

Cabinet Corporate Performance Scorecard: Q1 2024/25 (April - June 2024)

Priority One: Clean and green places

Keep our streets and public spaces clean and welcoming

- There were 3,530 customer reported fly tips reported and removed in Q1 2024/25. This is the highest quarterly figure since we started reporting this in 2019.
- There was a total of 402 Fixed Penalty Notices issued for fly-tipping in Q1 2024/25, this is a significant drop when comparing to the same period last year (1,333).
- Over the last year the percentage of reported fly tipping incidents cleared within 24 hours has consistently exceeded the set target.

Fly tipping - Fixed Penalty Notices (S33 and S87)		Customer reported fly tips removed		Percentage of reported fly tipping incidents cleared within 24 hours		Pro-active flytip removal	
402	Quarterly Q1 24/25	3,530	Quarterly Q1 24/25	95%	Quarterly Q1 24/25	29,167	Quarterly Q4 23/24
Previous quarter	1,424	Previous quarter	2,756	Quarterly target	90%	Previous quarter	30,135
				Annual target	90%		
				Previous quarter	94%		

Enable active and low carbon travel

- Focus has been on procurement of 1,300 chargers to be delivered by the end of 2026. These are made up of 1000 standard chargers, 265 fast chargers and 35 rapid chargers. In the financial year 2023/24 two rapid chargers were installed.
- 9km of new cycle routes added to the network in 2022/23.

Number of new electric charging points installed on public highway and in public car parks		Km of new cycle routes added to the network	
0	Quarterly Q1 24/25	9	Annually 22/23
Quarterly target	0		
Annual target:	1,000		
Previous quarter	0	Previous year	1.4

Priority One: Clean and green places

Facilitate reuse of materials, reduce waste and increase recycling rates

- More loads of recycling are being rejected prior to processing in comparison to Q4 (216.8tn) and Q1 (193.3tn) last year. By keeping this indicator below target this results in more loads going through to be processed which is positive but leads to a contamination rate at material recycling facility. The contamination rate at the material recycling facility has been at its highest quarterly rate since Q4 2022/23 (16.7%).
- The percentage of household waste sent for recycling in Q4 2023/24 was lower than at the same period in 2022/23 (31.1%). Analysis of the recycling tonnage shows that dry recycling and food waste tonnages dropped 5.44% and 6.75% respectively. This drop is driven by the light weighting of recyclable packaging. This fall in recycling rates is being seen across London and the country.

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		
219.2 tn			14.8%			405.4 kg per h/h			30.5%		
		Quarterl y Q1 24/25			Quarterl y Q1 24/25			Quarterl y Q3 23/24			Quarterl y Q4 23/24
Quarterly target	325 tn		Quarterly target	10%		Quarterly target	450kg per h/h		Quarterly target	44%	
Annual target	1375 tn		Annual target	10%		Annual target	600kg per h/h		Annual target	44%	
Previous quarter	216.8 tn		Previous quarter	11.4%		Q3 2022/23	399.1 kg per h/h		Previous quarter	33.1%	

Priority Two: Strong, healthy and safe communities

Improve feelings of safety and reduce crime and antisocial behaviour

- In the 12 months to June 2024, there was a total of 28,756 notifiable offences in Enfield, a decrease of 2.4% on the previous 12 months. London reported a 4.8% increase in the same period. Enfield recorded 85.2 total notifiable offences per 1,000 population between July 2023 and June 2024 and has the 14th lowest rate out of the 32 London boroughs.
- The number of residential burglary offences in Enfield has increased by 6.8% on the previous 12 months, higher than the London rate of 0.2% in the same period.
- Domestic abuse incidents decreased by 10.3% compared to the previous 12 month period. London similarly experienced a decrease of 6.8% in the same period. There was also a 6.4% and 4.5% decrease in domestic abuse violence with injury offences in Enfield and London respectively.
- Hate crime has seen an increase of 3.2% in the year ending June 2024. London reported an increase which was over double of Enfield at 6.5%.
- Knife crime offences also recorded an increase of 9.5% in the year ending June 2024 placing Enfield 10th highest out of the 32 London Boroughs. London experienced a similar increase of 9.2% in the same period.
- Data correct as of 23.07.24

Total notifiable offences		Number of residential burglary offences		Number of domestic abuse incidents		Number of domestic abuse violence with injury offences		Number of anti social behaviour offences	
28,756		1,524		3,642		943		8,451	
July 2023 - June 2024		July 2023 - June 2024		July 2023 - June 2024		July 2023 - June 2024		July 2023 - June 2024	
Previous 12 months	29,464	Previous 12 months	1,427	Previous 12 months	4,060	Previous 12 months	1,007	Previous 12 months	5,723
Number of hate crime offences		Number of non domestic abuse violence with injury offences		Number of violence against the person offences		Number of knife crime offences			
651		2,706		8,885		624			
July 2023 - June 2024		July 2023 - June 2024		July 2023 - June 2024		July 2023 - June 2024			
Previous 12 months	631	Previous 12 months	2,824	Previous 12 months	9,145	Previous 12 months	570		

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 47 admissions to supported permanent residential and nursing care (65+) in Q1 2024/25.
- There has been a total of 5 admissions to permanent residential and nursing care among those aged 18 to 64 in Q1 2024/25, compared to 10 in Q1 2023/24.
- 89.1% of adults with learning disabilities are in settled accommodation as at Q1 2024/25, compared to 87.4% in Q1 2023/24.

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 adult social care providers rated good or outstanding by the Care Quality Commission		
103.8			2.47			54.1%			89.1%			0.0%		
Quarterly target	107.6	Quarterly Q1 24/25	Quarterly target	1.97	Quarterly Q1 24/25	Quarterly target	56%	Quarterly Q1 24/25	Quarterly target	89.4%	Quarterly Q1 24/25	Quarterly target	0.0%	Quarterly Q1 24/25
Annual target	430.5		Annual target	7.9		Annual target	56%		Annual target	89.4%		Annual target	0.0%	
Q1 23/24	121.4		Q1 23/24	4.94		Previous quarter	54.6%		Previous quarter	89.4%		Previous quarter	0.0%	

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

- The proportion of drug users (18+) successfully completing treatment has reduced over the year to 15.1% at Q4 and is below the target of 20.3%. The number of drug users in treatment has seen a slight decrease. A corrective action plan has been put in place by commissioners, and the Combating Drug and Alcohol Partnership (chaired by the Director of Public Health) is overseeing a performance review process, with a provider meeting scheduled for 17th September. This will be further reviewed at the full Combating Drug and Alcohol Partnership meeting in October.
- The reported figure for the proportion of young people exiting substance misuse treatment in a planned way is 71%. We have seen a significant improvement in performance for this indicator since the start of 2023/24. Planned discharges are measured on a year-to-date basis which means subsequent quarters are impacted by historic performance in the same year. Looking at each of the quarters in isolation, the planned discharge rate was Q2: 61%, Q3: 65%, Q4: 91% which is above baseline and national averages.

Successful completion rate for all drug users in treatment (aged 18+), excluding alcohol-only users			Substance misuse: percentage 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		
15.1%			71%			93%		
Quarterly target:	20.3%	Quarterly Q4 23/24	Quarterly target:	79%	Quarterly Q4 23/24	Quarterly target:	90%	Quarterly Q4 23/24
Annual target:	20.3%		Annual target:	79%		Annual target:	90%	
Previous quarter	17.5%		Previous quarter	59%		Previous quarter	93%	

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 2024/25 was lower than the London average of 62% and the England average of 66%. Data has been removed for Q2 and Q3 2023/24 due to inaccuracies reported by the NHS.

Take up of healthy start vouchers

	59%	Quarterly Q1 24/25
Quarterly target:	58%	
Annual target:	58%	
Previous quarter	60%	

Improve our leisure and sports opportunities to enable more active lifestyles

- The average trust pilot score for leisure centres is a new measure. This is scored out of 5.

Average Trust Pilot score for leisure centres

	3.1	Quarterly Q1 24/25
Previous quarter	N/A	

Priority Three: Thriving children and young people

Help all children to have the best start in life

- Inspection outcomes as at 31 March 2024, published July 2024. Total 301 EYR providers, 223 inspected. 24 Outstanding (11%), 193 Good (87%) , 4 requires Improvement (2%), 2 Inadequate (1%).

Percentage of all early years providers and childminders judged as good or outstanding by Ofsted (as at 31 March)

97.3%

Annually
23/24

Annual target 96%

Previous year 96.0%

Priority Three: Thriving children and young people

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

- There were 395 looked after children (LAC) as of the end of Q1. This is a slight decrease from June 2023 when there were 435 LAC.
- 314 children were on a Child Protection Plan as of the end of Q1, a decrease from 328 in June 2023. There were 29 new plans and 34 cessations in Q1.
- Of the 393 children who became subject to a Child Protection (CP) Plan during the past 12 months, 39 (9.9%) 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 lower than at the same period last year (10.1%).
- 945 out of 1,037 (91.1%) completed Children & Family Assessments were authorised within 45 working days of the assessment start date. Since June 2023 the figure has remained relatively steady from 89.4% slowly increasing to a new peak of 91.9% in May 2024 which has not been achieved since 2020.
- 101 out of 166 (60.8%) care leavers aged 19-21 were in education, employment or training as of June 2024. This is a particularly complex cohort of young people, some of whom have serious mental health issues and others have recently become parents. We continue to offer this cohort individualized support to help them gain access to EET.
- The data for Q4 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 Q3 2023/24. 58.8% of young people ended their order in ETE, this equates to 10 out of 17 young people. Some young people have moved out of Borough, some are not able to start college until the next intake date in September 2024. There are also some young people within this cohort that breached their order and were given another order, this results in the previous order being closed and them being recorded as NEET. Each child has a custom-made plan of support and roadmap in place to help them access education, employment, or training at the point of exit from the youth justice service.
- In Q1 there was a slight increase in the number of young people receiving custodial sentences at court (1/38). In Q4 2023/24 no custodial sentences were set by the courts of the 26 young people that were sentenced.
- 3.4% of 16-17-year-olds were NEET (not in education, employment or training) or not known as of May 2024, which is slightly higher than Q4 last year (3.1%). This includes 1.3% (123) who were NEET and 2.1% (195) not known. The percentage of 16-17-year-olds who are NEET is lower than the London average of 1.9% and the England average of 3.5%. Of those who were NEET, 61.8% (76) young people were seeking employment or training and 13% are NEET due to illness.

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		
48.3	Quarterly Q1 24/25	91.1%	Quarterly Q1 24/25	38.4	Quarterly Q1 24/25	9.9%	Quarterly Q1 24/25	60.8%	Quarterly Q1 24/25		
	Quarterly target 90%	Annual target 90%			Quarterly target 70%	Annual target 70%			Quarterly target 70%	Annual target 70%	
Previous quarter 51.4		Previous quarter 90.1%		Previous quarter 37		Previous quarter 10.9%		Previous quarter 69.5%			
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)		
23	Quarterly Q4 23/24	3%	Quarterly Q1 24/25	1	Quarterly Q1 24/25	58.8%	Quarterly Q4 23/24	3.4%	Quarterly Q1 24/25 (May 2024)		
	Quarterly target 5%	Annual target 5%			Quarterly target 85%	Annual target 85%		Quarterly target 3.2%	Annual target 3.2%		
Previous quarter 18		Previous quarter 0%		Previous quarter 0		Previous quarter 70%		Q1 23/24 2.9%			

Priority Three: Thriving children and young people

Improve educational outcomes for all children and young people

Education Health and Care Plans (EHCPs)

- In relation to the percentage of EHCPs completed within 20 weeks, performance has improved significantly and is now above the quarterly target of 80%.

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		
	99%	Quarterly Q1 24/25	Data not available for Q4 due to issues with the database			95%	Quarterly Q4 23/24	
Quarterly target	80%					Quarterly target	95%	
Annual target	80%					Annual target	95%	
Previous quarter	70.8%					Previous quarter	96%	

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		Percentage of EHCP pupils who attend independent special schools outside of the borough		Number of EHCP pupils who attend independent special schools outside of the borough		Number of SEN pupils with a personal travel budget (PTB)		Number of SEN pupils with a personal travel budget (PTB) who go to schools and other settings outside of the borough	
	1,141	Quarterly Q1 24/25		2.3%	Quarterly Q4 23/24		109	Quarterly Q4 23/24	
Previous quarter	1,134		Previous quarter	2.7%		Previous quarter	128		Previous quarter
							419	Quarterly Q4 23/24	
									71
									Quarterly Q4 23/24
									Previous quarter
									70

Number of SEN pupils using fleet services	
	914
Previous quarter	921

Priority four: More and better homes

Build and facilitate more good quality affordable homes for local people

Planning

- In Q1 2024/25, 78.6% of 2 year rolling minor applications were determined within target, this is a slight decrease compared to Q4 (79.8%). Many of the legacy cases that the team have been working hard to clear fall within this category and hence have been out of time, which impacts the rolling performance. As the backlog reduces this is becoming generally less of issue. The improved pre-application service offer may increase take up of the service and allow some of the issues that impact this scale of project (such as S106 and unilateral / undertaking) to be flagged at an earlier stage. Weekly surgeries now set up with Design/Heritage/Transportation colleagues to mitigate resource pressures and improve performance.
- The number of live applications in the system that remain undetermined was 649 at the end of Q1 2024/25. This represents a slight increase compared to Q4 2023/24 (635). Progress towards achieving the 580 target has slowed. This is due to several factors, but largely a consequence of minor application submissions increasing over this quarter. Officers remain committed to achieving the 580 target by end of Q4 2024 /25 and are implementing an action plan that will enable increased productivity.

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		
90.6%			60%			75.7%			92.6%			Oflog indicator 82.6%		
Quarterly target	60%	Quarterly y Q1 24/25	Quarterly target	60%	Quarterly y Q1 24/25	Quarterly target	70%	Quarterly y Q1 24/25	Quarterly target	70%	Quarterly y Q1 24/25	Quarterly target	80%	Quarterly y Q1 24/25
Annual target	60%		Annual target	60%		Annual target	70%		Annual target	70%		Annual target	80%	
Previous quarter	63.6%		Previous quarter	80%		Previous quarter	72.1%		Previous quarter	89.1%		Previous quarter	84.8%	
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 8 weeks		
Oflog indicator 78.6%			Oflog indicator 87.7%			649			81.1%			100.0%		
Quarterly target	80%	Quarterly y Q1 24/25	Quarterly target	80%	Quarterly y Q1 24/25	Quarterly target	580	Quarterly y Q1 24/25	Quarterly target	75%	Quarterly y Q1 24/25	Quarterly target	100%	Quarterly y Q1 24/25
Annual target	80%		Annual target	80%		Annual target	580		Annual target	75%		Annual target	100%	
Previous quarter	79.8%		Previous quarter	87.6%		Previous quarter	635		Previous quarter	70.3%		Previous quarter	99.3%	

Priority four: More and better homes

Build and facilitate more good quality affordable homes for local people

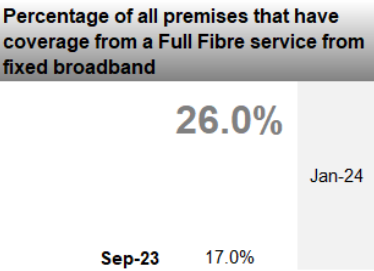
Planning

- The number of net homes granted permission in Q1 2024/25 was lower than anticipated. This is not a reflection on speed of decision making, but rather the downturn in major application submissions which is reflective of the national picture. Officers anticipate that the number of net homes will significantly increase over the next quarter to make up for this shortfall, as other major applications such as Joyce and Snells are granted planning permission.
- There has been a considerable reduction (almost half) of the number of planning notices served in comparison to the last quarter (Q4) (54 compared to 107).

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		
	163		Oflog indicator	Zero Cases		Oflog indicator	86%			89			54	
Quarterly target	310	Quarterl y Q1 24/25	Quarterly target	80%	Quarterl y Q1 24/25	Quarterly target	80%	Quarterl y Q1 24/25	Quarterly target	250	Quarterl y Q4 23/24			Quarterl y Q1 24/25
Annual target	1,246		Annual target	80%		Annual target	80%		Annual target	250				
Jan - Feb 2024	82		Previous quarter	100%		Previous quarter	69%		Previous quarter	17			Previous quarter	107

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

- As of January 2024, 26% of premises (residential and non-residential) had Full Fibre broadband. This is significantly lower than the England average of 61%. 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). Data published by Ofcom in April 2024.



Priority four: More and better homes

Invest in and improve our council homes

Tenant satisfaction measures

- We continue to be on target with compliance on gas, fire, and asbestos safety measures.
- The percentage of homes where legionella risk assessments have been carried out slipped below target this quarter due to access issues in 10 homes. Appointments have now been booked by contractors to access resident's lofts.

Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out			Percentage of homes for which all required legionella risk assessments have been carried out			Percentage of homes for which all required communal passenger lift safety checks have been carried out			Percentage of council owned homes which have a current gas safety certificate			Percentage of homes for which all required fire risk assessments have been carried out		
100%			98%			99.2%			100%			100%		
Quarterly target	100%	Quarterly y Q1 24/25	Quarterly target	100%	Quarterly y Q1 24/25	Quarterly target	100%	Quarterly y Q1 24/25	Quarterly target	100%	Quarterly y Q1 24/25	Quarterly target	100%	Quarterly y Q1 24/25
Annual target	100%		Annual target	100%		Annual target	100%		Annual target	100%		Annual target	100%	
Previous quarter	100%		Previous quarter	99.6%		Previous quarter	100%		Previous quarter	99.4%		Previous quarter	100%	

Tenant satisfaction measures

- Since April 2023 there has been considerable improvement in the number of council homes not meeting the Decent Homes Standard, from 31.8% reported in Q1 2023/24 to 15.5% in Q1 this year.
- In January 2024, the Council changed its Housing Management System to Civica Cx. Following implementation, management monitoring identified system issues that had an impact on performance, including the completion dates of jobs being recorded as the point of system action, rather than when the repair was actually completed. This is a reporting, rather than performance issue, and revised processes have been put into place. Work is ongoing to revise the figures and it is anticipated this will show that performance though the period was consistent with previous months.
- In addition, the Repairs and ERD Service is updating its Repairs Policy with the aim to launch in Q2, including timescales more consistent with top quartile performance by London Boroughs.

Percentage of homes that do not meet the Decent Homes Standard			Percentage of repairs completed within target timescale (YTD)			Anti-social behaviour cases relative to the size of the landlord			Number of complaints relative to the size of the landlord			Percentage of complaints responded to within complaint handling code timescales		
15.5%			78.4%			2.27			67.88			87.1%		
Quarterly target	10%	Quarterly y Q1 24/25	Quarterly target	92%	Quarterly y Q1 24/25	Quarterly target	2.27	Quarterly y Q1 24/25	Quarterly target	67.88	Quarterly y Q4 23/24	Quarterly target	80%	Quarterly y Q1 24/25
Annual target	10%		Annual target	92%		Annual target	2.27		Annual target	67.88		Annual target	80%	
Previous quarter	15.5%		Previous quarter	78.8%		Previous quarter	52.9		Previous quarter	47.49		Previous quarter	80.7%	

Priority four: More and better homes

Invest in and improve our council homes

Repairs

- Performance for repairs was impacted by system data issues, but due to contractor engagement and improved real-time monitoring, the issues have now been addressed. Digital services run KPI reports outside of CX to capture Northgate actual completion dates to correct migrated data in CX. Manual adjustments were then made on these reports to adjust actual completion dates posted into CX incorrectly by one M&E contractor.
- A team has been set up for the HHSRS and Damp & Mould, which consists of 4 Operatives and 1 Supervisor. In the month of July, 82 Orders have been raised, and, following process reviews following the Damp and Mould Audit earlier in the year, 8-week follow-up checks are being progressed. A trial of damp and mould monitors has also been started, with GLA funding and outcomes will be reviewed later in 2024/25 .
- In Q1 2024/25 the average wait time for calls answered by the Repairs Housing Resolution team was 08m 29s. To reduce wait times going forward, the team has implemented new call targets and an intensive monitoring process to identify any issues or trends early, and support channel shift in communications.

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			Average wait time for calls answered by the Repairs Housing Resolution team		
82.2%			313			83.2%			89.2%			08m 29s		
Quarterly target	84%	Quarterl y Q1 24/25	Quarterl y Q1 24/25	Quarterly target	84%	Quarterl y Q1 24/25	Quarterly target	90%	Quarterl y Q1 24/25	Quarterly target	0m	Quarterl y Q1 24/25		
Annual target	84%			Annual target	84%		Annual target	90%		Annual target	11m			
Previous quarter	80.4%			Previous quarter	213		Previous quarter	87.3%		Previous quarter	13m 26s			

Void management

- The percentage of stock vacant and unavailable to let in Q1 2024/35 was 3.8%, this is above the target of 2.4%. This indicator measures the efficiency of stock and whether we are maximising rent. The figure shown includes all regen and decanted blocks (Curlew House, Walbrook House, Shropshire & Cheshire House). If we were to deduct these units from this figure the overall total of voids unavailable to let for August 2024 would be 72 making this 0.72% of the overall stock.

Percentage of stock vacant and unavailable to let			Average time taken to re-let general needs local authority housing (YTD) excluding held period		
3.8%			30		
Quarterly target	2.4%	Quarterl y Q1 24/25	Quarterly target	38	Quarterl y Q1 24/25
Annual target	2.4%		Annual target	38	
Previous quarter	2.75%		Previous quarter	40	

Priority four: More and better homes

Drive up standards in the private rented sector

- In Q1 2024/25, 855 private sector housing licensing compliance inspections were carried out. We have set a challenging target to inspect 75% of licensed properties within the 5-year period of the selective licensing scheme. However, we have a resource issue and recruitment difficulties which have led to a backlog of inspections. We have identified a delivery partner to carry out compliance inspections, and we are starting a 3-day trial on 17 September 2024. Subject to the outcome of the trial, we will commission the company to support us with the inspection regime to help us meet our scheme target.
- Enforcement is subject to inspection outcomes and therefore no target is set. We continue to use proportional enforcement to the deficiencies found.

Private sector housing licensing applications received		Private sector housing licensing compliance inspections carried out		Private sector housing licensing enforcement notices	
	686		855		61
	Quarterly Q1 24/25	Quarterly Q1 24/25	Quarterly Q1 24/25	Quarterly Q1 24/25	Quarterly Q1 24/25
		Quarterly target 1,181			
		Annual target 4,726			
Previous quarter	803	Previous quarter	715	Previous quarter	60

Priority four: More and better homes

Homelessness and temporary accommodation

- The number of households in temporary accommodation has fallen in line with what is necessary to achieve the full year outturn. In common with other London boroughs, we are continuing to see high levels of demand, driven by the gap between rents and benefits. Our ability to manage demand and move residents out of temporary accommodation is key to sustaining the reduction in progress.
- In Q1 there was 1,372 homeless approaches on Jigsaw in comparison to 1,231 at the same period last year. Despite the high number of approaches the actual number of placements is low in comparison with previous years. The number of children in B&B accommodation has a direct relationship to the housing crisis and is in stark contrast to pre-pandemic performance when no children were in B&B for more than 6 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 approaches on Jigsaw		
3,154			4,493			162			107			1,372		
Quarterly target	3,000	Quarterly Q1 24/25	Quarterly target	3,905	Quarterly Q1 24/25	Quarterly target	0	Quarterly Q1 24/25	Quarterly target	0	Quarterly Q1 24/25	Quarterly target	1,386	Quarterly Q1 24/25
Annual target	3,000		Annual target			Annual target	0		Annual target	0		Annual target		
Previous quarter	3,208		Previous quarter	3,905		Previous quarter	243		Previous quarter	121		Previous quarter	1,386	

Number of Homelessness Prevention duties ended with positive prevention			Percentage of successful statutory preventions (accommodation sustained or straight into private rented sector)		
84			51.5%		
Quarterly target	125	Quarterly Q1 24/25	Quarterly target	52.3%	Quarterly Q1 24/25
Previous quarter	125		Previous quarter	52.3%	

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 April 2023 - March 2024 was 67.5%. This is lower than the regional (74.5%) and national (75.5%) averages.
- Enfield's claimant rate was 6.6% as of June 2024. This is higher than both London (5.4%) and GB averages (4.0%).
- 14.6% of adults with learning disabilities were in employment as at June 2024 and over the year has remained at a consistent level.
- 27.4% of households in Enfield have an annual gross income less than £30,000 and 8% less than £15,000 per annum.

Employment rate in Enfield (working age population)		Claimant count as a percentage of working age population		Number of households with earnings below London Living Wage (LLW)		Percentage of adults with learning disabilities in employment			Percentage of Enfield households with a household income less than £30,000 per annum	
67.5%		6.6%		11,008		14.6%			27.4%	
Apr 23 - Mar 24		Quarterly Q1 24/25		Quarterly Q1 24/25		Quarterly Q1 24/25			Annually 23/24	
Jan 23 - Dec 23	67.9%	Previous quarter	6.1%	Previous quarter	10,880	Quarterly target	16.0%	Quarterly Q1 24/25	Previous year	32.3%
Annual target		Annual target		Annual target		Annual target	16.0%	Annual target		
Previous quarter		Previous quarter		Previous quarter		Previous quarter	14.3%	Previous year		
Percentage of Enfield households with a household income less than £15,000 per annum										
8.0%										
Annually 24/25										
Previous year	10.0%									

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

- There were 40,355 active businesses registered at Companies House in Enfield as of June 2024, 5.8% higher than at the same period last year.
- During April 2024 - June 2024 there were 812 business start-ups (15% decrease on the same period last year). Most common industries: - Real estate, professional services and support activities: 255, Construction: 148, Wholesale and Retail trade: 141.

Number of active businesses registered with Companies House		Business start-ups (as reflected in opening of first current account from a bank's small business product ranges)	
	40,355		812
	Quarterly Q1 24/25		Quarterly Q1 24/25
Previous quarter	39,773	Previous quarter	831

Provide support and advice for residents on low incomes

- A total of 643 residents were referred to the Welfare Support and Advice Team in Q1 2024/25. This is an increase of 43% since the last quarter.
- The number of residents claiming Council Tax Support and/or Housing Benefit is 2.5% lower than at the same quarter in 2023/24.

Number of referrals to Welfare Support and Debt Advice Team		LBE administered benefits: combined benefits caseload (Housing Benefit and Council Tax Support)	
	643		40,117
	Quarterly Q1 24/25		Quarterly Q1 24/25
Previous	449	Previous	40,732

Our principles

Accessible and responsive services

Complaints, FOIs, MEQs and SARs

- 395 out of a total of 498 (79%) initial review complaints were responded to inside target. 44 out of a total of 44 (100%) final review complaints were responded to inside target.
- In relation to MEQs, performance has been increasing quarter-on-quarter however this dipped slightly in Q4. 962 MEQs were responded to within 8 days out of a total 1,123 MEQs (86%).
- MEQs are allocated to appropriate officers within 24 hours of being received, with dedicated resource in the central complaints team to help achieve this. Refreshed guides have been produced for officers following the change of the Verint desktop. Improvement in performance appears to have risen from the promotion of greater ownership of MEQs by officers allocated to respond.
- 277 out of a total 333 FOIs (83%) were responded to within 20 days.
- 43 out of a total 55 SARs (78%) were closed within a calendar month.

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)		
79%			100%			83%			86%			78%		
Quarterly target	95%	Quarterly Q1 24/25	Quarterly target	95%	Quarterly Q1 24/25	Quarterly target	100%	Quarterly Q1 24/25	Quarterly target	95%	Quarterly Q1 24/25	Quarterly target	100%	Quarterly Q1 24/25
Annual target	95%		Annual target	95%		Annual target	100%		Annual target	95%		Annual target	100%	
Previous quarter	69%		Previous quarter	89%		Previous quarter	86%		Previous quarter	81%		Previous quarter	74%	

Contact Centre

- Both satisfaction ratings for customer services telephony and webchat have increased and are exceeding the set targets. Q1 data is based on April - May 2024 as the figures for June are currently unavailable.

Customer services telephony customer satisfaction rating			Webchat customer satisfaction rating		
87.3%			87.9%		
Quarterly target	70%	Quarterly Apr -May Q1 24/25	Quarterly target	80%	Quarterly Apr -May Q1 24/25
Annual target	70%		Annual target	80%	
Previous quarter	74%		Previous quarter	85.4%	

Our principles

Financial resilience

Council Tax and Business Rates

- The council tax collection rate as of the end of June 2024 was 27.5%. This is a slight reduction on the collection rate at the same period last year (28.10%). The annual target has been set at 95% as per the previous year however the Budgeted 6 year Lifetime collection for 2024/25 was set as 94.60% in the taxbase report published in January 2024. Only 93.56% was collected last year without the huge changes in the CTS scheme that have happened for 2024/25 which may prove challenging.
- The business rates collection rate as of the end of June 2024 was 25.67%.
- The level of council tax arrears has increased from the end of last year. The total council tax arrears from previous years reduced to £29,094,561 at the end of last year but at the end of June 2024 this has increased to £38,972,485.
- As of end of June 2024, total business rates arrears from previous years were £20,266,758. This is an increase of 22% from the end of last year.

Percentage of Council Tax collected (in year collection)			Council Tax arrears from previous years		Percentage of Business Rates collected (in year collection)			Business Rate/NDR arrears from previous years	
Oflog indicator	27.5%		£38,972,485		Oflog indicator	25.67%		£20,266,758	
Quarterly target	28%	Quarterly Q1 24/25		Quarterly Q1 24/25	Quarterly target	25%	Quarterly Q1 24/25		Quarterly Q1 24/25
Annual target	95%				Annual target	95.6%			
Q1 23/24	28.10%		Previous quarter	£29,094,561	Q1 23/24	26.09%		Previous quarter	£16,599,459

Our principles

Financial resilience

Oflog

- Non-ringfenced reserves presents earmarked and unallocated reserves as a percentage of Net Revenue Expenditure. Enfield - 34.4% / London median - 53.9%.
- Non-ringfenced reserves presents earmarked and unallocated reserves as a percentage of Service Expenditure. Enfield - 32.2% / London median - 43.6%.
- The total core spending power per dwelling in Enfield stands at £2,143 in comparison to the median of Enfield's CIPFA neighbours of £2,277.
- 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.
- The calculation for the debt servicing as a percentage of core spending power differs from year to year. This is not the same indicator as Enfield's percentage of net revenue budget spent on capital financing'. This is based on RO forms and includes HRA interest but compares it only to General Fund resources. We've made representations to DLUHC that the measure doesn't make sense (either HRA should be included in both numerator and denominator or excluded from both). The jump between 2021/22 and 2022/23 is pronounced because Enfield's 2021/22 RO form was done on a different basis than 2022/23 (2021/22 did not include HRA interest but 2022/23 did).
- The total debt includes HRA debt but 'Core Spending Power' excludes HRA resources. The London Median was 281.9%.

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		Social care spend as a percentage of core spending power		Debt servicing as a percentage of core spending power	
	34.4%		32.2%		£2,143		64.1%		17.9%
	Annually 22/23		Annually 22/23		Annually 22/23		Annually 22/23		Annually 22/23
Previous year	36.8%	Previous year	34.1%	Previous year	£1,986	Previous year	67.1%	Previous year	9.2%
Total debt as a percentage of core spending power		Level of Band D council tax rates		Council Tax revenue per dwelling					
	490.8%		£1,594		£1,691				
	Annually 22/23		Annually 24/25		Annually 24/25				
Previous year	458.8%	Previous year	£1,518	Previous year	£1,513				