

Priority One: Clean and green places

Keep our streets and public spaces clean and welcoming

- Just under 3,000 fly tips were reported and removed in Q2 23/24, this was an increase on the previous four quarters.

Fly tipping - Fixed Penalty Notices (S33 and S87)		Customer reported fly tips removed		Percentage of reported fly tipping incidents cleared within 24 hours		Number of complaints received about street cleaning	
1,533		2,988		94%		10	
	Quarterly Q2 23/24		Quarterly Q2 23/24	Quarterly target	90%	Quarterly Q2 23/24	Quarterly Q2 23/24
Previous quarter	1,333	Previous quarter	2,688	Annual target	90%		
				Previous quarter	99%	Previous quarter	New indicator for Q2 23/24

Enable active and low carbon travel

- No new electric vehicle charging points were installed in Q2 23/24. Tender documents are being prepared so that procurement can start in Q3, with installation of charging points expected to commence in Q4 23/24 and continue into 2024/25.

Number of new electric charging points installed on public highway and in public car parks

	0	Quarterly Q2 23/24
Quarterly target:	150	
Annual target:	300	
Previous quarter	0	

Facilitate reuse of materials, reduce waste and increase recycling rates

- Fewer loads of recycling are being rejected prior to processing in comparison to 2022/23. Whilst more recycling is now being processed this does have an adverse impact on the contamination rate as more material is processed at the material recycling facility. A key challenge is recycling being contaminated with food residue which impacts on the recyclability of items. The team are working on communications over the next quarter which will focus on recycling correctly and the importance of washing items to remove food residue.
- Waste Services are also working with Digital Services and Transformation to make improvements to the rubbish and recycling webpages to provide clearer information for residents, including on what can/can't be placed in recycling bins to reduce the contamination rate.
- Total kg of residual waste per household was higher in Q1 23/24 than Q1 22/23 (137.2kg per h/h).
- The percentage of household waste sent for recycling in Q1 23/24 was lower than Q1 22/23 (36%).

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	
238.4 tn		12.6%		153.5 kg per h/h		34.1%	
	Quarterly Q2 23/24	Oflog indicator	Quarterly Q2 23/24	Oflog indicator	Quarterly Q1 23/24	Oflog indicator	Quarterly Q1 23/24
Quarterly target	350 tn	Quarterly target	10%	Quarterly target	150kg per h/h	Quarterly target	40%
Annual target	1375 tn	Annual target	10%	Annual target	600kg per h/h	Annual target	40%
Previous quarter	193.3 tn	Previous quarter	11.1%	Q1 22/23	137.2 kg per h/h	Previous quarter	31.1%

Priority Two: Strong, healthy and safe communities

Improve feelings of safety and reduce crime and antisocial behaviour

- In the 12 months to September 2023, there was a total of 29,991 notifiable offences in Enfield, a 2.5% decrease on the previous 12 months. London reported a 5.6% increase in the same period. Enfield recorded 90 total notifiable offences per 1,000 population between October 2022 and September 2023. This was lower than the London average of 101.5 offences per 1,000 population and the 15th lowest rate out of the 32 London boroughs.
- Residential burglary, hate crime, non-domestic abuse violence with injury offences and violence against the person offences all recorded a decrease in comparison to the previous 12-month period.
- Knife crime offences also recorded a decrease of 0.4% in the year ending September 2023. London experienced a 20.3% increase in the same period.
- Domestic abuse incidents increased by 1.2% in the year ending September 2023. London experienced an increase of 0.6% in the same period. There was also a 9.3% increase in domestic abuse violence with injury offences. London recorded an increase of 5.3% in the same period.
- In the year ending September 2023, there was a 5.5% increase in anti social behaviour offences recorded in the borough. London saw an increase of 1.8% in the same period.
- Data correct as of 09.11.23

Total notifiable offences		Burglary - residential offences		Domestic abuse incidents		Domestic abuse violence with injury offences		Anti Social Behaviour offences	
29,991		1,484		4,067		1,044		8,432	
Oct 2022 - Sep 2023		Oct 2022 - Sep 2023		Oct 2022 - Sep 2023		Oct 2022 - Sep 2023		Oct 2022 - Sep 2023	
Previous 12 months	30,745	Previous 12 months	1,605	Previous 12 months	4,019	Previous 12 months	955	Previous 12 months	7,990
Hate crime overall total (5 strands combined)		Non domestic abuse violence with injury offences		Violence against the person offences		Number of knife crime offences			
653		2,908		9,281		564			
Oct 2022 - Sep 2023		Oct 2022 - Sep 2023		Oct 2022 - Sep 2023		Oct 2022 - Sep 2023			
Previous 12 months	757	Previous 12 months	2,962	Previous 12 months	9,558	Previous 12 months	566		

Priority Two: Strong, healthy and safe communities

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

- There has been a total of 94 admissions to supported permanent residential and nursing care (65+) up to September 2023, which is below target.
- The increase in new admissions to residential and nursing care (18-64) 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 strokes or early onset dementia. The rate of admissions has reduced in Q2 compared to Q1 and overall, we are a high achieving council.
- The adult social care staff turnover rate is sourced from the Skills for Care Adult Social Care Workforce Data Set and based on returns from the local authority and independent providers. The 22.6% staff turnover rate is based on a workforce of around 8,800 staff across the local authority and independent workforce. This includes people providing direct care, ancillary and administrative staff and managerial staff. Enfield's turnover rate was in line with the London turnover rate of 22.7% but lower than the national turnover rate of 28.3%.

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			Staff turnover in the adult social care workforce	
207.5			6.91			53.3%			89.2%			Oflog indicator 22.6%	
Quarterly target	215.2	Quarterly Q2 23/24	Quarterly target	2.96	Quarterly Q2 23/24	Quarterly target	56%	Quarterly Q2 23/24	Quarterly target	86%	Quarterly Q2 23/24	Annually 22/23	
Annual target	430.5		Annual target	5.92		Annual target	56%		Annual target	86%			
Q2 22/23	232		Q2 22/23	2.94		Previous quarter	55.2%		Previous quarter	87.4%		Previous year	26.8%

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

- The proportion of drug users (18+) successfully completing treatment continues to increase and was above target for Q1 23/24.
- Enfield has the 11th highest smoking prevalence in London. The percentage of adults who smoke is higher than London (11.7%) and England (12.7%) averages.
- The reported figure for the proportion of young people exiting substance misuse treatment in a planned way is 57%. This figure is a direct result of the transfer of services over to the new provider. This is not unusual following a transfer of providers as new processes are being put in place and we are expecting this figure to increase over the next quarters. The service is monitoring this closely to ensure there is no long-term drop-in performance.

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			Percentage of adults who smoke		
21.1%			57%			91%			13.5%		
Quarterly target:	20.3%	Quarterly Q1 23/24	Quarterly target:	79%	Quarterly Q1 23/24	Quarterly target:	90%	Quarterly Q1 2/24			Annually 22/23
Annual target:	20.3%		Annual target:	79%		Annual target:	90%		Annual target:	16.5%	
Previous quarter	20.0%		Previous quarter	64%		Previous quarter	93%		Previous year	18.5%	

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 Q2 23/24 was just below the Outer London average of 61.3% and lower than the England average of 68.4%.

Take up of healthy start vouchers

60%

Quarterly
Q2 23/24

Quarterly target: 58%

Annual target: 58%

Previous quarter 58%

Priority Three: Thriving children and young people

Help all children to have the best start in life

- 23.1% of children in Reception were classified as overweight or obese. This is higher than the Outer London and London average of 20% and the England average of 21.3%. Enfield has the 3rd highest prevalence of overweight and obesity in Reception aged children out of the 32 London boroughs and the 2nd highest in Outer London. 85.8% of schools in Enfield participated in the National Child Measurement Programme (Reception).
- 42.9% of children in Year 6 were classified as overweight or obese. This is higher than the Outer London average of 38%, the London average of 38.8% and the England average of 36.6%. Enfield has the 4th highest prevalence of overweight and obesity in Year 6 pupils out of the 32 London boroughs and the 2nd highest prevalence in Outer London. 89.3% of schools in Enfield participated in the National Child Measurement Programme (Year 6).

Percentage of children aged 4-5 classified as overweight or obese (Reception)			Percentage of children aged 10-11 classified as overweight or obese (Year 6)		
	23.1%	Annually 22/23 school year		42.9%	Annually 22/23 school year
Annual target	24.7%		Annual target	41.5%	
Previous year	25.3%		Previous year	42.2%	

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

- There were 427 looked after children (LAC) as of the end of Q2, 56 of these children (13.1%) have a disability. This is an increase from September 2022 where there were 415 LAC.
- 354 children were on a Child Protection Plan as of the end of Q2, 19 of these children (5.4%) have a disability. There were 28 new plans and 29 cessations in Q2.
- Of the 409 children who became subject to a Child Protection (CP) Plan during the past 12 months, 44 (10.8%) had previously been on a CP Plan in the past two years. The percentage of children subject to CP Plan for a second or subsequent time is higher than at the same period last year (4%).
- 2,131 out of 2,388 completed Children & Family Assessments were authorised within 45 working days of the assessment start date. 23/24 performance is showing a marked improvement on 22/23 (only 68% of assessments were authorised within 45 working days of their commencement in Q2 22/23).
- 135 out of 185 care leavers aged 19-21 were in education, employment or training (EET) as of September 2023. This is the highest rate since data recording began in January 2019 and a significant improvement on the position as of September 2022 (56.9%).

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		
	52.2		89.2%		43.3		10.8%		73%		
	Quarterly Q2 23/24	Quarterly target	85%	Quarterly Q2 23/24	Quarterly Q2 23/24	Quarterly Q2 23/24	Quarterly Q2 23/24	Quarterly target	70%	Quarterly Q2 23/24	
		Annual target	85%					Annual target	70%		
Previous quarter	53.2	Previous quarter	89.4%	Previous quarter	40.1	Previous quarter	10.1%	Previous quarter	72.3%		

Priority Three: Thriving children and young people

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

- 4.6% of 16-17-year-olds were NEET (not in education, employment or training) or not known as of August 2023, lower than the August 2022/23 figure of 5.8%. This includes 1.4% (128) who were NEET and 3.2% (291) not known. The percentage of 16–17-year-olds who are NEET is lower than the London average of 1.8% and the England average of 3.4% higher than the London average of 1.7%. Of those who were NEET, 68.8% (88) young people were seeking employment or training and 10.9% 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%			4.6%		
Quarterly Q1 23/24		Quarterly target	5%	Quarterly Q1 23/24	Quarterly Q1 23/24		Quarterly target	85%	Quarterly Q1 23/24	Quarterly target	3.4%	Aug-23
Annual target		Annual target	5%			Annual target		85%	Annual target		3.4%	
Previous quarter	18	Previous quarter	0%	Previous quarter		0	Previous quarter	40%	Aug-22		5.8% (Aug 22)	

Improve educational outcomes for all children and young people

Education Health and Care Plans (EHCPs)

Percentage of Education Health Care Plans (EHCPs) completed within 20 weeks (excluding exceptions)			Percentage of Education Health Care Plans (EHCPs) annual reviews completed on time (excluding exceptions)		
86%			99%		
Quarterly target	80%	Quarterly Q2 23/24	Quarterly target	80%	Quarterly Q2 23/24
Annual target	80%		Annual target	80%	
Previous quarter	97.2%		Previous quarter	99%	

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

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 EHCP pupils who attend school out of the borough		Number of EHCP pupils who attend school out of the borough	
7.90%		4,220		20.9%		976	
Quarterly Q 23/24		Quarterly Q1 23/24		Quarterly Q2 23/24		Quarterly Q2 23/24	
Previous quarter	New indicator 2023/24	Previous quarter	New indicator 2023/24	Previous quarter	20%	Previous quarter	952

Priority four: More and better homes

Build and facilitate more good quality affordable homes for local people

Planning

- In relation to pre-application advice, although Q2 remained below target (with a performance of 57.1%), August and September were in line with the target. Going forward into Q3, the intention is to further refine the indicators 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.
- Performance on all planning applications has been affected by the focus on determining legacy (out of time) cases as part of the Wellbeing & Improvement project. The purpose of this project is to reduce the total number of applications to more sustainable levels and ensure the speedier determination of in-time applications. Over the last 12 months the project has reduced the total number of applications from 1,902 cases to 713 cases. As substantial progress has been made to work through the legacy cases, we anticipate this will improve performance across all application types for Q3.
- 1,089 dwellings were approved at Planning stage, well above the target of 312. This includes two major applications (Meridian Water and Chase Farm).

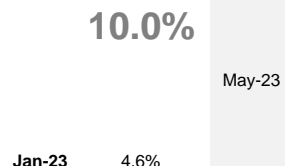
Percentage of pre-application advice given within 60 working days of registration of a valid enquiry			Percentage of major applications determined within target			Percentage of minor applications determined within target			Percentage of other applications determined within target			Percentage of 2 year rolling major applications determined within target		
57.1%			57%			68.5%			84.3%			90.6%		
Quarterly target	60%	Quarterly Q2 23/24	Quarterly target	60%	Quarterly Q2 23/24	Quarterly target	70%	Quarterly Q2 23/24	Quarterly target	70%	Quarterly Q2 23/24	Quarterly target	80%	Quarterly Q2 23/24
Annual target	60%		Annual target	60%		Annual target	70%		Annual target	70%		Annual target	80%	
Previous quarter	63.4%		Previous quarter	100%		Previous quarter	71.4%		Previous quarter	77.9%		Previous quarter	96.3%	
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 6 weeks		
83.5%			87.9%			713			72.5%			71.9%		
Quarterly target	80%	Quarterly Q2 23/24	Quarterly target	80%	Quarterly Q2 23/24	Quarterly target	580	Quarterly Q2 23/24	Quarterly target	75%	Quarterly Q2 23/24	Quarterly target	70%	Quarterly Q2 23/24
Annual target	80%		Annual target	80%		Annual target	580		Annual target	75%		Annual target	70%	
Previous quarter	82.6%		Previous quarter	89.5%		Previous quarter	719		Jun-23	50%		Jun-23	51.6%	
Number of new dwellings approved at Planning stage (net additional)														
1089														
Quarterly target	312	Quarterly Q2 23/24												
Annual target	1,246													
Previous quarter	277													

Priority four: More and better homes

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

- As of May 2023, 10% of premises (residential and non-residential) had Full Fibre broadband. This is significantly lower than the England average of 50%. Data published by Ofcom in September 2023. Fibre broadband is delivered via clusters of fibre optic cables (each one thinner than a human hair) and speeds are faster than ADSL (the most commonly available type of broadband delivered through copper wires of phone lines).

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



Invest in and improve our council homes

Tenant satisfaction measures

- We continue to be on target with compliance with gas, fire, asbestos and legionella safety measures. Four communal passenger safety lifts had outstanding lift inspections at the end of Q2 23/24. This was due to the lifts being out of service and remedial works have been booked.
- Robust management of existing failing lift servicing contractor has concluded with their contract being terminated. A new lift contractor has been appointed, and the contract will commence from the end of November 2023.

BS03 Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out

100%

Quarterly target	100%	Quarterly Q2 23/24
Annual target	100%	
Previous quarter	100%	

BS04 Percentage of homes for which all required legionella risk assessments have been carried out

100%

Quarterly target	100%	Quarterly Q2 23/24
Annual target	100%	
Previous quarter	99.5%	

BS05 Percentage of homes for which all required communal passenger lift safety checks have been carried out

96.6%

Quarterly target	100%	Quarterly Q2 23/24
Annual target	100%	
Previous quarter	95.7%	

BS01 Percentage of council owned homes which have a current gas safety certificate

100%

Quarterly target	100%	Quarterly Q2 23/24
Annual target	100%	
Previous quarter	100%	

BS02 Percentage of homes for which all required fire risk assessments have been carried out

100%

Quarterly target	100%	Quarterly Q2 23/24
Annual target	100%	
Previous quarter	100%	

Priority four: More and better homes

Invest in and improve our council homes

Tenant satisfaction measures

- There was a small increase recorded in the number of council homes meeting the Decent Homes Standard.
- The percentage of complaints responded to within complaint handling code timescales recorded an increase from Q1 23/24. 106 out of 133 complaints were responded to on time. Council Housing have now introduced daily reminders to staff with complaints.
- The percentage of repairs completed within the target timescale is below our very high target of 98%. However, according to benchmarking the median performance for London is significantly below this figure with 93% meeting targets for emergency repairs and 75% meeting targets for non-emergency repairs. As we have experienced increased demand for works including relating to mould and damp and health and safety actions and corresponding budget pressures it is important that we scale our service response accordingly so we can expect to see a lower level of attainment in the final quarters of the year. Revised targets will be set for 2024/25.

RP01 Percentage of homes that do not meet the Decent Homes Standard			RP02 Percentage of repairs (emergency and non-emergency repairs requested by tenant) completed within target timescale			NM01 Anti-social behaviour cases relative to the size of the landlord		CH01 Number of complaints relative to the size of the landlord		CH02 Percentage of complaints responded to within complaint handling code timescales		
29.7%			90.0%			37.29		29.9		79.7%		
Quarterly target	30%	Quarterly Q2 23/24	Quarterly target	98%	Quarterly Q2 23/24	Quarterly target	37.29	Quarterly target	29.9	Quarterly target	95%	Quarterly Q2 23/24
Annual target	30%		Annual target	98%		Annual target	26.51	Annual target	15.83	Annual target	95%	
Previous quarter	31.8%		Previous quarter	93.1%		Previous quarter	26.51	Previous quarter	15.83	Previous quarter	59.64%	

Repairs

- Proactive work to identify and manage damp and mould issues in tenants' homes continues to deliver increased reporting of cases. Clear processes are in place to actively manage and eliminate root causes, with outcomes managed through a cross-team working group.
- Due to budget pressures, we are prioritising emergency repairs and this means that responsive repairs' performance is likely to decrease in future quarters.

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		
93.1%			168		94.9%			89.8%		
Quarterly target	98%	Quarterly Q2 23/24	Quarterly target	168	Quarterly target	97%	Quarterly Q2 23/24	Quarterly target	90%	Quarterly Q2 23/24
Annual target	98%		Annual target	195	Annual target	97%		Annual target	90%	
Previous quarter	93.8%		Previous quarter	195	Previous quarter	96%		Previous quarter	95.6%	

Priority four: More and better homes

Void management

- We let 91 general needs properties in Q2 23/24. Timescales to receiving the first allocation continues to have a significant impact on turnaround. Delays mostly relate to pre-localism suitability reviews for people in temporary accommodation which are taking an average of 3-4 weeks. The team has agreed a new approach that should reduce delays in future months. More high value void works have been required on void properties (e.g., kitchen and bathroom installations) which take longer to turnaround.
- We are working towards a performance improvement plan in this area.
- Although off target, our voids turnaround is comparable to London. Benchmarking also shows us that neighbouring boroughs are not meeting their targets in relation to re-lets.

Percentage of stock vacant and unavailable to let		Average time taken to re-let general needs local authority housing (YTD) * excluding held period		
3.42%		42		
Quarterly Q2 23/24		Quarterly target	25	Quarterly Q2 23/24
		Annual target	25	
Previous quarter	2.62%	Previous quarter	36	

Drive up standards in the private rented sector

- This quarter's private sector housing licensing inspection numbers have been impacted by some annual leave and cover not yet being in place for two officers on maternity leave.

Private sector housing licensing applications received		Private sector housing licensing compliance inspections carried out		Private sector housing licensing enforcement notices	
1650		983		73	
Quarterly Q2 23/24		Quarterly target	1,182	Quarterly Q2 23/24	Quarterly Q2 23/24
		Annual target	4,728		
Previous quarter	721	Previous quarter	1,303	Previous quarter	82

Priority four: More and better homes

Homelessness and temporary accommodation

- We expect to see improvement in our temporary accommodation indicators in Q3 as we see the impact of the new Placement Policy.
- We are developing a long-term strategy to reduce the overall number of households in temporary accommodation to 1000 over a five-year period based on national procurement.
- Homeless applications are showing a year-on-year rise. As of the end of Q2 23/24, there has been a total of 2,719 homeless applications received in the current financial year, a 41% increase on the same period last year. The gap between rents and benefit levels continues to grow and is leading to increasing presentations. Enfield also recorded the highest number of Section 21 eviction notices in Q2 23/24 in London. Despite the rise in the number of homelessness approaches, the number of households entering temporary accommodation has remained relatively stable.
- Turnover of households in B&B accommodation has increased, meaning people are spending less time in B&B accommodation. In August 93% of households in Travelodge had been there for more than 6 weeks. At the end of September this figure had dropped to 71%.
- Successful prevention activity is key to ensuring lower numbers of households entering temporary accommodation. The percentage performance is good, but the overall number of decisions is low. All frontline staff have been through training on decision making and we expect these figures to improve over the next few weeks.

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		
3,241			4,343			393			157			1,488		
Quarterly target	3,000	Quarterly Q2 23/24	Quarterly target	4,434	Quarterly Q2 23/24	Quarterly target	247	Quarterly Q2 23/24	Quarterly target	0	Quarterly Q2 23/24	Quarterly target	1,231	Quarterly Q2 23/24
Annual target	3,000		Annual target	4,434		Annual target	247		Annual target	0		Annual target	1,231	
Previous quarter	3,120		Previous quarter	4,434		Previous quarter	247		Previous quarter	150		Previous quarter	1,231	
Number of Homelessness Prevention duties ended with positive prevention			Percentage of successful statutory preventions (accommodation sustained or straight into private rented sector)											
39			55.7%											
Quarterly Q2 23/24			Quarterly Q2 23/24											
Previous quarter	86		Previous quarter	45.5%										

Priority five: An economy that works for everyone

Enable local people to develop skills to access good quality work

- Enfield's employment rate for the period July 2022 - June 2023 was 72.2%. This is lower than the regional (75.1%) and national (75.6%) averages. 166,100 economically active people were in employment, the second highest number recorded in Enfield (since records began in December 2004).
- Enfield's claimant rate was 6% as of September 2023. This is higher than both London (5%) and GB averages (3.7%).

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 adults with learning disabilities in employment		
72.2%		6.0%		£708.80		10,458		14.9%		
July 2022 - June 2023		Quarterly Q2 23/24		Annually 21/22		Quarterly Q2 23/24		Quarterly Q2 23/24		
Apr 22 - March 23	72.3%	Previous quarter	5.9%	Previous year	£670.50	Previous quarter	10,634	Quarterly target	15.9%	
								Annual target	15.9%	
								Previous quarter	15.6%	

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

- There were 38,717 active businesses registered at Companies House in Enfield as of September 2023, 0.8% higher than at the same period last year. The most common industries are: wholesale and retail trade (6,210); real estate (4,648); construction (4,230); and professional services (3,449).

Number of active businesses registered with Companies House

38,717		Quarterly Q2 23/24
Previous quarter	38,159	

Provide support and advice for residents on low incomes

- The number of residents claiming Council Tax Support and/or Housing Benefit is 7.5% higher than at the same quarter in 22/23.

Number of referrals to Welfare Support and Debt Advice Team

603		Quarterly Q2 23/24
Previous quarter	699	

LBE administered benefits: combined benefits caseload (Housing Benefit and Council Tax Support)

41,462		Quarterly Q2 23/24
Previous quarter	41,139	

Our principles

Accessible and responsive services

Complaints, FOIs, MEQs and SARs

- 470 out of a total 606 initial review complaints were responded to inside target. Performance has improved and returned to the pre-pandemic performance levels.
- 34 out of a total 39 final review complaints were responded to inside target.
- In relation to MEQs, performance has increased quarter-on-quarter over the past 12 months. 1,654 MEQs were responded to within 8 days out of a total 1,983 MEQs. Overall performance was impacted by the Housing & Regeneration department who responded to 69.5% of MEQs on time. In relation to the quality of MEQ responses, 2.8% (55) of responses were rejected by members in Q2 23/24.
- In relation to FOIs, 327 out of a total 360 FOIs were responded to within 20 days. Regular reviews on progress of FOIs continue to be held to help improve performance rates.
- In relation to SARs, 40 out of a total 46 SARs were closed within a calendar month. Performance has increased by 30% from the previous quarter due to improvement actions implemented in Q2, namely the deployment of additional resources.

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)		
78%			87%			91%			83%			87%		
Quarterly target	95%	Quarterly Q2 23/24	Quarterly target	95%	Quarterly Q2 23/24	Quarterly target	100%	Quarterly Q2 23/24	Quarterly target	95%	Quarterly Q2 23/24	Quarterly target	100%	Quarterly Q2 23/24
Annual target	95%		Annual target	95%		Annual target	100%		Annual target	95%		Annual target	100%	
Previous quarter	70%		Previous quarter	87%		Previous quarter	93%		Previous quarter	81%		Previous quarter	57%	

Contact Centre

- Average wait time for calls answered by the contact centre show a positive trajectory over the quarter and was just over target in September 2023. This is in the context of staff vacancy freezes to support financial savings.
- Although average wait time for calls answered by the council housing contact centre has decreased compared to the previous quarter, the indicator remains below target. Performance this quarter has been impacted by an increase in the number of calls and staff sickness absence.

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		
87%			00h 03m 39s			00h 06m 46s			78%		
Quarterly target	80%	Quarterly Q2 23/24	Quarterly target	00h 03m 00s	Quarterly Q2 23/24	Quarterly target	00h 03m 00s	Quarterly Q2 23/24	Quarterly target	80%	Quarterly Q2 23/24
Annual target	80%		Annual target	00h 03m 00s		Annual target	00h 03m 00s		Annual target	80%	
Previous quarter	89%		Previous quarter	00h 02m 57s		Previous quarter	00h 8m 16s		Previous quarter	81%	

Our principles

Financial resilience

- The council tax collection rate as of the end of September 2023 was 53.48%. This is a slight reduction on the collection rate at the same period last year (54.24%).
- The business rates collection rate as of the end of September 2023 was 54%. This is a significant improvement on the collection rate at the same period last year (49.55%).
- We have implemented a number of measures to increase collection:
 - A much quicker recovery timetable
 - Multiple bailiffs now in place (with appropriate engagement processes and support in place)
 - Exploring new ways of contacting customers and enhancing our database to hold multiple phone numbers and email addresses
 - More collaborative working with our commercial partners
- We have made good progress in collecting arrears from previous years:
 - As of end of March 2023, total council tax arrears from previous years were £40,142,461 and this has reduced to £33,043,032 as of the end of September 2023.
 - As of end of March 2023, total business rates arrears from previous years were £18,875,371 and this has reduced to £14,472,383 as of the end of September 2023.

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		
53.48%			£33,043,032		54.00%			£14,472,383		99.07%		
Quarterly target	52.75%	Quarterly Q2 23/24		Quarterly Q2 23/24	Quarterly target	50%	Quarterly Q2 23/24	Quarterly Q2 23/24	Quarterly target	98%	Quarterly Q2 23/24	
Annual target	95%				Annual target	96%			Annual target	98%		
Q2 22/23	54.24%		Previous quarter	£36,090,250	Q2 22/23	49.55%		Previous quarter	£19,341,791	Previous quarter	99.59%	