

Corporate Performance Scorecard: Q3 2023/24 (October - December 2023)



Priority One: Clean and green places

Keep our streets and public spaces clean and welcoming

- There were 2,350 customer reported fly tips reported and removed in Q3 23/24, this was the lowest figure so far in 2023/24.

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	
1,341		2,350		91%		11	
Quarterly Q3 23/24		Quarterly Q3 23/24		Quarterly Q3 23/24		Quarterly Q3 23/24	
Quarterly target	90%	Quarterly target	90%	Quarterly target	90%	Quarterly target	90%
Annual target	90%	Annual target	90%	Annual target	90%	Annual target	90%
Previous quarter	1,533	Previous quarter	2,988	Previous quarter	94%	Previous quarter	10

Enable active and low carbon travel

- Officers have developed documents for the procurement of 17 rapid chargers and 1,000 slow chargers. The 17 rapid (50kw) chargers are to be delivered across the borough and the 1,000 slow (5kw) chargers will be attached to lighting columns at suitable locations.
- The estimated timelines for procurement of the 17 rapid chargers is late February 2024 with an estimated contract award in May 2024. It is typical for rapid chargers to be installed and in operation nine months following contract award (February 2025) given the process of public engagement, electricity connection and construction.
- Procurement for the 1,000 slow chargers will commence in late March 2024 with an estimated contract award in June. Slow chargers are much easier to install than rapid chargers so should start to be installed gradually following the statutory consultation process. They are estimated to start to be installed in batches over a twelve-month period following contract award.
- In 2022/23, Enfield had the 5th lowest percentage of trips made by public transport, walking and cycling in Outer London.

Number of new electric charging points installed on public highway and in public car parks		Percentage of trips made by active, efficient and sustainable modes (public transport, walking and cycling)	
3		50%	
Quarterly target:	225	Quarterly Q3 23/24	Annually 22/23
Annual target:	300	2017/18 to 2019/20	55%
Previous quarter	0		

Priority One: Clean and green places

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. Just under 250 tn of recycling were rejected prior to processing in Q3 2023/24, significantly lower than the same period last year (339 tn).
- To decrease the contamination rate, Waste Services are making improvements to the department's webpages (first phase went live in January 2024) to better support our residents to understand what can/can't be placed in the recycling bins.
- The percentage of household waste sent for recycling in Q2 2023/24 was higher than at the same period in 2022/23 (35.8%).

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		
249.8 tn			13.1%			277.5kg per h/h			37.1%		
Quarterly target	350 tn	Quarterly Q3 23/24	Quarterly target	10%	Quarterly Q3 23/24	Quarterly target	300kg per h/h	Quarterly Q2 23/24	Quarterly target	40%	Quarterly Q2 23/24
Annual target	1375 tn		Annual target	10%		Annual target	600kg per h/h		Annual target	40%	
Previous quarter	238.4 tn		Previous quarter	12.6%		Q2 2022/23	268.6 kg per h/h		Previous quarter	33.9%	

Reduce carbon emissions from our buildings, street lighting, fleet and the goods and services we procure

- The Council is exceeding its carbon neutral trajectory, having reduced emissions by 30% in the last 4 years.
- The Council's Scope 1 & 2 emissions remain largely driven by energy use in buildings, accounting for 77% of the Council's footprint. This is largely driven by gas used for heating and hot water in buildings equating to almost half the emissions (46%), this is followed by electricity in buildings (30%).
- Diesel in fleet accounts for 16% of emissions with remaining emissions from electricity for street lighting (5%).
- Maintained schools are the largest emission sector by building portfolio (32%), following by corporate operational buildings (24%).
- The largest carbon savings this year for the first time have been from the reduction in natural gas in buildings for heating and hot water. This may both be a result of initiatives to address the impact of the energy crisis and high energy costs and also investment in heat decarbonisation technology. As the electricity grid continues to decarbonise year on year, this is reflected in the Council's Scope 2 carbon emissions which also capture energy savings from solar PV investment.

Percentage reduction in the Council's carbon emissions (tCO2e) over baseline year 2018/19		Council Scope 1 & 2 carbon emissions (tCO2e)	
30%		15,237	
	Annually 22/23		Annually 22/23
Previous year	19.4%	Previous year	17,662

Priority Two: Strong, healthy and safe communities

Improve feelings of safety and reduce crime and antisocial behaviour

- In the 12 months to December 2023, there was a total of 34,318 notifiable offences in Enfield, a slight decrease of 0.3% on the previous 12 months. London reported a 6.5% increase in the same period. Enfield recorded 102.9 total notifiable offences per 1,000 population between January 2023 and December 2023. This was lower than the London average of 115.4 offences per 1,000 population and the 14th lowest rate out of the 32 London boroughs.
- Residential burglary, non domestic abuse violence with injury and violence against the person offences all recorded an increase in comparison to the previous 12-month period.
- Knife crime offences also recorded an increase of 6.8% in the year ending December 2023. London experienced a 17.1% increase in the same period.
- Domestic abuse incidents increased by 2% in the year ending December 2023. London experienced an increase of 1.2% in the same period. There was also a 11.6% increase in domestic abuse violence with injury offences. London recorded an increase of 5.8% in the same period.
- In the year ending December 2023, there was an 11.4% increase in anti social behaviour offences recorded in the borough.
- Hate crime has seen a decrease of 4.3% in the year ending December 2023. London reported an overall increase of 10.6% in the same period.
- Data correct as of 12.02.24

Total notifiable offences		Burglary - residential offences		Domestic abuse incidents		Domestic abuse violence with injury offences		Anti Social Behaviour offences	
34,318		1,598		4,063		1,075		8,668	
Jan 2023 - Dec 2023		Jan 2023 - Dec 2023		Jan 2023 - Dec 2023		Jan 2023 - Dec 2023		Jan 2023 - Dec 2023	
Previous 12 months	34,424	Previous 12 months	1,476	Previous 12 months	3,982	Previous 12 months	963	Previous 12 months	7,778
Hate crime overall total (5 strands combined)		Non domestic abuse violence with injury offences		Violence against the person offences		Number of knife crime offences			
687		3,042		9,430		611			
Jan 2023 - Dec 2023		Jan 2023 - Dec 2023		Jan 2023 - Dec 2023		Jan 2023 - Dec 2023			
Previous 12 months	718	Previous 12 months	2,061	Previous 12 months	9,378	Previous 12 months	572		

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 132 admissions to supported permanent residential and nursing care (65+) up to December 2023, which is below target.
- The increase in admissions to residential and nursing care for those aged 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 Q3 compared to Q1 and Q2.
- 73.8% of people who received short-term services did not then require long-term support. This indicator provides an indication of level of independence achieved by users of council-funded short-term services and of prevention, as service users' care needs might otherwise develop to the point that they require long-term support. Note that there are causes other than effective prevention which can result in there being no request for ongoing support, including the death of the care user. Local authorities would want to see a higher figure for this indicator. Enfield was ranked 94th nationally for this indicator and performed better than the London (74.2%) and England (77.5%) averages.
- The Adult Social Care Survey in 2022/23 reported the following:
 - People who used services rated their quality of life 0.418 out of a maximum possible score of 1.0 which is higher than the London average (0.399) and England average (0.411).
 - Of those who use adult social care services, 65.4% find it easy to find information about their services. This is above the London average of 64.6% but below the England average of 67.2%. Enfield was ranked 100th nationally for this indicator.
 - 88.3% of people who use services say that those services made them feel safe and secure, higher than the London (82.3%) and England (87.1%). Enfield was ranked 61st nationally for this indicator.

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		
291.4			8.39			55.4%			89.4%			88.3%		
Quarterly target	322.9	Quarterly Q3 23/24	Quarterly target	4.44	Quarterly Q3 23/24	Quarterly target	56%	Quarterly Q3 23/24	Quarterly target	86%	Quarterly Q3 23/24	Quarterly target	86%	Annually 22/23
Annual target	430.5		Annual target	5.92		Annual target	56%		Annual target	86%		Annual target	86%	
Q3 22/23	320.1		Q3 22/23	5.92		Previous quarter	53.3%		Previous quarter	89.2%		Previous year	86.3%	
Quality of life of people who use adult social care services			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								
0.418			73.8%			65.4%								
Oflog indicator		Annually 22/23	Oflog indicator		Annually 22/23	Oflog indicator		Annually 22/23						
Previous year	0.403		Previous year	59.8%		Previous year	65.9%							

Priority Two: Strong, healthy and safe communities

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

- The proportion of drug users (18+) successfully completing treatment has seen a reduction to 18.3% which is below the target but above the London average of 15% for the same period.
- 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)

18.3%

Quarterly
Q2 23/24

Quarterly target: 20.3%

Annual target: 20.3%

Previous quarter 21.1%

Substance misuse: proportion of young people exiting treatment in a planned way of all treatment exits

57%

Quarterly
Q2 23/24

Quarterly target: 79%

Annual target: 79%

Previous quarter 57%

Percentage of patients who completed treatment within a month of diagnosis at Enfield Sexual Health Clinics

95%

Quarterly
Q2 23/24

Quarterly target: 90%

Annual target: 90%

Previous quarter 91%

Support communities to access healthy and sustainable food

Take up of healthy start vouchers

Data not available from NHS

Improve our leisure and sports opportunities to enable more active lifestyles

- The Chief Medical Officers recommend, across the week, children and young people do an average of 60-plus minutes of at least moderate intensity activity a day. This can include all forms of activity such as physical education, active travel, after-school activities, play and sports.
- In 2022/23, 43.2% of children and young people in Enfield were physically active, lower than London (45.7%) and England (47%) averages.

Percentage of children and young people who are physically active

43.2%

Annually
22/23

Previous year 47.2%

Priority Two: Strong, healthy and safe communities

Future outcome: Residents live happy, healthy and safe lives

- The percentage of adults who are overweight or obese decreased slightly between 2020/21 and 2021/22. Enfield's overweight and obesity rate is higher than the London average (55.9%) but lower than the England average (63.8%).
- The two life expectancy indicators measure the period life expectancy for females and males in Enfield in a single year period. Period life expectancy is the average number of additional years a person would live if they experienced the age-specific mortality rates of the given area and time period for the rest of their life. These estimates do not take into account future changes to mortality rates.
- Life expectancy at birth for females has increased marginally between 2021 and 2022. The life expectancy at birth for females in Enfield in 2022 is higher than the England average of 83.12 years.
- Life expectancy at birth for males has increased between 2021 and 2022. The life expectancy at birth for males in Enfield in 2022 is higher than the England average of 79.25 years.
- The ONS publish annual estimates of personal wellbeing. The latest data from 2022/23 shows the following ratings for Enfield:
 - 7.41 out of 10 for average life satisfaction levels, higher than London (7.35) and England (7.44) averages.
 - 7.41 out of 10 for average happiness levels, higher than London (7.32) and England (7.38) averages.
 - 7.8 out of 10 for feeling that the things done in life are worthwhile, higher than London (7.6) and England (7.73) averages.
 - 2.33 out of 10 for average anxiety levels (lower scores indicating better wellbeing), significantly lower than London (3.34) and England (3.24) averages.

Percentage of adults who are overweight or obese		Life expectancy at birth - female		Life expectancy at birth - male		Average life satisfaction of residents		Average anxiety levels of residents	
	59.7%	84.9		80.9		7.41		2.33	
	Annually 21/22	Annually 2022		Annually 2022		Annually 22/23		Annually 22/23	
Annual target:	55.9%								
Previous year	60.9%	Previous year 84.1		Previous year 78.9		Previous year 7.41		Previous year 3.2	
Average happiness levels of residents		Average ratings of feeling that the things done in life are worthwhile							
	7.41	7.8							
	Annually 22/23	Annually 22/23							
Previous year	7.33	Previous year 7.7							

Priority Three: Thriving children and young people

Help all children to have the best start in life

- 65.2% of pupils in Enfield achieved a good level of development at the end of Early Years Foundation Stage (EYFS) in 2022/23. This is lower than Outer London (69.1%), London (69.1%) and England (67.2%) averages. The percentage of pupils achieving a good level of development at the end of EYFS increased between 2021/22 and 2022/23 in Outer London, London and England but decreased slightly in Enfield (from 65.4% in 2021/22 to 65.2% in 2022/23).
- Boys (57.4%) were less likely to achieve a good level of development at the end of EYFS than girls (73.7%).
- Pupils eligible for free school meals (55.3%) were less likely to achieve a good level of development at the end of EYFS.
- Pupils with special educational needs (SEN) (16.2%) were less likely to achieve a good level of development at the end of EYFS than pupils with no identified SEN (72.9%).

Percentage of pupils achieving a good level of development at the end of the Early Years Foundation Stage

65.2%

Annually
22/23

Annual target 74.0%

Previous year 65.4%

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

- There were 411 looked after children (LAC) as of the end of Q3. This is a slight decrease from December 2022 when there were 415 LAC.
- 322 children were on a Child Protection Plan as of the end of Q3. There were 18 new plans and 34 cessations in Q3.
- Of the 399 children who became subject to a Child Protection (CP) Plan during the past 12 months, 40 (10.1%) 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 (4.8%).
- 3,205 out of 3,560 completed Children & Family Assessments were authorised within 45 working days of the assessment start date. 23/24 performance is showing a significant improvement on the previous year (only 75.5% of assessments were authorised within 45 working days of their commencement in Q3 22/23).
- 137 out of 184 (75%) care leavers aged 19-21 were in education, employment or training (EET) as of December 2023. This is a significant on the position as of December 2022 (58%).

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		
50.3		90.0%			39.4		10.1%		74.5%		
Quarterly Q3 23/24		Quarterly target	85%	Quarterly Q3 23/24	Quarterly Q3 23/24	Quarterly Q3 23/24	Quarterly Q3 23/24	Quarterly target	70%	Quarterly Q3 23/24	
		Annual target	85%					Annual target	70%		
Previous quarter	52.2	Previous quarter	89.2%	Previous quarter	43.3	Previous quarter	10.9%	Previous quarter	73%		

Priority Three: Thriving children and young people

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

- The data for Q2 in relation to percentage of young people engaged in suitable education, training and employment (ETE) at the end of the order shows a decrease from Q1 23/24. 57.7% of young people ended their order in ETE. 11 young people were not engaged in suitable education, training and employment at the end of their order.
- In Q2 there was an increase in the number of young people receiving custodial sentences at court. From April to June 2023 no custodial sentences were set by the courts of the 21 that were sentenced. From July to September 2023 6 young people were given a custodial sentence of the 25 sentenced (24%).
- 5.9% of 16-17-year-olds were NEET (not in education, employment or training) or not known as of December 2023, lower than the December 2022/23 figure of 7.8%. This includes 1.3% (120) who were NEET and 4.6% (419) not known. The percentage of 16-17-year-olds who are NEET is higher than the London average of 1.8% and the England average of 3.1%. Of those who were NEET, 65% (78) young people were seeking employment or training and 12.5% are NEET due to illness.

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)		
15		24%			6		57.7%			5.9%		
	Quarterly Q2 23/24	Quarterly target	5%	Quarterly Q2 23/24		Quarterly Q2 23/24	Quarterly target	85%	Quarterly Q2 23/24	Quarterly target	3.4%	Quarterly Q3 23/24
		Annual target	5%				Annual target	85%		Annual target	3.4%	
Previous quarter	13	Previous quarter	0%		Previous quarter	0	Previous quarter	70%		Q3 22/23	7.8%	

Improve educational outcomes for all children and young people

Education Health and Care Plans (EHCPs)

- The ability to complete the EHCP process within the 20-week statutory deadline is reliant on a partnership approach. Once we agree to assess we then request advice from relevant professionals. The professional/body has a duty to co-operate and submit their advice within 6 weeks of the request. Failure to submit advice in a timely manner has resulted in a reduction in the percentage of EHCPs completed within 20 weeks.

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			Percentage of Education Health Care Plans (EHCPs) Maintain, Amend or Cease (MAC) letters issued on time following annual reviews		
75%			97%			96%		
Quarterly target	80%	Quarterly Q3 23/24	Quarterly target	80%	Quarterly Q3 23/24	Quarterly target	95%	Quarterly Q3 23/24
Annual target	80%		Annual target	80%		Annual target	95%	
Previous quarter	95.1%		Previous quarter	96%		Previous quarter	89%	

Priority Three: Thriving children and young people

Improve educational outcomes for all children and young people

Educational attainment

- When comparing 2022/23 KS1 attainment data with other local authorities, we note the following:
 - In 2022/23, 67% of KS1 pupils in Enfield reached the expected standard in reading, lower than London (71%), statistical neighbour (69.2%) and England (68%) averages.
 - In 2022/23, 60% of KS1 pupils in Enfield reached the expected standard in writing, on par with the England average, just below the statistical neighbour average of 61.9% and significantly below the London average of 64%.
 - In 2022/23, 69% of KS1 pupils in Enfield reached the expected standard in maths, below the England (70%), statistical neighbour (71.1%) and London (73%) averages.
- 62% of pupils reached the expected standard in reading, writing and maths in KS2. Enfield's KS2 attainment was higher than the England average (60%) but lower than the Outer London (66%) and London averages (67%).
- The lower scores at KS1 are mainly attributable to some children coming into school speaking little or no English and this impacts on their achievement in tests carried out in English (not their first language). KS2 outcomes are above the national average and Enfield is ranked at 48th with local authorities nationally so in the upper part of the second quartile.
- Children in Enfield schools make improved attainment as they progress through the school system as these overall outcomes show and this is reflected in the much improved Ofsted inspection for our schools. We are now ranked in the top 20 local authorities in the country for Ofsted inspection outcomes.
- At Key Stage 4, although Enfield pupils are achieving below the London average, Enfield schools perform in the top quartile nationally for student progress (ranked 27th) and for the percentage achieving the English Baccalaureate (levels 4-9) (ranked 35th). In terms of Attainment 8, Enfield are ranked in the upper part of the second quartile being ranked 48th nationally. In all these cases, Enfield are either above or well above the national average.
- There are groups of pupils that are performing less well in terms of examination outcomes such as pupils of Caribbean heritage and those of Turkish heritage and data analysis shows that boys in all groups are performing at a lower level than girls. This has led to the setting up of a Boys Achievement Group as well as a group that is focused on disadvantaged pupils.
- It should be noted that Enfield schools do not receive anywhere near the same funding as inner London authorities. We have set aspirational targets for the borough's children and schools which have been agreed with headteachers through the Enfield Learning Excellence Partnership Board but funding plays a part in what a school is able to offer.

KS1: Percentage of pupils reaching expected standards in reading			KS1: Percentage of pupils reaching expected standard in writing			KS1: Percentage of pupils reaching expected standards in maths			KS2: Percentage of pupils reaching the expected standard in reading, writing and maths			KS4: Percentage of pupils achieving English Baccalaureate (incl. 9-4 pass in English and Maths)		
	67%	Annually 22/23		60%	Annually 22/23		69%	Annually 22/23		62%	Annually 22/23		28.9%	Annually 22/23
Annual target	77%		Annual target	73%		Annual target	78%		Annual target	71%		Annual target	35%	
Previous year	67%		Previous year	59%		Previous year	67%		Previous year	62%		Previous year	31.9%	
KS4: Average Progress 8 score			KS4: Average Attainment 8 score											
	0.21	Annually 22/23		47.0	Annually 22/23									
Annual target	0.24		Annual target	49.9										
Previous year	0.17		Previous year	48.4										

Priority Three: Thriving children and young people

Improve educational outcomes for all children and young people

Ofsted inspections

- As of August 2023, 96% of Enfield state funded primary schools (including academies) were judged as 'Outstanding' (16%) or 'Good' (79%). This is in line with the London average but significantly higher than the England (90%) average. 4% of state funded primary schools were judged as 'Requires improvement' and 1% were 'Inadequate'.
- As of August 2023, 90% of Enfield state funded secondary schools (including academies) were judged as 'Outstanding' (14%) or 'Good' (76%). This is slightly lower than the London average (92%) but significantly higher than the England average (82%). 5% of state funded secondary schools were judged as 'Requires improvement' and 5% were 'Inadequate'.

Percentage of primary schools judged as good or outstanding by Ofsted (as at 31 August)

	96%	Annually 22/23
Annual target	95%	
Previous year	93%	

Percentage of secondary schools judged as good or outstanding by Ofsted (as at 31 August)

	90%	Annually 22/23
Annual target	95%	
Previous year	90%	

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

Number of EHCP pupils who attend school outside of the borough

	973	Quarterly Q3 23/24
Previous quarter	952	

Percentage of EHCP pupils who attend independent special schools outside of the borough

	2.7%	Quarterly Q3 23/24
Previous quarter	3.0%	

Number of EHCP pupils who attend independent special schools outside of the borough

	128	Quarterly Q3 23/24
Previous quarter	135	

Number of SEN pupils with a personal travel budget (PTB)

	413	Jan-24
Previous quarter	New measure	

Number of SEN pupils with a personal travel budget (PTB) who go to schools and other settings outside of the borough

	70	Jan-24
Previous quarter	New measure	

Number of SEN pupils using fleet services

	921	Dec-23
Previous quarter	New measure	

Priority four: More and better homes

Build and facilitate more good quality affordable homes for local people

Planning

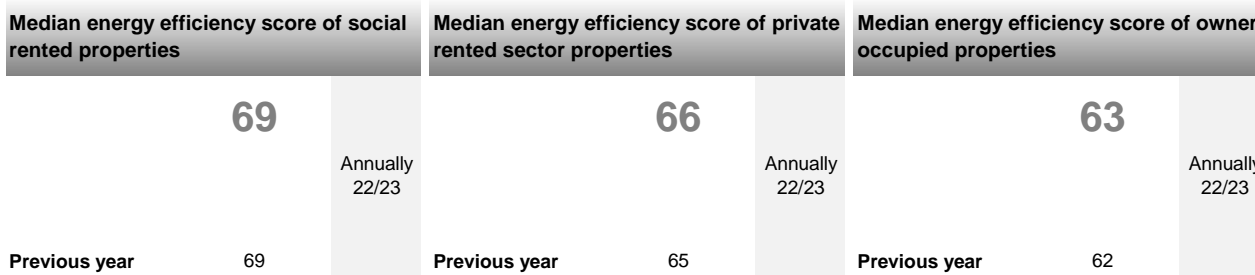
- Fast track performance has shown considerable improvement over the year with 52% of applications determined within 7 weeks in Q1 rising to 88.5% of applications determined within 6 weeks in Q3.
- The Wellbeing & Improvement project which aimed to reduce the total number of applications to more sustainable levels and ensure the speedier determination of in-time applications has, over the last 18 months, reduced the total number of applications from over 1,900 cases to 656 cases.
- The report includes new indicators relating to planning applications dismissed at appeal. There was 1 major application appeal in Q3 23/24 and this was dismissed.
- 17 out of 29 non-major planning applications were dismissed at appeal in Q3 23/24. The percentage of non-major planning applications dismissed at appeal remains unacceptably low. An appeals action plan is currently being implemented to address this. This includes a deep dive review of allowed cases to understand/identify where our reasons for refusal are consistently being overturned by the Planning Inspectorate; training staff in the outcome of this exercise and the need to be more thorough and considered when determining if an application should be refused.
- 1,516 dwellings were approved at Planning stage from April to December 2023, well above the cumulative Q3 target of 934. Q2 recorded a large number of 1,089 new dwellings in the Meridian and Chase Farm developments which has resulted in the annual target already being met.

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		
61.4%			75%			70.4%			85.6%			87.2%		
Quarterly target	60%	Quarterly Q3 23/24	Quarterly target	60%	Quarterly Q3 23/24	Quarterly target	70%	Quarterly Q3 23/24	Quarterly target	70%	Quarterly Q3 23/24	Quarterly target	80%	Quarterly Q3 23/24
Annual target	60%		Annual target	60%		Annual target	70%		Annual target	70%		Annual target	80%	
Previous quarter	57.1%		Previous quarter	57%		Previous quarter	68.5%		Previous quarter	84.3%		Previous quarter	90.6%	
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 6 weeks		
81.6%			87.1%			656			77.1%			88.5%		
Quarterly target	80%	Quarterly Q3 23/24	Quarterly target	80%	Quarterly Q3 23/24	Quarterly target	580	Quarterly Q3 23/24	Quarterly target	75%	Quarterly Q3 23/24	Quarterly target	80%	Quarterly Q3 23/24
Annual target	80%		Annual target	80%		Annual target	580		Annual target	75%		Annual target	90%	
Previous quarter	83.5%		Previous quarter	87.9%		Previous quarter	713		Previous quarter	72.5%		Previous quarter	71.9%	
Number of new dwellings approved at Planning stage (net additional)			Percentage of major planning applications dismissed at appeal			Percentage of non-major planning applications dismissed at appeal			Number of enforcement cases live in the system			Number of planning notices served		
1,516			100%			59%			17			109		
Quarterly target	934	Apr - Dec 2023	Quarterly target	80%	Quarterly Q3 23/24	Quarterly target	80%	Quarterly Q3 23/24	Quarterly target	250	Quarterly Q3 23/24			Quarterly Q3 23/24
Annual target	1,246		Annual target	80%		Annual target	80%		Annual target	250				
Apr - Sept 2023	1,366		Previous quarter	New indicator for Q3		Previous quarter	New indicator for Q3		Previous quarter	308		Previous quarter	100	

Priority four: More and better homes

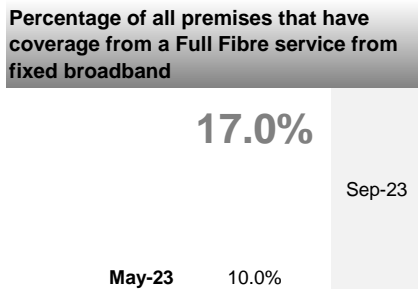
Deliver low carbon, and climate-resilient new-build homes and facilitate retrofitting of existing homes

- This data is sourced from ONS who use Department for Levelling Up, Housing and Communities data on EPCs to present energy efficiency scores for various tenure types. The higher the score (up to a maximum of 100), the more energy efficient a property is.
- Social rented properties: Enfield's median energy efficiency score is slightly lower than the London and England average (70).
- Private rented sector properties: Enfield's median energy efficiency score is lower than the London average (68) and in line with the England average.
- Owner occupied properties: Enfield's median energy efficiency score is lower than the London (65) and England (64) averages.



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

- As of September 2023, 17% of premises (residential and non-residential) had Full Fibre broadband. This is significantly lower than the England average of 55%. Additionally, Enfield has the lowest Full Fibre coverage rate in London. 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).



Priority four: More and better homes

Invest in and improve our council homes

Tenant satisfaction measures

- We continue to be on target with compliance with gas, fire and asbestos safety measures. At the end of Q3, a total of three lifts required remedial works to allow the completion of the safety checks, all works were booked with the Council's contractor. Although one lift may be out of service, typically a second lift is accessible within the block and support is offered via the Caretaking Team to residents in need of assistance. Performance has dropped slightly in Q3 on the compliance of legionella safety due to one outstanding risk assessment where there was an access issue. An appointment has been scheduled for January.
- Since April 2023 there has been a gradual improvement in the number of council homes not meeting the Decent Homes Standard, from 31.8% reported in Q1 to 22.7% in Q3.
- In April 2023 Central Government started its 'Social Housing - Make Things Right' Campaign. As we approach the first winter we have seen an increase in complaints, this is also paired with upskilling staff to ensure complaints are reported alongside the new Ombudsman Complaints code which states 'A complaint should be formally logged where a dissatisfaction of service is recorded'. This may result in an increase in complaint totals to ensure we are compliant and log dissatisfactions at the earliest stage. All London local authorities recorded an increase in complaints across this period and Enfield records much lower complaint numbers than the London median.
- The percentage of complaints responded to within complaint handling code timescales recorded a slight decrease from Q2 23/24. 165 out of 210 (78.6%) complaints were responded to on time. There is a Housing Improvement Plan along with weekly senior management oversight to drive response time performance. We are also creating templates for staff to utilise the Housing Ombudsman code to the fullest, including extensions. Additionally, we have delivered customer service training to managers to get them to think differently about complaint handling, and ensure that all dissatisfaction is reported as complaints. This could result in a rise in complaints which may affect total percentage performance.
- The percentage of repairs completed within the target timescale has increased slightly when compared to Q2 but remains below target. 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.

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			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		
100%			99.9%			97.5%			100%			100%		
Quarterly target	100%	Quarterly Q3 23/24	Quarterly target	100%	Quarterly Q3 23/24	Quarterly target	100%	Quarterly Q3 23/24	Quarterly target	100%	Quarterly Q3 23/24	Quarterly target	100%	Quarterly Q3 23/24
Annual target	100%		Annual target	100%		Annual target	100%		Annual target	100%		Annual target	100%	
Previous quarter	100%		Previous quarter	100%		Previous quarter	96.6%		Previous quarter	100%		Previous quarter	100%	
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			CH01 Number of complaints relative to the size of the landlord			CH02 Percentage of complaints responded to within complaint handling code timescales		
22.7%			91.9%			45.93			47.49			78.6%		
Quarterly target	30%	Quarterly Q3 23/24	Quarterly target	98%	Quarterly Q3 23/24			Quarterly Q3 23/24			Quarterly Q3 23/24	Quarterly target	95%	Quarterly Q3 23/24
Annual target	30%		Annual target	98%								Annual target	95%	
Previous quarter	29.7%		Previous quarter	90.2%		Previous quarter	37.29		Previous quarter	29.9		Previous quarter	79.7%	

Priority four: More and better homes

Invest in and improve our council homes

Tenant satisfaction measures (annual survey indicators)

- Please note a different methodology was used in 2023 compared to 2022.

Overall satisfaction with the service your landlord provides (TP01)		Satisfaction with overall repairs service (TP02)		Satisfaction with time taken to complete most recent repair (TP03)		Satisfaction that the home is well maintained (TP04)		Satisfaction that the home is safe (TP05)						
	60%	Annually 23/24		71%	Annually 23/24		69%	Annually 23/24	79%	Annually 23/24				
Previous year	52%		Previous year	59%		Previous year	59%		Previous year	61%				
Satisfaction that the landlord listens to tenant views and acts upon them (TP06)		Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)		Agreement that the landlord treats tenants fairly and with respect (TP08)		Satisfaction with the landlord's approach to handling of complaints (TP09)		Satisfaction that the landlord keeps communal areas clean and well maintained (TP10)						
	57%	Annually 23/24		69%	Annually 23/24		79%	Annually 23/24		23%	Annually 23/24		54%	Annually 23/24
Previous year	40%		Previous year	52%		Previous year	58%		Previous year	26%		Previous year	55%	
Satisfaction that the landlord makes a positive contribution to neighbourhoods (TP11)		Satisfaction with landlord's handling of anti-social behaviour (TP12)												
	62%	Annually 23/24		64%	Annually 23/24									
Previous year	49%		Previous year	37%										

Priority four: More and better homes

Invest in and improve our council homes

Repairs

- There was an increase in the number of repairs orders raised concerning damp and mould in Q3. This remains an area of keen focus for the service, with a Damp and Mould Taskforce ensuring appropriate and timely actions. Increased reporting, partly due to greater information being made available to residents and increased surveys by the Council, is to be welcomed as proportionate actions can be taken to manage risks.
- Performance on non-emergency (responsive) repairs remains well above the London average of 75% of non-emergency repairs completed on time. Performance continues to be closely monitored, with a greater emphasis on better-value, planned works for non-emergency works.
- Benchmarking of performance in relation to emergency repairs shows consistent performance with other London boroughs.

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		
91.6%			220			92.9%			89.7%		
Quarterly target	98%	Quarterly Q3 23/24	Quarterly Q3 23/24	Quarterly Q3 23/24	Quarterly target	97%	Quarterly Q3 23/24	Quarterly target	90%	Quarterly Q3 23/24	
Annual target	98%				Annual target	97%		Annual target	90%		
Previous quarter	93.1%		Previous quarter	168	Previous quarter	94.9%		Previous quarter	83.1%		

Void management

- We let 98 general needs properties in Q3 23/24. Void repairs have shown considerable improvement in 2023/24 with the latest data from December 2023 showing an average of 23 days to complete void repair works, compared to 42 in December 2022. This improvement in performance has been achieved by holding 6-weekly meetings with contractors and meeting them on-site. These meetings have enabled us to drive up customer satisfaction and ensure contractors are meeting the agreed targets. 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		
3.1%			44		
Quarterly Q3 23/24	Quarterly Q3 23/24	Quarterly Q3 23/24	Quarterly target	25	Quarterly Q3 23/24
			Annual target	25	
Previous quarter	3.42%		Previous quarter	42	

Priority four: More and better homes

Drive up standards in the private rented sector

- This quarter's private sector housing licensing inspection numbers continue to be impacted by a number of vacant posts within the service. Sourcing experienced officers is an issue across London and the wider industry. Officers are looking at alternative options including working with delivery partners in the private rented sector to support with resources to deal with backlogs.

Private sector housing licensing applications received		Private sector housing licensing compliance inspections carried out		Private sector housing licensing enforcement notices	
1,103		774		67	
	Quarterly Q3 23/24	Quarterly target	1,181	Quarterly Q3 23/24	Quarterly Q3 23/24
		Annual target	4,726		
Previous quarter	1,650	Previous quarter	983	Previous quarter	73

Homelessness and temporary accommodation

- The number of households living in temporary accommodation has reduced slightly since the last quarter.
- We are developing a long-term strategy to reduce the overall number of households in temporary accommodation to 1,000 over a five-year period based on national procurement.
- Homeless applications continue to show a year-on-year rise. As of the end of Q3 23/24, there has been a total of 4,116 homeless applications received in the current financial year, a 54% increase on the first three quarters of 2022/23. The gap between rents and benefit levels continues to grow and is leading to increasing presentations. Enfield also continues to record a high number of Section 21 eviction notices when compared to other London boroughs.

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	
3,160		3,910		398		141		1,397	
Quarterly target	3,000	Quarterly Q3 23/24	Quarterly Q3 23/24	Quarterly Q3 23/24	Quarterly Q3 23/24	Quarterly target	0	Quarterly Q3 23/24	Quarterly Q3 23/24
Annual target	3,000					Annual target	0		
Previous quarter	3,241	Previous quarter	4,343	Previous quarter	393	Previous quarter	157	Previous quarter	1,488

Number of Homelessness Prevention duties ended with positive prevention		Percentage of successful statutory preventions (accommodation sustained or straight into private rented sector)	
61		40.7%	
	Quarterly Q3 23/24		Quarterly Q3 23/24
Previous quarter	39	Previous quarter	55.7%

Priority five: An economy that works for everyone

Enable local people to develop skills to access good quality work

- Enfield's estimated employment rate for the period October 2022 - September 2023 was 60.9%. This is lower than the regional (74.6%) and national (75.8%) averages. Note the confidence intervals for this period are very broad (28,100, 8.9%). Therefore, the actual employment rate could be anywhere between 52% and 69.8%.
- Enfield's claimant rate was 6% as of December 2023. This is higher than both London (5%) and GB averages (3.7%).
- In 2023, the median gross weekly pay for full time workers in Enfield was £759. This is lower than the London average of £796.30 but higher than the England average of £683.40. The median gross weekly pay for male full time workers (£795.90) was higher than for female full time workers (£709).
- An estimated 52.2% of disabled people in Enfield were in employment in 2022/23, lower than London (55.4%) and England (54.9%) averages. The 2022/23 disability employment gap (the difference between how many disabled people are in work compared to how many non-disabled people are in work) was 23.8 percentage points.

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		
60.9%		6%		£759		10,925		14.6%		
Oct 2022 - Sept 2023		Quarterly Q3 23/24		Annually 22/23		Quarterly Q3 23/24		Quarterly Q3 23/24		
July 22 - June 23	72.2%	Previous quarter	6%	Previous year	£709	Previous quarter	11,024	Quarterly target	15.9%	Quarterly Q3 23/24
Previous year		6%		£709		11,024		Annual target	15.9%	
Previous year		6%		£709		11,024		Previous quarter	14.9%	
Percentage of adults with a disability in employment										
52.2%										
Annually 22/23										
Previous year	46.6%									

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

- There were 39,191 active businesses registered at Companies House in Enfield as of December 2023, 1.4% higher than at the same period last year. The number of businesses in London overall grew by 7.9% in the same period. The most common industries in Enfield are: wholesale and retail trade (6,336); real estate (4,761); construction (4,220); and professional services (3,471).

Number of active businesses registered with Companies House	
39,191	
Quarterly Q3 23/24	
Previous quarter	38,717

Priority five: An economy that works for everyone

Provide support and advice for residents on low incomes

- There was a total of 614 referrals to the Welfare Support and Debt Advice Team in Q3. This included 570 direct referrals, 44 residents supported at Tea and Toast sessions and 31 residents supported through the Saturday Project.
- The number of residents claiming Council Tax Support and/or Housing Benefit is 7.4% 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)	
	614		40,907
	Quarterly Q3 23/24		Quarterly Q3 23/24
Previous quarter	603	Previous quarter	41,462

Our principles

Accessible and responsive services

Complaints, FOIs, MEQs and SARs

- 439 out of a total 630 (70%) initial review complaints were responded to inside target. 11% of total complaints were only 1 day late. 40 out of a total 49 (82%) final review complaints were responded to inside target. The Complaints Team have begun liaising with high volume services, and those particularly missing any deadlines, to customise admin arrangement and provide the best support to help these services achieve the response times. The service is also looking at ways to further increase proactive chasing of complaints and MEQs before they are due, including synergies with other teams (e.g. contact centre). Additionally, we will be analysing complaint feedback and data to improve service provision where possible and decrease failu re demand, that is to stop it before it becomes a complaint.
- In relation to MEQs, performance has been increasing quarter-on-quarter over the past 12 months however this quarter has remained the same as Q2. 1,334 MEQs were responded to within 8 days out of a total 1,601 MEQs (83%). Compared to the two previous years (pre-IT system implementation and year of implementation), performance is more consistent and less volatile in terms of peaks & troughs.
- In relation to MEQs in Q3, 24.6% of responses were accepted by members; 3.6% were rejected; and 71.8% had no response.
- Future improvement actions in relation to MEQs are focused on IT enhancements and staff structural/leadership changes. As the Environment and Communities department includes Customer Solutions, new approaches to the complaints and MEQ service will include deliverables such as outbound contact of customers to support deadlines and further liaison with services via the contact centre/webchat. During 2024/25, the MEQ team will be recentralised (moving departmental satellite support teams back into the central Complaints & Access to Information Service). A central point of contact will be created so that Members can escalate issues, queries, concerns to a named officer within the central team, ensuring faster problem resolution.
- 323 out of a total 370 FOIs (87%) were responded to within 20 days. 5% of total requests were only 1 day late. Services that recorded drops in performance have been reminded of deadlines.

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%			82%			87%			83%			75%	
Quarterly target	95%	Quarterly Q3 23/24	Quarterly target	95%	Quarterly Q3 23/24	Quarterly target	100%	Quarterly Q3 23/24	Quarterly target	95%	Quarterly Q3 23/24	Quarterly target	100%	Quarterly Q3 23/24
Annual target	95%		Annual target	95%		Annual target	100%		Annual target	95%		Annual target	100%	
Previous quarter	78%		Previous quarter	87%		Previous quarter	91%		Previous quarter	83%		Previous quarter	87%	

Our principles

Accessible and responsive services

Contact Centre

- Average wait time for calls answered by the contact centre have shown a positive trajectory over the year. The new telephony system went live at the end of October 2023. The system offers new functionality which will help drive performance improvement, including increased information on performance of call agents and improved allocation of call queues and call back allocation.
- In December we were training/testing the move to Cx (new housing management system) which resulted in a higher wait time for calls answered by Council Housing contact centre. Now we have successfully moved over to Cx and no longer have to double enter on two systems the average wait time should be reduced in Q4. Further work will be undertaken in the coming months to improve performance.
- The scorecard also includes new measures tracking customer satisfaction with webchat and telephony services (data provided by customer feedback tool GovMetric). For the Contact Centre, GovMetric provides detailed feedback, which is used to improve call agent performance monitoring, identify knowledge gaps and refine training whilst improving average handling time. It is also used to increase morale and motivation as high performers are identified and celebrated. Feedback has also informed website and content improvements as well as the implementation of new digital systems such as the recent telephony platform.

Percentage of calls answered by contact centre (Gateway Telephones)			Average wait time for calls answered by the contact centre (Gateway Telephones)			Percentage of calls to the contact centre answered within 5 minutes			Customer services telephony customer satisfaction rating			Webchat customer satisfaction rating		
92%			00h 01m 29s			93%			69.8%			88.9%		
Quarterly target	80%	Quarterly Q3 23/24	Quarterly target	00h 03m 00s	Quarterly Q3 23/24	Quarterly target	80%	Quarterly Q3 23/24	Quarterly target	70%	Quarterly Q3 23/24	Quarterly target	80%	Quarterly Q3 23/24
Annual target	80%		Annual target	00h 03m 00s		Annual target	80%		Annual target	70%		Annual target	80%	
Previous quarter	87%		Previous quarter	00h 03m 39s		Previous quarter	78%		Previous quarter	70%		Previous quarter	86.5%	

Housing Contact Centre

Average wait time for calls answered by the Repairs Housing Resolution team

00h 14m 11s		
Quarterly target	00h 03m 00s	Quarterly Q3 23/24
Annual target	00h 03m 00s	
Previous quarter	00h 6m 46s	

Our principles

Financial resilience

- The council tax collection rate as of the end of December 2023 was 79%. This is a slight reduction on the collection rate at the same period last year (79.26%).
- The business rates collection rate as of the end of December 2023 was 79.49%. This is a significant improvement on the collection rate at the same period last year (75.92%).
- We have made good progress in collecting council tax arrears from previous years. As of the end of March 2023, total council tax arrears from previous years were £40,142,461 and this has reduced to £30,730,953 as of the end of December 2023.
- As of end of March 2023, total business rates arrears from previous years were £18,875,371 and this has reduced to £18,176,533 as of the end of December 2023. In October 2023, the Valuation Office issued an amendment in the Rateable Values of a couple of large properties in the borough, resulting in an increase in arrears.

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		
Oflog indicator	79%		£30,730,953		Oflog indicator	79.49%		£18,176,533		99.4%		
Quarterly target	79%	Quarterly Q3 23/24		Quarterly Q3 23/24	Quarterly target	77%	Quarterly Q3 23/24		Quarterly Q3 23/24	Quarterly target	98%	Quarterly Q3 23/24
Annual target	95%				Annual target	96%				Annual target	98%	
Q3 22/23	79.26%		Previous quarter	£33,043,032	Q3 22/23	75.92%		Previous quarter	£14,472,383	Previous quarter	99.07%	

Climate conscious

- The borough-wide scope 1 & 2 emissions have decreased by 7% compared to the previous year (please note there is a 2-year lag on this data). The borough-wide scope 1 & 2 emissions remain driven by energy use in buildings, accounting for 63% of the borough's footprint, with 41% relating to domestic buildings. The borough's carbon emissions are largely driven by Scope 1 emissions from gas and fuel used for heating and hot water in buildings and on-road transport, together equating to approximately 79% of all borough-wide emissions, with only 21% relating to electricity consumption.
- The fraction of mortality attributable to particular air pollution measures the percentage of annual deaths from all causes in those aged 30 and over that are associated with long term exposure to particulate air pollution. In 2022, an estimated 7.1% of deaths of those aged 30 and over in Enfield were attributable to particulate air pollution. Using ONS data on registered deaths, this equates to 149 deaths in Enfield in 2022.
- Enfield's fraction of mortality attributable to particulate air pollution is in line with the London average but higher than the England average of 5.8%.

Borough wide scope 1 & 2 carbon emissions (ktCO2e)		Percentage reduction in borough wide greenhouse gas emissions (scope 1 and 2) over previous year		Fraction of mortality (those aged 30 and over) attributable to particulate air pollution	
	993		7%		7.1%
	Annually 2020		2020		Annually 2022
Previous quarter	1,073	Previous year	-1%	Previous quarter	6.4%