

Appendix 2

Performance Review: Planning Application Profile: Major, Minor and Others

Generated on 07 March 2019



Three Year Trend	Action Plan																																							
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management to deliver more efficient use of resources and ensure office time is focused on processing of planning applications. Includes revamp duty officers service, availability of duty phone, improved web content

- Further work being undertaken to review Benchmarking data and to understand trend and Enfield position against our statistical neighbours.

Definitions;

Major Application; an application for 10 dwellings or more; residential application on sites of 0.5 hectares +; or an application for offices, general industrial, storage, distribution or shops where the floor space exceeds 1000sqm

Minor Applications: Applications for between 1 and 9 dwellings; a site area of less than 0.5 hectares; floor space to be built is less than 1,000 square meters or where the site area is less than 1 hectare.

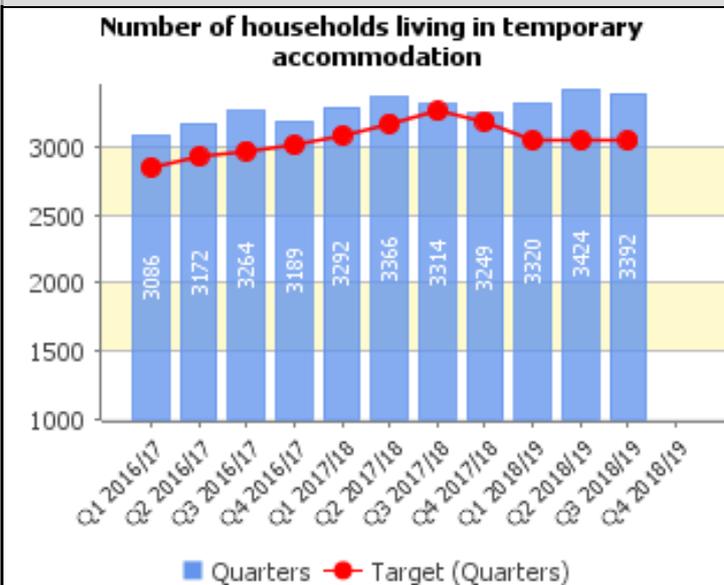
Other Applications:

Householder Developments, Advertisements, Enforcement activity, Regulation 3 and 4 consents

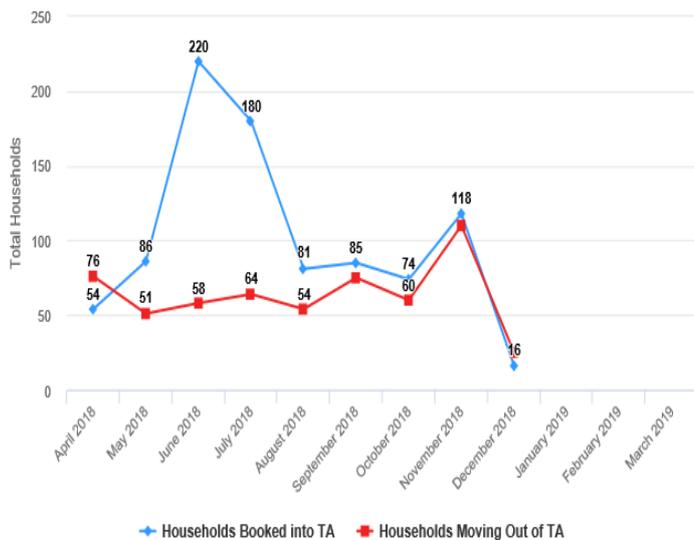
Performance Review: Homelessness

Lead Director: Executive Director Place

Three Year Trend



Households Booked into and Leaving Temporary Accommodation



Action Plan

Context:

Enfield has the 2nd highest number of households in TA nationally. The Number of households living in TA is up 78 on the same period last year, with demand for temporary accommodation in the borough continuing. Since April 2018 we successfully moved out of TA 573 households, but in the same period 914 households have moved into TA placing a continual pressure on the service. 48% of the new tenants are from Lone parent families with children. 75% of tenants have at least one child under 17 Of the 573 that have moved out of TA, 44% were due to cessation of duty, 21% due to home finders and 31% Social Housing lets with 3% moving to Housing Gateway. In the first quarter of this financial year Enfield recorded the 2nd highest number of Homelessness approaches in London at 852, behind Southwark (991). The London average during this period was around 387, the England average was 179.

The main reason for loss of home recorded at the initial approach stage was due to termination of short-term tenancy (40%), followed by Family or Friends being no longer willing or able to accommodate (29%).

The biggest proportion of homeless approaches in Enfield shows people coming from the 'private rented' sector. This accounts for nearly half of all cases of homelessness. Landlords and agents are evicting low income and benefit dependent private tenants because they want guaranteed rents. The challenges of Universal Credit, tenancy checks and Tax Reforms including a reduction in mortgage interest relief are causing landlords to withdraw from the market or move into the less risky Nightly Paid Temporary Accommodation market. Enfield is competing with other London boroughs placing homeless households in the borough who are offering higher financial incentives for securing private lets to prevent homelessness or use as TA.

One of the challenges is that the new statutory HCLIC data return does not effectively capture all prevention data and work is ongoing across London to establish a process to collect this.

Positive outcomes:

- 304 priority need households prevented from going into TA through tenancy sustainment, mediation and advocacy between April – Dec 2018.
- Another 233 priority need households were recorded as delayed from going into TA for between 1 week - 5 months.
- 211 Homefinder Private Rented Scheme tenancies set up for preventing homelessness and the use of nightly paid accommodation between April – Dec 2018.
- 168 households moved from TA since April 2019 through the 'Move on' to PRS project

- 16 households moved into Housing Gateway properties
 - 67 Households moved into refurbished Decant properties used as private lets since November 2018.
- Next steps and Additional Plans for Reducing the Use of TA towards our long term aim of its eradication**
- Undertaking wider research in partnership with a Think Tank to be appointed. This will surface the specific issues that affect us in Enfield in relation to other boroughs and allow us to come up with policy recommendations including influencing for change in practice for example through the GLA, LGA etc. We anticipate having the conclusions from this research at the beginning of July. This research will be informed by our own intelligence.
 - Understanding and building on the Housing Gateway model of delivery.
 - Continue to train the new staff and develop competencies in preventing homelessness leading to 100 extra preventions per annum.
 - Successful £750K Private Sector Access funding for rent in advance and deposits – 250 to 300 Move-On/Preventions as per grant conditions
 - Fast Track Homefinder applications where applicants have found their own affordable private sector homes - 120 extra preventions pa
 - Strengthen interventions for defending possession proceedings and court-based representations schemes – 70 extra preventions pa
 - Strengthen partnership work with partners, including Enfield CAB, Children’s Services and landlords to help reduce demand for homelessness and prevention services including 50 extra preventions pa.

Performance Review: Complaints, FOI's and MEQ's

Lead Director: Director of Law and Governance

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	Q1			Q2			Q3		
Formal Complaints (Excludes pre-complaints and final stage)	Total	In Time	%	Total	In Time	%	Total	In Time	%
Chief Executive	7	6	85.7	4	2	50.0	3	3	100.0
Council Housing	21	9	42.9	27	4	14.8	34	13	38.2
Resources	23	12	52.1	24	18	75.0	33	27	81.8
People (Corporate)	7	7	100.0	5	4	80.0	2	1	50.0
People (Statutory Adult social care)	12	12	100.0	19	19	100.0	9	9	100.0
People (Statutory Children social care)	10	10	100.0	9	8	88.9	7	6	85.7
Place	12	8	66.7	24	19	79.2	36	25	69.4
Coordinated	7	3	42.9	0			13	7	53.8
TOTAL for all complaints	99	67	67.7	112	74	66.1	137	91	66.4
	Q1			Q2			Q3		
FOIs	Total	In Time	%	Total	In Time	%	Total	In Time	%
Chief Executive	38	30	78.9	28	22	78.6	33	30	90.9
Council Housing	19	14	73.7	12	5	41.7	17	15	88.2
Resources	74	45	60.8	96	54	56.3	69	45	65.2
People	59	40	67.8	69	37	53.6	77	56	72.7
Place	81	63	77.8	125	105	84.0	130	122	93.8
Coordinated	69	40	58.0	56	22	39.3	59	37	62.7
Total for all FOIs	340	232	68.2	386	245	63.5	385	305	79.2

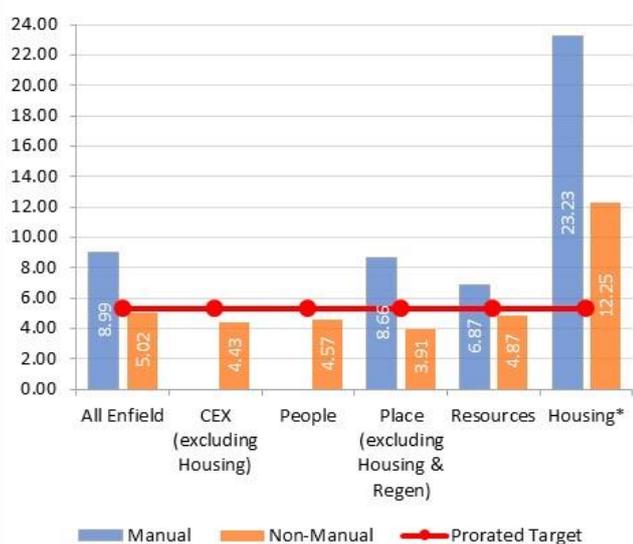
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MEQs	Total	In Time	%	Total	In Time	%	Total	In Time	%
Chief Executive	80	73	91.2	54	36	66.7	58	46	79.3
Council Housing	153	113	73.9	239	75	31.4	134	63	47.0
Resources	290	202	69.7	293	207	70.6	251	186	74.1
People	50	28	56.0	51	35	68.6	57	44	77.2
Place	753	662	87.9	706	595	84.3	954	843	88.4
Coordinated	227	16	40.1	181	56	30.9	176	127	72.3
Total for all MEQs	1553	1094	70.4	1524	1004	65.9	1630	1309	80.3

Performance Review: Sickness Absence

	Improvement Plan																																																																																																
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Improvement Plan

Average Sick Days: Manual and Non-Manual Staff by Department (May to December 2018)



- Services with high levels of sickness absence are being targeted for additional support including additional 'Managing Absence & Attendance' training sessions and support to manage sickness absence cases.
- Additional promotion is on-going for the Council's Counselling and Physio service to support staff and managers.
- Annual flu vaccinations provided and proactively promoted.
- Work is being done to identify additional support and guidance for staff suffering with mental health, anxiety and depression. Training has been provided (and is on-going) to support managers in this area.

* From November 2018 Housing moved to Place and was renamed Housing & Regeneration - now includes Housing, People Assessment and Housing Development & Estate Renewal