

# EMT Review: 2018-19 Performance Review

Report Author: Joanne Stacey  
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1. Resource Management: Budget Monitor		
Category	Notes	Status
FR&CS 100 Income & Expenditure Position – Year end forecast variances	Year-end variances of £8.9m overspend have been forecast to date in relation to General Fund net controllable expenditure. Departments are developing actions to mitigate the pressure to offset identified pressures.	
FR&CS 101 Capital Position – Year end forecast variances	The total revised 2018/19 capital budget, including the HRA was £318.1M. As at Q1, following reprofiling and other adjustments, the forecast year end position is £282.7m. We do not report variances on the Capital programme during the year as they are dealt with through reprofiling into future years.	
FR&CS 102 Income & Expenditure Position – HRA	The HRA is projecting a £0.109m overspend at year-end outturn against budget.	
FR&CS 103 Income & Expenditure Position – DSG	The DSG is forecasting a £0.245m overspend at year-end outturn against budget.	
FR&CS 104 Cash Investments: Borrowing & Cash Flow	The current profile of cash investments continues to be in accordance with the Council's approved strategy for prioritising security of funds over rate of return.	
FR&CS 105 Balance Sheet – General Fund balances year end projections	The outturn projection for General Fund balances will meet the Council's Medium Term Financial Strategy target based on the use of uncommitted reserves to meet one-off overspends in 2018/19.	
FR&CS 106 Progress to Achieving Savings MTFP (Current Year)	Savings monitoring has identified a total of £10.5m that have been risk rated as undeliverable and a further £8.4m that are at risk of delivery. These are reflected in the reported overspend for September 2018.	

## 2. Good Homes in Well Connected Neighbourhoods

### (a) Planning

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
NI157a BV109a % MAJOR applications determined within target	66.7%	100%	66.7%	0%	60%	88%	88%	Jul: 1/1; Aug: 2/3; Sep: 0/1; Q2: 3/5; YTD: 10/13 Due to the small number of major applications, monthly performance can be disproportionately influenced by single decisions. Regular monitoring is undertaken to ensure performance on major applications is maximised. Note: The target for 2017/18 was 85% this was increased to 88% for 2018/19 following EMT decision to aim for the London average.
NI157b BV109b % MINOR applications determined within target	83.9%	60%	82.8%	84.2%	75.9%	85%	85%	Jul: 33/55; Aug: 48/58; Sep: 48/57; Q2: 129/170; YTD: 227/334 Performance has been affected by the current workloads within the team, recent turnover of staff and difficulties in recruiting suitably qualified planning officers. A recruitment process is underway and some of the resourcing issues have been addressed during Q2. A strategy for improving performance has been deployed and performance has improved steadily over Q2. Note: The target for 2017/18 was 80% this was increased to 85% for 2018/19 following EMT decision to aim for the London average.
NI157c BV109c % OTHER applications determined within target	89.1%	73.5%	82.3%	89.7%	81.4%	89%	89%	Jul: 75/102; Aug: 79/96; Sep: 78/87; Q2: 232/285; YTD: 487/630 Performance has been affected by the current workloads within the team, recent turnover of staff and difficulties in recruiting suitably qualified planning officers. A recruitment process is underway and some of the resourcing issues have been addressed during Q2. A strategy for improving performance has been deployed and performance has improved steadily over Q2. Note: The target for 2017/18 was 80% this was increased to 85% for 2018/19 following EMT decision to aim for the London average.
ENV247 % 2 year rolling MAJOR applications determined within target	75%	86.6%	84.4%	83.3%	83.3%	86%	86%	50 of 60 major planning applications determined within the last 24 months were processed within 13 weeks. Note: Target increased from 75% in 2017/18 to 86% 2018/19 following EMT decision to aim for the London average. Government threshold target for special measures' is 60%.
ENV247a % 2 year rolling MINOR applications determined within target		80%	80.2%	80.3%	80.3%	85%	85%	1,297 of 1,616 minor applications determined within the last 24 months were processed within 8 weeks. Note: Target increased from 70% in 2017/18 to 85% 2018/19 following EMT decision to aim for the London average.
ENV247b % 2 year rolling MINOR & OTHER applications determined within target		83.1%	83%	83%	83%	85%	85%	3,616 of 4,357 minor and other applications determined within the last 24 months were processed within 8 weeks. Note: Target increased from 70% in 2017/18 to 85% 2018/19 following EMT decision to aim for the London average. Government threshold target for special measures' is 70%.
ENV319 # Undetermined applications validated over 6 months ago		N/A			278			Value reflects the position on the last day of the quarter.

<b>(b) Housing</b>								
Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
NI156i Number of households living in temporary accommodation	3366	3429	3423	3424	3424	3049	3049	3424 Households living in TA as at the end of September. Detailed Action Plan in Appendix 2
AUD FC003 Recovery of Council properties that have been unlawfully used, including those fraudulently obtained, sublet, or abandoned (Council and TA properties)	48			58	58	50	100	Comprising of 42 Council Housing and 16 Temporary Accommodation properties. 10 up on Q2 in 2017/18 and 37 up on Q2 in 2016/17.
SGB144b Families with children in Bed and Breakfast accommodation for more than 6 weeks, excluding those pending review	8	0					0	

<b>(c) Council Homes</b>								
Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
HO002b Council Homes - Current Tenants: Total Arrears	£2,331,703	£2,445,312	£2,454,729	£2,435,425	£2,435,425	£2,500,000	£2,600,000	Target to restrict arrears increase to below £2.6m by March 2019 (increase due to universal credit roll out). Target set for arrears to increase by no more than £16,660 per month
TP150 Contractor monitoring by Council Homes of responsive repairs completed by agreed target date - (YTD)	95.3%	95%	94.4%	94.3%	94.3%	98%	98%	Data outturns are inclusive of all term contractor repairs that were raised in April 2018 (and completed by the end of September 2018). A total of 10,493 responsive repairs were completed in time from a total of 11,133 repairs completed.
TP123 Overall satisfaction with repairs service provided by Council Homes	97.3%	98.7%	98.6%	98.3%	98.3%	90%	90%	<b>Monthly % represent cumulative year to date (YTD):</b> 1137 out of 1157 (98.3%) surveys returned in respect of works orders issued (period April 2018 to September 2018 inc) indicated their satisfaction with the responsive repair service. <b>Monthly Snapshot for September 2018:</b> 96.7%

### 3. Build our Local Economy to Create a Thriving Place

#### (a) Education & Training

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
SCS117 % of 16-17 year olds not in education, employment or training (NEET) or not known (NK) (new Sept 2016)		7.2%	8.2%	Not Reported in Sept		7%		<p>The Final figure for NEET and Not Knowns will be the average of November, December and January as these are the 3-month considered to be the most accurate reflection of NEET numbers and so the target of 7% is set against this 3 month average.</p> <p>Sept figure not reported, due to NEET and NK figures being reset and therefore does not show an accurate reflection of position. 2017/18 outturn figure was 6.66% against target of 7%.</p>

#### (b) Safeguarding Children

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
LAC18 (PAFCH39) Children looked after (CLA) per 10000 population age under 18	40.9	40.2	41.8	40.9	40.9	60	60	<p>343 CLA as at the end of September. 36 Children with a disability. Current under 18 population figure from the DfE is 83,800. 10 Children entered care in Sept. 12 Children left care in Sept. 12 month average figure of looked after children is 345/month. 12-17 is the largest cohort of children starting to be looked after.</p>
NI060A Percentage of C&F Assessments for children's social care that were authorised within 45 working days of their commencement	66.3%	79.4%	78.6%	78.0%	78.0%	80.0%	80.0%	<p>Since the 1st April 2018, 1699 out of 2178 completed assessments have been authorised within 45 working days of the assessment start date. Team performance figures are: Cheviots 80.5%; CP&amp;FST 89.2%; CSET 91.3%; FAST 84.6%; Homeless &amp; Immigration 63.6%; Leaving Care 94.4%; Looked After Children Team 93.3%; Referral &amp; Assessment 75.3%; SQAS 75% Skylakes Social Care 91.7%</p> <p>The average duration for those authorised was 37.2 days. The percentage of assessments completed by the Social Worker within 35 working days was 59.6%, the August figure was 60.1%; the average duration for completion was 34.2 days (34.4 last month). Extra Social work team in place 29/9, performance expected to be back on track by end of year.</p>
NI065 Percentage of children becoming the subject of Child Protection Plan for a second or subsequent time - in the past two years	9.0%	8.9%	8.7%	8.2%	8.2%	8.0%	8.0%	<p>This indicator counts children who had a previous child protection plan in the past two years. Of the 360 children who became subject to a Child Protection plan during the past 12 months, 31 had been on a previous Child protection plan in the past two years and 51 (14.2%) have had a previous CPP at some point.</p>
SG11 (CS20) No of children on the CP Plan per 10000 children	29.7	33.5	32.5	30.9	30.9	43	43	<p>259 children with a CP plan as at the end of September 2018, divided by the child population of Enfield; 83,800 x 10000. 16 new CPP and 30 cessations during September. The current rate compares to 29.7 (247) as at September 2017.</p>

**(c) Libraries, Arts & Culture**

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
ENV317 Participation in Council Led Arts Activities		N/A			70,250	66,404		Millfield Arts Centre, 18,250 Dugdale Centre 19,300 Forty Hall 30,300 Salisbury House 2600 TOTAL 70,250
LM04 Enfield Library Visits	251,226				324,535	300,000	1,200,000	Overall target: 1,200,000 for 2018/19 (300,000 per quarter)
LM07.021 Enfield Town Library and Community Libraries (Issues & Renewals)	70045				62469	56500	226000	2018/19: Overall target for all libraries - 758,000. Target Enfield Town and community libraries): 226,000 (56,500 per quarter)
LM07.022 Edmonton Green Library and Community Libraries (Issues & Renewals)	18923				30275	28500	114000	2018/19: Overall target for all libraries - 758,000. Target for Edmonton Green and community libraries): 114,000 (28,500 per quarter)
LM07.023 Palmers Green Library and Community Libraries (Issues & Renewals)	54377				48189	45000	180000	2018/19: Overall target for all libraries - 758,000. Target for Palmers Green and community libraries): 180,000 (45,000 per quarter)
LM07.024 Ordnance Unity Centre Library and Community Libraries (Issues & Renewals)	19901				17831	16875	67500	2018/19: Overall target for all libraries - 758,000. Target for OUC and community libraries): 67,500 (16,875 per quarter)

**(d) Physical Activity**

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
ENV318 Satisfaction with Leisure Centre Users					85.23%	76.2%	77%	Good/ Satisfactory/ excellent satisfaction for Quarter 2: 85.23%
LC001 Sports Development Sessions - Young People Attendances	13,603				12,010	12,000	60,533	Targets reprofiled to include partner figures in Q4
LC002 Sports Development Sessions - Adult Attendances	19,378				20,129	20,000	47,862	Targets reprofiled to include partner figures in Q4

#### 4. Sustain Strong and Healthy Communities

##### (a) Adult Social Care

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
PAF-AO/D40s Number of clients reviewed in the year (of clients receiving any long term service)	39.91%	27.89%	34.89%	40.24%	40.24%	40.00%	80.00%	
NI130(LTS-DP%) Percentage of current clients with LTS receiving a Direct Payment	58.82%	58.94%	59.16%	59.01%	59.01%	61.00%	61.00%	1611 clients out of 2730 receive a Direct Payment Performance continues to improve for this measure. It should be noted that we are amongst the highest performing LA's in the country for this indicator and our target is designed to stretch us further.
NI130s(%LTSs) Percentage of Current Social Care Clients accessing Long Term Support (LTS) who receive Self Directed Support	100%	100%	100%	100%	100%	99.5%	99.5%	
NI131 (F10) Delayed transfers of care (days): Profile within Each Quarter	1766	433	865		865	946	5570	Data one Month in arrears
NI131 (F11) Delayed Transfer of Care - Days Delayed (SOCIAL CARE Delays): Profile within Each Quarter	359	94	222		222	240	1,416	Data one Month in arrears
NI132 BV195 Timeliness of social care assessment (all adults)	88.8%	88.7%	89.2%	88.8%	88.8%	90.0%	90.0%	Recent performance around this measure continues to improve since April and we are close to achieving the target
NI135 Carers receiving needs assessment or review and a specific carer's service, or advice and information (Including Carers Centre)	26.95%	14.24%	16.71%	19.41%	19.41%	24.00%	48.00%	The Performance are closely reviewing this measure and have an action plan in place, and remain confident of achieving or improving on last year's performance.
NI145 Adults with learning disabilities in settled accommodation		84.0%	84.1%	83.7%	83.7%	81.0%	81.0%	
NI146(A) Number of adult learning-disabled clients receiving LTS in paid employment	134	137	137	143	143	145	150	There is a target to increase this to 150 by March 2019 from a 2017/18 target of 140 and we are confident we will achieve this. From Q2 2017/18 this measure includes professional Support Clients
NI149 No. of adults receiving secondary mental health services in settled accommodation (percentage)	79.9%	85.9%	86.6%	87.1%	87.1%	85.0%	85.0%	Adults receiving secondary mental health services in <b>settled accommodation -782</b> ; Those who have <b>received secondary mental health services: 898 (87.08%)</b>
NI150 No of Adults receiving secondary mental health services in employment	5.7%	6.4%	7.0%	7.2%	7.2%	6.0%	6.0%	Total number of adults who have received secondary mental health services in paid employment (i.e. those recorded as 'employed') at the time of their most recent assessment/formal review:65  Total adults who have received secondary mental health services at this point of the financial year: 898 <b>(7.24%)</b>
PAF-AO/C72 New Admissions to supported permanent Residential and Nursing Care (65+) per 100,000 population over 65	281.0	198.8	233.0	242.2	242.2	251.3	502.6	
PAF-AO/C73 New Admissions to Residential and Nursing Care 18-64 (per 100,000 population).	1.95	3.90	4.39	4.39	4.39	2.93	5.85	This represents 9 admissions against a target of 6. The majority of the admissions were for individuals over the age of 62 years.

**(b) Public Health**

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
DAAT-001 NDTMS Partnership Successful Completion Rate (%) for all Drug users in treatment (aged 18+), exc alcohol-only users:	17.9%	20.2%				20%	20%	Performance outturn for Q1 = 20.2%
PH002o Proportion of Young People exiting treatment in a planned way of all treatment exits (EMT)	76%	86%				77%	77%	Performance outturn for Q1 = 86% London average ranges between 75% and 80%.
PH002c New Baby Reviews completed (10-14 days after birth)	98%	98%					92%	Performance outturn for Q1 = 98%
PH003h % of Enfield residents' attendance which were at Enfield Sexual Health Clinics	56%	67%				75%	75%	Performance outturn for Q1 = 67% Baseline figures for 2018/19 have been set above the end of year target for 2017/18 with an ambition of 75%.
PH002r Number of children receiving Fluoride Varnish		N/A			2,063	2,292	5,500	Q2 data is generally low as this quarter (July-September) includes the summer holidays and then a slow start at the beginning of the school year and consent is being sought.

**(c) Waste, Recycling and Cleanliness**

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
NI191 Residual Waste Per Household (kg)	Q1. 154 kg per h/h	165.90 kg per h/h				Q1. 145kg per h/h Q2. 290 kg per h/h	580 kg per h/h	Q1 data Provisional (still to be verified by EA) Q1 data shows 11.9kg more being collected per household than the same time last year. Reducing recycling rates are putting a pressure on waste disposal budgets. Last 3 years data below. 2017/18: 604 kg (+3) 2016/17: 601 kg (-35) 2015/16: 636 kg (+19)
NI192 % of household waste sent for reuse, recycling and composting	Q1. 39.1%	36.9%				40%	40%	Q1 data Provisional (still to be verified by EA) Q1 data shows 2.2% less waste being recycled than this time last year. Reducing recycling rates are putting a pressure on waste disposal budgets. There has been a reduction seen in the recycling rate over the last year. In 2016/17 when the fortnightly garden waste service was introduced there was a heavy communications strategy put in place to advise residents of the change, this resulted in increased participation. In 2017/18 as the service imbedded itself and the communications and engagement with residents reduced we have seen that the tonnages begin to decline to a similar rate seen in 2015/16. 2017/18: 35.9% (-1.3%) 2016/17: 37.2% (+1.3%) 2015/16: 35.9% (+2.6%)
PR002 # of customer reported street scene issues (Inc. litter issues, bins, dog fouling, graffiti, leaves/weeds, fly posting, road sweeping)	177	97	71	81	249			249 issues reported as at Q2 2018/19 compared to 177 during Q2 2017/18. The service has investigated the rise however no specific reason can be identified. Figures appear to be reducing and early indication for October is that they will reduce again which may well be a result of the 'Clean Streets' marketing, the service will continue to monitor.

(d) Community Safety

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
CS-SSCB009 Burglary - Residential Offences	459	163	180	145	488	460	2,209	New set of Community Safety measures from April 2018 - Actual number of offences shown for 2017/18 to provide benchmark for 2018/19 targets. Residential Burglary has increased in Quarter 1 by 38.7%, compared to the same time last year.
CS-SSCB010 Domestic Abuse Incidents	1,555	520	471	430	1,421	1,555	5,840	Domestic Abuse Incidents have decreased by 8.6% in Quarter 2, compared to the same time last year.
CS-SSCB011 Domestic Abuse Violence With Injury Offences	214	79	77	63	219	214	937	
CS-SSCB012 Serious Youth Violence	89	28	20	34	82	87	392	
CS-SSCB013 Anti Social Behaviour Calls	2,667	684	807	920	2,411	2,667	9,086	
CS-SSCB014 Hate Crime Overall Total	112	37	39	29	105	112	471	
CS-SSCB015 Non Domestic Abuse Violence with Injury Offences	402	128	109	132	369	404	1,661	Non Domestic Abuse VWI has decreased by 8.7% in Quarter 2, compared to the same time last year. They still remain lower than offences recorded by month the same time last year.
CS-SSCB016 Violence against the Person Offences	1,987	775	684	664	2,123	2,003	7,798	Violence Against the Person offences (includes non-violent injury offences such as Harassment) have increased by 6% in Quarter 2, compared to the same time last year. The number of offences reported were at their highest in July and have declined through August and September 2018 following the same pattern as quarter 2 in the previous year.
SGB500 Number of knife crime offences YTD		42	42	54	138			138 knife crimes offences in Q2 2018/19. Year to Date 311
SGB501 Number of knife possession offences YTD		10	14	11	35			35 knife possession offences in Q1 2018/19
YOU NI 043.2 Number of Young People sentenced at Court that are given a Custodial sentence in the Month	11	7	2	2	16	18	36	To date in 2018/19 there have been 16 Custodial Sentences from 118 sentences



## 5. Communicate with You

### (a) Customer Experience

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
CE 007 Customer Satisfaction: Webchat	86%	81%	77%	78%	78%	85%	85%	<ul style="list-style-type: none"> <li>Re-cabling and removal of Mitel phones from desktops in the contact centre (undertaken by ICT 4<sup>th</sup>- 10th Sept) created a reduction in service.</li> <li>19,260 Rent statements sent out to council tenants resulted in higher call volumes being received.</li> <li>Seasonality shows increased call volumes are experienced following the Summer break.</li> </ul> In order to build in resilience there has been cross-training of staff over the last few months (still ongoing). This is to ensure that the operation can prioritise and respond effectively to customer demands.
GWH 002 Gateway Telephones - Answer Rate	88.95%	87.19%	88.77%	82.37%	86.11%	88%	88%	Please see note above
GWH 003 Gateway Telephones - Average Wait Time	0h 02m 11s	0h 03m 03s	0h 03m 06s	0h 04m 51s	0h 03m 40s	0h 03m 00s		Please see note above
GWH 014b Customer Services: % of Calls Answered Within 5 Minutes		95.3%	94.6%	79.9%	89.93%	97%	97%	Please see note above

### (b) Corporate Measures

#### (bi) Complaints, MEQs, FOIs

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
COMP 01a All Departments - Complaints closed within 10 days	54.74%	N/A			55.95%	92%	92%	Quarter 2: 47 of 84 (55.9%) inside target for all Departments YTD: 92/161 (57.1%) Detailed action plan set out in Appendix 2
FOI 01a All Departments - FOIs answered within 20 days	63.78%	N/A			63.47%	100%	100%	Q2: 245 of 386 (63.5%) inside timescale for all Departments YTD: 477/726 (65.7%)
MEQ 01a All Departments - MEQs closed within 8 days	76.67%	N/A			65.88%	95%	95%	Quarter 2: 1004 of 1524 (65.9%) inside target for all Departments YTD: 2173/3077 (70.6%)

**(bii) Sickness Absence**

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
BV012a Average Sick Days - Council Staff (rolling 4 quarters)	9.05				9.00	7.96	7.96	Average 9.00 days absence in 12 months to 30/09/18. Short term absence averaging 3.43 days, long term absence averaging 5.57 days. <b>Note:</b> The target for 2017/18 was 8.50 this was decreased to 7.96 for 2018/19 following EMT decision to aim for the London average.
BV012b Average Sick Days: SHORT TERM ABSENCE - Council Staff (rolling 4 quarters)	3.19				3.43	2.80	2.80	
BV012c Average Sick Days: LONG TERM ABSENCE - Council Staff (rolling 4 quarters)	5.85				5.57	5.16	5.16	

**(biii) Payment of Council Invoices**

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
INV004 Invoices Council Overall: Invoices Paid within 30 days		96.02%	93.39%	92.22%	93.87%	95%	95%	Total invoices paid 38,022 Total paid within 30 days 36,160 (95.1%)
INV004 CEX CEX Group: Invoices Paid within 30 days	98.03%	96.25%	95.14%	87.57%	92.72%	95%	95%	Total invoices paid 888 Total paid within 30 days 831 (93.58%)
INV004 PEOP People Group: Invoices Paid within 30 days		96.08%	93.45%	92.3%	93.96%	95%	95%	Total invoices paid 25,675 Total paid within 30 days 24,437 (95.18%)
INV004 PLACE Place Group: Invoices Paid within 30 days		94.8%	89.9%	87.9%	91%	95%	95%	Year to Date: Total invoices paid 5,119 Total paid within 30 days 4,748 (92.8%)
INV004 RES Resources Group: Invoices Paid within 30 days		96.83%	96.88%	95.05%	96.05%	95%	95%	<b>Year to Date:</b> Total invoices paid within 30 days - 6,141 ; Total paid - 6,341 (96.85%)

## 6. Work with You

### Borough Information

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
PH003v NHS Indicator - A&E Attendance: % where less than 4 hours from arrival to admission, transfer or discharge		N/A			86.49%			Quarter 2 2018/19 : 86.5% (36,680 attendance seen within 4 hours; 42,411 attendances)
RLCPI 0012 Employment rate in Enfield - working age Population	Q1. 68.4%	N/A					73.0%	Q1 Data; 69.5% is the latest figure available and covers the period Jul-17 to Jun-18 for those aged 16-64. Employment rate for London - 74.2%. The unemployment rate for Enfield is 5.3% compared to 5.1% for London.

## 7. Work Smartly For You

### [a] Council Tax and Business Rates

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
BV009 % of Council Tax collected (in year collection) Combined	54.79%	38.01%	46.63%	55.28%	55.28%	54.79%	95.00%	In year collection ahead due to :95% telephone call answering, Nudged reminders/final notices, Strong arrears collection End of September collection rate 55.28% (£84,949,263 collected / £153,676, 732 net debit). Current target of 54.79% represents actual collection rate at September 2017
BV010 % of Business Rates collected (in year collection)	57.2%	36.4%	48.31%	56.51%	56.51%	57.2%	98.9%	End of Sept 2018 collection rate 56.51% (£69,790,776 collected / £123,501,781 net debit). Current target of 57.2% represents actual collection rate at September 2017. Business rate slightly under last year - c£400k discretionary funding still to be allocated and a small number of internal debts to be resolved

### [b] Benefits Processing & Support

Indicator	Q2 2017/18	Jul 2018	Aug 2018	Sep 2018	Q2 2018/19		Annual Target 2018/19	Notes
	Value	Value	Value	Value	Value	Target		
BV079b(i) % of Housing Benefit Overpayments recovered.	75.98%	101.31%	88.52%	89.10%	89.10%	80.00%	80.00%	September 2018: £3,475,837 recovered of £3,901,188 overpayments identified (89.1%). Record high collection levels. Now using government debt service
FCRCP32 Processing New claims - Housing Benefit (average calendar days - cumulative)	23.42	25.84	25.17	24.08	24.08	23	23	2290 new Claims 55133 days Average 24.08 New claims processing has been within target since July 18 with the lowest processing dates being 17.13 days for September 18. Priority is being given to new claims and with the continuation of these being processed below target each month the cumulative target will be reached by next month. July 403 new claims, 9076 days, Aug 450 claims, 10305 days & Sept 313 claims, 5363 days.
FCRCP33 Processing Times for Benefit Change in Circumstances (average number of calendar days) Cumulative YTD	4.46	6.85	6.8	6.82	6.82	7	7	Claims 53470 Average Days - 364,496 Average: 6.82 days per claim

## 8. Annual indicators

### (a) Planning (Developer Performance)

Performance Indicator	2015/16		2016/17		2017/18		Latest Note
	Value	Target	Value	Target	Value	Target	
REGEN006 # New dwellings granted planning permission	1,088		759		1,616		2017/18 data - <b>1,616</b> net additional dwellings granted planning permission
REGEN008 # New dwellings started					170	798	17/18 new dwellings started: 170 (net) and 262 (gross). <b>Note:</b> this includes units in all developments started during 2017/18 regardless of whether they were also completed during the year.
REGEN010 Proposed affordable units as a percentage of proposed gross units started					33.4%	40.0%	As at 31/03/2018 for all developments started (at any time) but not completed by 31/03/2018 were a total of <b>1,212</b> proposed units of which <b>405 (33.4%)</b> were proposed affordable units.
REGEN009 Affordable housing units as a percentage of gross units completed					6.5%	40%	17/18 <b>568</b> gross units were completed of which <b>37 (6.5%)</b> were affordable housing units. <b>Note:</b> Units are only counted as 'complete' when the whole development is completed. For information during 2017/18 40 units were built at Ladderswood of which 23 were affordable and 61 at Ponders End Electric Quarter of which 21 were affordable, these additional 44 affordable units are <b>not</b> counted in this measure.
REGEN007 Social Rented housing units as a percentage of gross affordable units completed					91.9%	70%	17/18=91.9% - of the 37 gross affordable housing units completed 34 were social rented. <b>Note:</b> Units are only counted as 'complete' when the whole development is completed. For information during 2017/18 40 units were built at Ladderwood of 23 were affordable and 61 at Ponders End Electric Quarter of which 21 were affordable, these additional 44 affordable units are <b>not</b> counted in this measure. Of these 44 units 42 are social rented.

### (b) Public Health

Performance Indicator	2015/16		2016/17		2017/18		Latest Note
	Value	Target	Value	Target	Value	Target	
PHOF02.06i Proportion of children aged 4-5 classified as overweight or obese (Reception)	24.3%		24.8%		24.9%		2017/18 London = 21.8%, National = 22.4%. Introduction of a new ' <b>Severely Obese</b> ' Measure = Reception Year = <b>3.9%</b>
PHOF02.06ii Proportion of children aged 10-11 classified as overweight or obese (Year 6)	41.5%		41.5%		41.1%		2017/18 London = 37.7%, National = 34.3% Introduction of a new ' <b>Severely obese</b> ' measure = Year 6 = <b>6.1%</b>
PHOF02.14 Smoking Prevalence - Adults (Over 18s)	16.8%		13.1%		14.9%		