Scope 2

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
	Value	Value	Value	Value	Value
Carbon Emissions (Corporate tCO2e)	2020/21				2021/22
CA 002 Climate Action - Emissions per employee (tCO2e per FTE)	5.4 2020/21	Annual update			4.7 2021/22
NI191 Residual Waste Per Household (kg)	462.6 kg per h/h	600.3 kg per h/h	137.2 kg per h/h	268.6 kg per h/h	399.1 kg per h/h
NI192 % of household waste sent for reuse, recycling and composting	29%	30.2%	36%	35.8%	33.5%

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
	2021/22		electricity emissions, from our buildings, fleet and street lighting.  We have seen large savings in our Scope 2 (electrical) emissions, due to energy savings investments and decarbonisation of the grid. Scope 1 (Gas and Fuel) continues to be a challenge due to the complexity and investment required for decarbonising heating systems and vehicles.  As our energy use and emissions stabilise post pandemic, we will be better positioned to review our progress trajectory. Investment in low carbon technology made in 2021/22 such as Air Source Heat Pumps and Solar Panels, will support savings expected to be seen in 2022/23.
Annual update	5.7 2021/22	No target set	This indicator allows for assessment of how efficiently we are using our buildings and resources. Council Scope 1 and 2 emissions per employee are ahead of target. This demonstrates that we are being more efficient with our buildings and operations, and despite the need to accommodate a growing workforce our emissions are decreasing. This figure may include some insourcing but also is likely helped by policies such as flexible working.
Q3 latest data	600 kg per h/h	600 kg per h/h	This continues to be on target for 2022/23.
Q3 latest data	40%	40%	Recycling rate of 33.5.8% for Q3 22/23 is an improvement on 29% for the same quarter last year (4.5% increase). The improvement on the same quarter last year is a result of our ongoing work to target rejected loads going into the materials recycling facility (MRF) and working with the collection crews and the team at the MRF.

### 06. Cross Cutting Theme 3: Fairer Enfield

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23
	Value	Value	Value	Value	Value
HR 0034a Gender Pay Gap : difference between average hourly earnings (excluding overtime) of men and women as a proportion of average hourly earnings (excluding overtime) of men's earnings; Mean Hourly Rate		2.5%	Annual update		
HR 0034b Gender Pay Gap : difference between average hourly earnings (excluding overtime) of men and women as a proportion of average hourly earnings (excluding overtime) of men's earnings; Median Hourly Rate		0%	Annual update		

Q4 2022/23		Annual Target 2022/23	Notes & Actions
Value	Target		
Data not yet available	Data only KPI – no target set		2021/22 - After positive trends in the last three years, the Mean (average) gap has increased (1.8% for 2021/22 increased to 2.5% in 2021/22) Hourly rate for Men: £19.77 per hour; Women - £19.28 per hour)
Data not yet available	Data only KPI – no target set		2021/22 - Median (mid point) gap = 0% Men and Women both £17.15 per hour

**07. Cross Cutting Theme 4: Early Help**

Indicator	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Q3 2022/23	Q4 2022/23		Annual Target 2022/23	Notes & Actions
	Value	Value	Value	Value	Value	Value	Target		
COV 003g Community Support - Financial Advice Calls	414	777	401	478	461	450	Data only KPI – no target set		ININ (current telephony system) Application failure 6th March 2023 saw the inability of calls being received or handled.
COV 003h Community Support: Food Calls	543	747	666	715	861	1,262	Data only KPI – no target set		ININ (current telephony system) Application failure 6th March 2023 saw the inability of calls being received or handled.
COV 003i Community Support: Isolation Calls	429	735	344	187	155	170	Data only KPI – no target set		ININ (current telephony system) Application failure 6th March 2023 saw the inability of calls being received or handled.
COV 003j Community Support: Other Advice Calls	144	178	193	228	190	269	Data only KPI – no target set		ININ (current telephony system) Application failure 6th March 2023 saw the inability of calls being received or handled.
COV 003k Community Support: Total Calls	1,530	2,437	1,604	1,608	1,667	1,970	Data only KPI – no target set		ININ (current telephony system) Application failure 6th March 2023 saw the inability of calls being received or handled.
DHP 009a DHP - Total Spend to Date	£2,167,649	£2,753,578	£558,965	£1,043,951	£1,581,312	£2,016,255	Data only KPI – no target set		
L123Total% Financial Assessments - % completed within 21 days	89.7%	87.8%	85.6%	87.2%	89.2%	89.5%	95%	95%	2022/23 - 2,056 assessments completed within 21 days out of 2,298 assessments completed (89.5%).