

Priority One: Clean and green places

Keep our streets and public spaces clean and welcoming

- A total of 2,688 fly tips were reported and removed in Q1 23/24, this was an increase on Q4 22/23 (2,047), Q3 22/23 (1,785) and Q2 22/23 (2,006).
- A new indicator tracking the percentage of reported fly tipping incidents cleared within 24 hours recorded 99% performance in Q1 23/24.

Fly tipping - Fixed Penalty Notices (S33 and S87)		Customer reported fly tips removed		Percentage of reported fly tipping incidents cleared within 24 hours	
	1,333		2,688		99%
	Quarterly Q1 23/24		Quarterly Q1 23/24	Quarterly target	90%
				Annual target	90%
				Previous quarter	New indicator for 23/24
Previous quarter	1,230	Previous quarter	2,047		

Enable active and low carbon travel

- No new electric vehicle charging points were installed in Q1 23/24. The Highways Team is working with Legal on a Deed Variant to our PFI contract to allow slow electric vehicle chargers to be attached to lamp columns. Once agreed, the procurement of slow electric vehicle chargers can commence. We are still on track to install 300 chargers by the end of 23/24.
- In 22/23, 3 new School Streets were introduced, and 6 more were made permanent after initially being introduced on an experimental basis. There are now a total of 16 School Streets in the borough.

Number of new electric charging points installed on public highway and in public car parks		Km of new cycle routes added to the network		Number of school streets introduced in year	
	0		2.5km		9
Quarterly target:	75		Annually 22/23		Annually 22/23
Annual target:	300				
Previous quarter	0	Previous year	1.4km	Previous year	11

Priority One: Clean and green places

Facilitate reuse of materials, reduce waste and increase recycling rates

- Contamination work undertaken in 22/23 has resulted in a reduction in the tonnes rejected at the re-processor. Q1 23/24 recorded a 69% reduction on the rejected loads when compared to the same period in 22/23 (618.4tn). The percentage contamination rates in May and June were below the 10% target.
- The recycling rate for Q4 22/23 was a slight improvement on performance at the same period last year (30.2%). Annual performance for 22/23 was 34.2%, an improvement on the figure for 21/22 of 30.9% (figures awaiting verification from DEFRA).

Rejected dry recycling loads (tonnes)			Percentage contamination rate at material recycling facility			Residual waste per household (kg) (cumulative)			Percentage of household waste sent for recycling		
193.3 tn			Oflog indicator 11.1%			Oflog indicator 544 kg per h/h			Oflog indicator 31.1%		
Quarterly target	325 tn	Quarterly Q1 23/24	Quarterly target	10%	Quarterly Q1 23/24	Quarterly target	600kg per h/h	Quarterly Q4 22/23	Quarterly target	40%	Quarterly Q4 22/23
Annual target	1375 tn		Annual target	10%		Annual target	600kg per h/h		Annual target	40%	
Previous quarter	299 tn		Previous quarter	16.7%		Previous quarter	399.1 kg per h/h		Previous quarter	33.5%	

Priority Two: Strong, healthy and safe communities

Improve feelings of safety and reduce crime and antisocial behaviour

- Total notifiable offences were down 1.3% on the previous 12 months. Enfield recorded 90.3 offences per 1,000 population between July 2022 - June 2023. This was lower than the London average of 99.8 and the 14th lowest rate of the 32 London boroughs.
- Residential burglary, domestic abuse incidents, hate crime and violence against the person offences have all recorded a decrease in comparison to the previous 12 month period.
- Domestic abuse violence with injury offences have recorded a 14% increase on the previous 12 months. In London there was an increase of 3.7% over the same period.
- Knife crime offences have recorded a 6% increase on the previous 12 months. London recorded a much larger increase of 21% in the same period.
- There are gaps in the ASB data from the Metropolitan Police for this period. Comparison with the previous 12 month period is therefore not possible.

Total notifiable offences		Burglary - residential offences		Domestic abuse incidents		Domestic abuse violence with injury offences		Anti Social Behaviour calls	
30,136		1,443		4,874		1,029		5,723	
July 2022 - June 2023		July 2022 - June 2023		July 2022 - June 2023		July 2022 - June 2023		July 2022 - June 2023	
Previous 12 months	30,548	Previous 12 months	1,675	Previous 12 months	6,466	Previous 12 months	906	Previous 12 months	9,962
688		2,555		9,281		602			
July 2022 - June 2023		July 2022 - June 2023		July 2022 - June 2023		July 2022 - June 2023			
Previous 12 months	814	Previous 12 months	1,971	Previous 12 months	9,469	Previous 12 months	566		
Hate crime overall total (5 strands combined)		Non domestic abuse violence with injury offences		Violence against the person offences		Number of knife crime offences			

There are gaps in the data from the Metropolitan Police for this period. Comparison with the previous 12 month period is therefore not possible.

Priority Two: Strong, healthy and safe communities

Protect vulnerable adults from harm and deliver robust early help and social care services

- The increase in the number of admissions to residential and nursing care this quarter is due to clients who are approaching a ge 65, but who have had to permanently go into care homes for a variety of reasons such as strokes or early onset dementia. Overall, we are a high achieving council for this indicator and in 2021/22, we were the 25th best performing local authority nationally for this measure. 3.46 admissions per 100,000 population (16-64) represents a total of 7 admissions.
- Enfield's social care clients recorded a higher quality of life score than the London average (0.398). Enfield's carers also reported a higher quality of life score than the London average (7.1). We were also the 37th best performing local authority for this measure in 21/22. Additionally, our adult social care clients and carers find it easier, on average, to find information about services than the London average (ASC clients - 63.2% and carers - 51.6%).
- The measure on short term services reflects the proportion of new clients who received short-term services during the year where no further requests was made for ongoing support. Since short-term services aim to re-able people and promote their independence, this measure provides evidence of a good outcome in delaying dependency or supporting recovery. Therefore, local authorities would want to see a higher figure for this indicator. We recorded a significant decrease from 91.2% in 2020/21 to 59.8% in 2021/22. The provisional figures for 22/23 (awaiting verification) show an improved performance for 22/23.

New admissions to supported permanent Residential and Nursing Care (65+) per 100,000 population over 65 (cumulative)			New admissions to Residential and Nursing Care 18-64 (per 100,000 population) (cumulative)			Percentage of current social care clients with Long Term Support receiving a Direct Payment			Percentage of adults with learning disabilities in settled accommodation			Percentage of people who use services who say that those services have made them feel safe and secure		
106			3.46			55.2%			87.4%			86.3%		
Quarterly target	107.6	Quarterly Q1 23/24	Quarterly target	1.48	Quarterly Q1 23/24	Quarterly target	56%	Quarterly Q1 23/24	Quarterly target	86%	Quarterly Q1 23/24	Quarterly target	86%	Annually 21/22
Annual target	430.5		Annual target	5.92		Annual target	56%		Annual target	86%		Annual target	86%	
Previous quarter	122.7 (Q1 22/23)		Previous quarter	0 (Q1 22/23)		Previous quarter	55.8%		Previous quarter	86%		Previous year	90.4%	
Quality of life of people who use adult social care services (out of 1.0)			Quality of life of carers (out of 12)			Percentage of people who received short-term services during the year (who previously were not receiving services) where no further request was made for ongoing support			Percentage of people who use adult social care services who find it easy to find information about services			Percentage of carers who find it easy to find information about services		
0.403			7.4			59.8%			65.9%			57.5%		
Oflog indicator		Annually 21/22	Oflog indicator		Annually 21/22	Oflog indicator		Annually 21/22	Oflog indicator		Annually 21/22	Oflog indicator		Annually 21/22
Previous year	0.426		Previous year	7.8 (18/19)		Previous year	91.2%		Previous year	64.2%		Previous year	64.9% (18/19)	

Priority Two: Strong, healthy and safe communities

Protect vulnerable adults from harm and deliver robust early help and social care services

- The 26.8% staff turnover rate is based on a workforce of 8,800 across the local authority and independent sector. This includes people providing direct care, ancillary and administrative staff and managerial staff. This means that around 2,000 people left the ASC local authority and independent workforce in 21/22. When comparing with other boroughs who have a similar numbers of care facilities/similar size adult social care workforce, Enfield records a similar overall turnover rate.

Number of requests resulting in a service per 100,000 population		Staff turnover in the adult social care workforce	
Oflog indicator	1,192	Oflog indicator	26.8%
	Annually 21/22		Annually 21/22
Previous year	Not available	Previous year	Not available

Work with our partners to provide high quality and accessible health services

- The proportion of drug users successfully completing treatment has increased over the last two quarters and is now in line with the local target of 20%. Several actions have been taken to improve performance 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 system.
- The actual reported figure for proportion of young people exiting treatment in a planned way was 64%. However, this was because the service is being transferred to a new provider and existing clients are showing as having "exited" treatment when they have transferred provider. If we exclude this issue, the actual successful completion rate is 80.2% as reported.

Successful completion rate (%) for all drug users in treatment (aged 18+), excluding alcohol-only users (NDTMS Partnership)		Substance misuse: proportion of young people exiting treatment in a planned way of all treatment exits		Percentage of patients who completed treatment within a month of diagnosis at Enfield Sexual Health Clinics	
	20%		80.2%		93%
Quarterly target:	20.0%	Quarterly Q4 22/23	77%	Quarterly Q4 22/23	90%
Annual target:	20.0%	Annual target:	79%	Annual target:	90%
Previous quarter	18.3%	Previous quarter	92%	Previous quarter	93.2%

Priority Two: Strong, healthy and safe communities

Support communities to access healthy and sustainable food

- Take up of healthy start vouchers as of the end of Q1 23/24 was just below the Outer London average of 59% and lower than the England average of 65%.

Take up of healthy start vouchers

58%

Quarterly target:	58%	Quarterly Q1 23/24
Annual target:	58%	
Previous quarter	Not available	

Priority Three: Thriving children and young people

Help all children to have the best start in life

- Enfield's take up of free early years education for 2 year olds was significantly lower than the London average of 65.2% and significantly below the England average of 73.9%.
- Enfield's take-up rate for 3-4 year olds was slightly below the London average of 83.7% and significantly below the England average of 93.7%
- Enfield early years foundation stage pupils were slightly more likely to achieve a good level of development than England overall (65.2%) but less likely than London (67.8%) and Outer London (67.9%).
- Inspection outcomes for early years providers and childminders show that 216 out of 226 (96%) inspected providers were rated as good or outstanding as of 31 March 2023. This is in line with the England average and slightly above the London average of 95%.

Percentage of children benefitting from funded early years education - 2 year olds			Percentage of children benefitting from free early years education - 3 and 4 year olds			Percentage of pupils achieving a good level of development at the end of the Early Years Foundation Stage			Percentage of all early years providers and childminders judged as good or outstanding by Ofsted (as at 31 March)		
	61.5%	Annually 2023		83.5%	Annually 2023		65.4%	Annually 21/22		96%	Annually 22/23
Annual target	62.0%		Annual target	88.0%		Annual target	No target set		Annual target	96%	
Previous year	59.0%		Previous year	82.0%		Previous year	69.7% (18/19)		Previous year	96%	

Safeguard children and increase support in-borough for looked after children with complex needs

- 1,041 out of 1,164 completed Children & Family assessments were authorised within 45 working days of the assessment start date. There has been a steady improvement over the past year (the figure was 61% in Q1 22/23) and performance is now in line with the target.

Looked after children (LAC) per 10000 population (81,723) aged under 18		Percentage of Children & Family Assessments for children's social care that were authorised within 45 working days of their commencement (Cumulative)		Number of children on a Child Protection Plan per 10,000 children		Percentage of children subject to a Child Protection Plan for a second or subsequent time (within past 2 years)		Percentage of 19-21 year old care leavers in employment, education or training						
	53.2	Quarterly Q1 23/24		89.4%	Quarterly Q1 23/24		40.1	Quarterly Q1 23/24		10.1%	Quarterly Q1 23/24		72.3%	Quarterly Q1 23/24
Previous quarter	51.3		Quarterly target	85%		Previous quarter	39.3		Quarterly target	70.0%		Previous quarter	54.9%	
			Annual target	85%					Annual target	70.0%				
			Previous quarter	78.7%					Previous quarter	54.9%				

Priority Three: Thriving children and young people

Safeguard children and increase support in-borough for looked after children with complex needs

- 2.9% of 16-17 year olds were NEET or not known as of Q1 23/24. This includes 1.4% of 16-17 year olds who are not in education, employment or training (NEET) and 1.5% who are not known. The percentage of 16-17 year olds who are NEET is lower than the England average of 3.2% but higher than the London average of 1.7%. 70.2% of young people are seeking employment or training, 10.5% are NEET due to illness.
- The data for Q1 in relation to percentage of young people engaged in suitable education, training and employment (ETE) at the end of the order shows an increase from Q4 22/23. Just under 70% of young people ended their order in ETE. 7 young people were not engaged in suitable education, training and employment at the end of their order.

Number of first time entrants to the Youth Justice System aged 10-17 (known to Youth Justice Service)		Percentage of young people sentenced at court who are given a custodial sentence		Total number of young people sentenced at court who are given a custodial sentence in the period		Percentage of young people engaged in suitable education, training and employment at the end of the order (Pre and Post Court)		Percentage of 16-17 year olds not in education, employment or training (NEET) and Not Known (NK)	
13		0%		0		69.6%		2.9%	
	Quarterly Q1 23/24	Quarterly target	5%	Quarterly Q1 23/24	Quarterly Q1 23/24	Quarterly target	85.00%	Quarterly target	3.4%
		Annual target	5%			Annual target	85%	Annual target	3.4%
Previous quarter	18	Previous quarter	0%	Previous quarter	0	Previous quarter	40%	Previous quarter	3%

Improve educational outcomes for all children and young people

Education Health and Care Plans (EHCPs)

- 97.7% of EHCPs were completed within 20 weeks. This indicator has remained broadly stable over the last few quarters.

Percentage of Education Health Care Plans (EHCPs) completed within 20 weeks (excluding exceptions)

	97.7%	Quarterly Q1 23/24
Quarterly target	85%	
Annual target	85%	
Previous quarter	97.2%	

Priority Three: Thriving children and young people

Increase local education, play and leisure opportunities for children and young people with special educational needs and disabilities

- The number of SEND pupils who attend school outside of the borough has been gradually increasing over the last 2 years. 892 SEND pupils were attending school outside of the borough as of the end of Q1 23/24, this is 30% higher than at the same period in 22/23.

Percentage of pupils (0-25 years old) with an Enfield maintained Education Health Care Plan (EHCP)		Number of pupils (0-25 years old) with an Enfield maintained Education Health Care Plan (EHCP)		Percentage of SEND pupils who attend independent special schools out of the borough		Number of SEND pupils who attend independent special schools out of the borough		Number of SEND pupils who attend school outside of the borough	
7.9%		4,220		20%		128		892	
Quarterly Q1 23/24		Quarterly Q1 23/24		Quarterly Q1 23/24		Quarterly Q1 23/24		Quarterly Q1 23/24	
Previous quarter	New measure for 23/24	Previous quarter	New measure for 23/24	Previous quarter	New measure for 23/24	Previous quarter	New measure for 23/24	Previous quarter	865

Engage children and young people in positive activities

- The total number of young people who engaged in our local youth offer (including our universal youth services and Inspiring Young Enfield) in 22/23 was 12,636.

Number of young people engaged in local youth offer provided by Youth Services	
12,636	
Annually 22/23	
Previous year	New measure for 23/24

Priority four: More and better homes

Build and facilitate more good quality affordable homes for local people

Planning

- In relation to pre-application advice, the timescale reflects the determination targets for major planning applications and is a realistic objective based on the current position. Although April remained below target, May and June were in line with the target and the overall position for the Q1 is amber with a performance of 58%. Looking ahead to Q2/Q3, the intention is to further refine the target for pre-application enquires to better reflect the different types of pre-application enquiries – focused on householder, new building and major development proposals which will enable us to better track performance against differing customer needs.
- The targets for the number of applications (major, minor and other) have been amended in line with current Government performance criteria. They are now a more accurate reflection of performance and the service experienced by applicants as extensions of time are no longer being used to extend the determination period.
- In relation to undetermined applications, the indicator has been amended to equate to 8 weeks' worth of "live" planning applications. This indicator monitors if the "Wellbeing and Improvement" project is succeeding in addressing the number of legacy planning applications which at the start of the project was in excess of 1,800. The current position as of 1st September 2023 was 719, reflecting the significant progress that has been made.
- In relation to the percentage of pre-application advice given leading to a successful planning decision, while performance will be influenced by the response of applicants to the pre-application advice received, a recent Planning Advisory Service review of our pre-application service identified the importance of having a positive and proactive culture by officers. This is addressed in a Pre-Application Action Plan and supported by the current Wellbeing and Improvement project which, by addressing caseloads, is enabling greater focus to adding value at pre application stage so that the advice and support given by officers to applicants is more solution focused and focused on delivering positive outcomes.
- In relation to fast-track performance, this indicator looks at the time taken to determine Lawful Development Certificates (LDCs) and PRHs (applications for prior approval) by officers. This is now a function of a new team formed of officers from the Technical Support team who have received training to enable them to deal with this type of application. The target has therefore been set at 60% within 7 weeks. Q1 shows the performance for the first month of June. This will then move to 70% within 6 weeks for Q2, 80% within 6 weeks for Q3 and 90% within 6 weeks for Q4. This reflects the upskilling taking place within the Fast Track Team and over time, the plan is to expand their role to undertake the assessment of householder extensions. This will then release capacity for senior planning officers to focus on larger and more complex development proposals. Performance of the fast track team for Q2 is steadily improving and already meeting the targets.

Percentage of pre-application advice given within 60 working days of registration of a valid enquiry			Percentage of major applications determined within target			Percentage of minor applications determined within target			Percentage of other applications determined within target			Percentage of 2 year rolling major applications determined within target		
58%			100%			71.4%			77.9%			96.3%		
Quarterly target	60%	Quarterly Q1 23/24	Quarterly target	60%	Quarterly Q1 23/24	Quarterly target	70%	Quarterly Q1 23/24	Quarterly target	70%	Quarterly Q1 23/24	Quarterly target	80%	Quarterly Q1 23/24
Annual target	60%		Annual target	60%		Annual target	70%		Annual target	70%		Annual target	80%	
Previous quarter	53.6%		Previous quarter	100%		Previous quarter	94.3%		Previous quarter	93.5%		Previous quarter	96.6%	
Percentage of 2 year rolling minor applications determined within target			Percentage of 2 year rolling minor & other applications determined within target			Number of live planning applications in the system that are undetermined			Percentage of pre-application advice given leading to a successful planning decision			Fast track performance: percentage of applications determined within 7 weeks		
82.6%			89.5%			719			50%			51.61%		
Quarterly target	80%	Quarterly Q1 23/24	Quarterly target	80%	Quarterly Q1 23/24	Quarterly target	580	Quarterly Q1 23/24	Quarterly target	75%	Quarterly Q1 23/24 (data only covers June 2023)	Quarterly target	60%	Quarterly Q1 23/24 (data only covers June 2023)
Annual target	80%		Annual target	80%		Annual target	580		Annual target	75%		Annual target	60%	
Previous quarter	90.3%		Previous quarter	91.7%		Previous quarter	New indicator		Previous quarter	New indicator for 23/24		Previous quarter	New indicator for 23/24	

Priority four: More and better homes

Build and facilitate more good quality affordable homes for local people

Planning

Number of new dwellings approved at Planning stage (net additional)

277

Quarterly
Q1 23/24

Quarterly target 312

Annual target 1,246

Previous quarter 23/24
New indicator for 23/24

Housing Development

- The 47 completed homes include 25 London Affordable Rent homes at Bury Street West (excludes 25 market homes), 10 social rent at Maldon Road & 12 affordable rent at Gatward Green.

Number of council owned homes delivered (completions) (affordable housing)

47

Annually
22/23

Number of new dwellings started on site on council schemes (all tenures)

59

Annually
22/23

Create well-connected, digitally enabled and well-managed neighbourhoods

- As of January 2023, 7.2% of premises (residential and non-residential) in Enfield had Full Fibre broadband. This is significantly lower than the England average of 36%. Enfield records the lowest percentage of full fibre broadband availability in Outer London.

Percentage of all premises that have coverage from a Full Fibre service from fixed broadband

7.2%

Jan-23

Previous 6 months 4.6%

Priority four: More and better homes

Invest in and improve our council homes

Tenant satisfaction measures

- There was a small decrease recorded in the number of council homes meeting the Decent Homes Standard. A new Council Housing Asset Management Strategy is scheduled for approval at September Cabinet and sets out how the Council will achieve 80% decency by March 2024 and full compliance by 2026.
- The percentage of repairs completed within target timescale recorded a fall below target in Q1. In this quarter we have moved to reporting jobs that were previously due in 90 days to a 30 day target. The transition has affected completion times which will be corrected in the next quarter's figures.
- The Council remains on track with gas, fire, asbestos and legionella safety measures. 5 communal passenger safety lifts had outstanding lift inspections at the end of Q1 23/24. This was due to the lifts being out of service and remedial works have been booked.
- The percentage of complaints responded to within complaint handling code timescales recorded a significant improvement from Q4 22/23 following the deployment of additional resources to address backlogs. Although the indicator remains below target, performance in July 2023 was further improved with 85% of complaints responded to within target. 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 time for repairs).

RP01 Percentage of homes that do not meet the Decent Homes Standard			RP02 Percentage of repairs completed within target timescale (YTD)			NM01 Anti-social behaviour cases relative to the size of the landlord		BS01 Percentage of council owned homes which have a current gas safety certificate			BS02 Percentage of homes for which all required fire risk assessments have been carried out		
31.8%			85.4%			26.51		100%			100%		
Quarterly target	30%	Quarterly Q1 23/24	Quarterly target	98%	Quarterly Q1 23/24	New indicator for 23/24		Quarterly target	100%	Quarterly Q1 23/24	Quarterly target	100%	Quarterly Q1 23/24
Annual target	30%		Annual target	98%				Annual target	100%		Annual target	100%	
Previous quarter	31%		Previous quarter	95.1%				Previous quarter	99.9%		Previous quarter	99.03%	
BS03 Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out			BS04 Percentage of homes for which all required legionella risk assessments have been carried out			BS05 Percentage of homes for which all required communal passenger lift safety checks have been carried out		CH01 Number of complaints relative to the size of the landlord			CH02 Percentage of complaints responded to within complaint handling code timescales		
100%			99.5%			95.7%		15.83			77.2%		
Quarterly target	100%	Quarterly Q1 23/24	Quarterly target	100%	Quarterly Q1 23/24	Quarterly target	100%	Quarterly target		Quarterly Q1 23/24	Quarterly target	95%	Quarterly Q1 23/24
Annual target	100%		Annual target	100%		Annual target	100%	Annual target			Annual target	95%	
Previous quarter	100%		Previous quarter	99.7%		Previous quarter	98.3%	Previous quarter	47.29		Previous quarter	53.06%	

Priority four: More and better homes

Invest in and improve our council homes

Repairs

- In relation to repairs completed on target, in this quarter we have moved to reporting jobs that were previously due in 90 days to a 30 day target. The transition has affected completion times which will be corrected in the next quarter's figures.
- ERD repairs completed right first time recorded a slight drop on Q4 22/23. An improvement plan is being actioned to improve on the right first time job.

Percentage of responsive repairs completed by agreed target date (YTD)			Number of repair orders raised concerning damp and mould			Percentage of urgent repairs completed on time (YTD)			Percentage of Enfield Repairs Direct repairs completed right first time		
93.8%			195			96%			82.85%		
Quarterly target	98%	Quarterly Q1 23/24	Quarterly target		Quarterly Q1 23/24	Quarterly target	97%	Quarterly Q1 23/24	Quarterly target	90%	Quarterly Q1 23/24
Annual target	98%		Annual target			Annual target	97%		Annual target	90%	
Previous quarter	91.1%		Previous quarter	222		Previous quarter	95.2%		Previous quarter	84%	

Void management

- The turnaround time for local authority housing properties has been significantly impacted by the holding of properties for the Walbrook and Shires rehousing project. The figure in the report shows the average number of days taken to re-let general needs minus the held period. If the held period is included, the average time taken to re-let general needs local authority housing in Q1 was 93 days.
- Repairs on void properties continue to show good progression for Q1. This is the result of working closely with our main contractors.
- We are still seeing a large proportion of properties needing substantial repair works and clearances when handed back at the end of the tenancy. The service continues to work with tenants or next of kin to provide guidance on how to leave the property.

Percentage of stock vacant and unavailable to let			Average time taken to re-let general needs local authority housing (YTD) * excluding held period		
2.62%			42		
Quarterly target		Quarterly Q1 23/24	Quarterly target	25	Quarterly Q1 23/24
Annual target			Annual target	25	
Previous quarter	2.35%		Previous quarter	42	

Priority four: More and better homes

Drive up standards in the private rented sector

- Continual monitoring of private sector licensing applications shows we are on target to receive the predicted number of selective license applications over the scheme's lifetime. Additional HMO license applications remain below predicted numbers and the forecast has been revised.

Private sector housing licensing applications received		Private sector housing licensing inspections and interventions carried out		Private sector housing licensing enforcement notices	
	721		1,391		82
Quarterly target	Quarterly Q1 23/24	Quarterly target	1,181	Quarterly Q1 23/24	Quarterly Q1 23/24
Annual target		Annual target	4,725		
Previous quarter	973	Previous quarter	1,303	Previous quarter	85

Homelessness and temporary accommodation

- Although the number of households living in temporary accommodation has not increased significantly (and is slightly lower than it was at quarter 1 of 2022/23), it remains above our target, reflecting the London-wide crisis in the supply of affordable homes. The proportion of households in B&B accommodation also continues to increase as temporary accommodation providers exit the market. The growing use of hotel accommodation for nightly paid accommodation is a key budget pressure for 2023/24.
- A new five-year strategy for the provision of accommodation to prevent homelessness and to meet our statutory homelessness duties was approved at the September 2023 Cabinet meeting. It sets out a number of potential delivery options for constructing new temporary accommodation in Enfield, including building new homes using modular techniques, extending existing temporary accommodation blocks and repurposing general needs housing schemes for temporary accommodation use.

Number of households living in temporary accommodation		Number of children living in temporary accommodation		Number of children in B&B accommodation		Families with children in Bed and Breakfast accommodation for more than 6 weeks, excluding those pending review		Number of homeless applications received	
	3,120		4,434		247		150		1,231
Quarterly target	3,000	Quarterly Q1 23/24	Quarterly Q1 23/24	Quarterly Q1 23/24	Quarterly Q1 23/24	Quarterly target	0	Quarterly Q1 23/24	Quarterly Q1 23/24
Annual target	3,000					Annual target	0		
Previous quarter	3,100	Previous quarter	4,336	Previous quarter	169	Previous quarter	95	Previous quarter	802

Number of Homelessness Prevention duties ended with positive prevention		Percentage of successful statutory preventions (accommodation sustained or straight into private rented sector)	
	86		45.5%
Previous quarter	164	Previous quarter	46.1%

Priority five: An economy that works for everyone

Enable local people to develop skills to access good quality work

- Enfield continues to face higher rates of unemployment (claimant count) than London (4.9%) and UK (3.7%) averages. As in previous quarters, unemployment rates are highest in Edmonton Green, Lower Edmonton, Haselbury and Upper Edmonton. Borough-wide unemployment is higher than average in all age groups between 18 and 44 years.
- Enfield continues to have lower estimated employment levels than the regional and national averages. However, employment has increased over the past year.
- Enfield's working age residents (16-64) are less likely to hold no qualifications than London (5.5%) and England (6.6%) overall. However, when comparing the population aged 16+, Enfield residents are significantly more likely to hold no qualifications (22.5%) compared to London (16.2%) and England (18.2%) overall.
- On the other hand, 68.5% of the working age population have a Level 3 (A Level or equivalent) or above qualification. This is above the national average (61.5%) but lags behind London as a whole (71.4%).

Employment rate in Enfield (working age population)		Claimant count as a percentage of working age population		Median gross weekly pay		Number of households with earnings below London Living Wage (LLW)		Percentage of working age residents (16-64) who have no qualifications	
72.3%		5.9%		£708.80		10,634		4.4%	
Quarterly Q4 22/23		Quarterly Q1 23/24		Annually 21/22		Quarterly Q1 23/24		Annually 21/22	
Previous quarter	70.2%	Previous quarter	5.8%	Previous year	£670.50	Previous quarter	9,271	Previous year	7.1%
Percentage of working age residents (16-64) who do not have a Level 2 qualification		Percentage of working age population (16-64) with a Level 3 or above qualification		Percentage of adults with learning disabilities in employment					
19.9%		68.5%		15.9%					
Annually 22/23		Annually 22/23		Quarterly Q1 23/24					
Previous year	21.3%	Previous year	59.8%	Quarterly target	15.9%				
				Annual target	15.9%				
				Previous quarter	15.9%				

Priority five: An economy that works for everyone

Support local businesses and encourage inward investment in growing sectors which offer sustainable employment to local people

- Business start ups in Q1 23/24 were 20% higher than the same period last year. The most common industries were: real estate, professional services & support activities (246); wholesale and retail trade (167); construction (147); and recreational, personal and community service (90).
- In 22/23, procurement spend with Enfield based organisations was higher than the previous year but spend with MSME organisations was lower.

Business rates income		Business start-ups (as reflected in opening of first current account from a bank's small business product ranges)		Procurement spend Council-wide with Enfield-based organisations (by value)		Procurement spend Council-wide with Enfield-based organisations (by volume)		Procurement spend Council-wide with MSME organisations (by value)	
	£97.9m		958		£46.96m		14.4%		£45.3m
	Annually 22/23		Quarterly Q1 23/24		Annually 22/23		Annually 22/23		Annually 22/23
Previous year	£117.3m	Previous quarter	869	Previous year	£37.03m	Previous year	12%	Previous year	£60.05m

Procurement spend Council-wide with MSME organisations (by volume)

	13.9%
	Annually 22/23
Previous year	19.4%

Provide support and advice for residents on low incomes

- The number of residents claiming Council Tax Support and/or Housing Benefit is 6% higher than at the same quarter in 22/23.

Number of referrals to Welfare Support and Debt Advice Team		LBE administered benefits: combined benefits caseload (Housing Benefit and Council Tax Support)	
	699		41,014
	Quarterly Q1 23/24		Quarterly Q1 23/24
Previous quarter	New indicator for 23/24	Previous quarter	No data for previous quarter

Priority five: An economy that works for everyone

Transform our industrial land to create modern and low carbon spaces for business

- According to the latest Authority Monitoring Report from 21/22, Enfield gained 3,125 sq.m in Strategic Industrial Location space (SIL). A total of 27,334 sq.m of general industrial space was gained outside strategic industrial sites, this includes 11,142 sq.m for the new Beavertown brewery at Ponders End Industrial Estate.

Net increase in floorspace in Strategic Industrial Locations (square metres)		Net increase in floorspace in Locally Significant Industrial Sites (square metres)	
	3,125		0
	Annually 21/22		Annually 21/22
Previous quarter	1,613	Previous quarter	653

Our principles

Accessible and responsive services

Complaints, FOIs, MEQs and SARs

- Complaints performance was largely impacted by the Housing, Regeneration and Development department. However, performance has improved in the last quarter with significant improvement in Housing and Regeneration seeing a month on month increase in performance. Planning had several overdue cases which brought overall performance down but has put arrangements in place to ensure more robust monitoring of cases.
- MEQ response time in People department recorded an improvement from Q4 performance, and the average response rate is 7 days. Targeted work with Heads of Service is being undertaken to further improve performance and the process of MEQs being recorded on the system has been changed to ensure all enquiries are uploaded.
- A new proactive approach across Environment & Communities department focusing on MEQ responses at risk during Q1 has increased performance significantly compared to the previous quarter.
- In Housing, Regeneration and Development, improvements to how MEQs are classified should help to improve performance in future months.
- There were a high number of complex co-ordinated SARs (29 of the total 53 received, compared to 8 in the previous quarter). A vacancy in the team will be filled to help address this. The service will also be conducting a deep dive to understand reasons for delays and to establish an improvement plan.

Initial review complaints - percentage responded to inside target (Council overall)			Final review complaints - percentage responded to inside target (Council overall)			Percentage of FOIs answered within 20 days (Council overall)			Percentage of MEQs responded to within 8 days (Council overall)			Percentage of SARs closed within a calendar month (Council overall)		
70%			87%			93%			81%			57%		
Quarterly target	95%	Quarterly Q1 23/24	Quarterly target	95%	Quarterly Q1 23/24	Quarterly target	100%	Quarterly Q1 23/24	Quarterly target	95%	Quarterly Q1 23/24	Quarterly target	100%	Quarterly Q1 23/24
Annual target	95%		Annual target	95%		Annual target	100%		Annual target	95%		Annual target	100%	
Previous quarter	69%		Previous quarter	94%		Previous quarter	90%		Previous quarter	79%		Previous quarter	63%	

Contact Centre

- During this quarter the contact centre were 6.5 FTE down due to staff changes that required recruitment and training which impacted on performance. Officers are also being encouraged to deal with the query fully at first contact and we will be able to monitor this once the new telephony system is implemented.

Percentage of calls answered by contact centre (Gateway Telephones)			Average wait time for calls answered by the contact centre (Gateway Telephones)			Average wait time for calls answered by the contact centre (Gateway Telephones - Council Housing)			Percentage of calls to the contact centre answered within 5 minutes		
89%			00h 02m 57s			00h 08m 16s			81%		
Quarterly target	80%	Quarterly Q1 23/24	Quarterly target	00h 03m 00s	Quarterly Q1 23/24	Quarterly target	00h 03m 00s	Quarterly Q1 23/24	Quarterly target	80%	Quarterly Q1 23/24
Annual target	80%		Annual target	00h 03m 00s		Annual target	00h 03m 00s		Annual target	80%	
Previous quarter	88%		Previous quarter	00h 03m 18s		Previous quarter	00h 17m 24s		Previous quarter	78%	

Our principles

Financial resilience

- The council tax collection rate as of the end of June 2023 was 28.1%. This is a very slight reduction on the collection rate at the same period last year (28.19%). The business rates collection rate as of the end of June 2023 was 26.09%. This is an improvement on the collection rate at the same period last year (24.51%).
- The Oflog data explorer tool compares the local authority's outturn with the England median and the median of the local authority's CIPFA nearest neighbours (statistically similar authorities). For reference, Enfield's CIPFA neighbours are Haringey and the other Outer London boroughs (excluding Barking and Dagenham, Bromley, Kingston and Richmond).
- Enfield spends a slightly higher proportion of its core spending power on social care than the median average of our CIPFA neighbours (63.9%). According to the Institute for Fiscal Studies data, Enfield have one of the largest gaps in the country between relative funding and relative need of all local authorities (4th highest gap in percentage terms out of 150 local authorities). That is a £271 per person gap between relative funding and relative need. This means that a higher proportion of Enfield's budget has to be spent on core statutory services than other local authorities.
- Enfield spends a smaller percentage of its core spending power on debt servicing than our CIPFA neighbours and records the 18th lowest rate out of the London boroughs. A separate report how we're managing our debt is presented at this Cabinet meeting.
- In relation to total debt as a percentage of core spending power, Enfield is an outlier when compared to the median average of our CIPFA neighbours (275.7%) and the England median (226.7%). It should be noted that most councils suffering severe financial problems in recent years have had debts significantly higher per head of population, such as Woking's £19,000 per head and Thurrock's £8,600, compared with Enfield's £3,400.

Percentage of Council Tax collected (in year collection)			Council Tax arrears from previous years			Percentage of Business Rates collected (in year collection)			Business Rate/NNDR arrears from previous years			Percentage of all council invoices paid within 30 days		
28.1%			£36,090,250			26.09%			£19,341,791			99.59%		
Quarterly target	28.47%	Quarterly Q1 23/24		Quarterly Q1 23/24		Quarterly target	27%	Quarterly Q1 23/24		Quarterly Q1 23/24	Quarterly target	98%	Quarterly Q1 23/24	
Annual target	95%					Annual target	96%				Annual target	98%		
Previous quarter	28.19% (Q1 22/23)		Previous quarter	£32,724,996 (Q1 22/23)		Previous quarter	24.51% (Q1 22/23)		Previous quarter	£21,382,712 (Q1 22/23)		Previous quarter	99.51%	
Non-ringfenced reserves as a percentage of Net Revenue Expenditure			Non-ringfenced reserves as a percentage of service spend			Total Core Spending Power per dwelling			Level of Band D council tax rates			Council Tax revenue per dwelling		
Oflog indicator			Oflog indicator			Oflog indicator			Oflog indicator			Oflog indicator		
36.80%			34.1%			£1985.82			£1,518			£1,513		
		Annually 2021/22			Annually 2021/22			Annually 2021/22			Annually 2023/24			Annually 2023/24
Previous year	New indicator		Previous year	New indicator		Previous year	New indicator		Previous year	£1,446		Previous year	£1,427	
Social care spend as a percentage of core spending power			Debt servicing as a percentage of core spending power			Total debt as a percentage of core spending power								
Oflog indicator			Oflog indicator			Oflog indicator								
67.1%			9.2%			458.8%								
		Annually 2021/22			Annually 2021/22			Annually 2021/22						
Previous year	New indicator		Previous year	New indicator		Previous year	New indicator							