

**Cabinet: Quarter 1 2021-22 Performance Report (This relates to the period April 2021 - June 2021)**

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**Borough Information: A series of data items to add context to the report rather than to be viewed as performance indicators**

Code	Indicator	Current Data	Up or Down on Last Period	Last Update
POP 001	Population of All Enfield	333,587	↑	Q1 2021/22
PAF-AO/C73(B)	Enfield Population 18-64	204,364	↑	March 2022
PAF-AO/C72(B)	Enfield Population 65+	44,837	↑	March 2022
NOMIS 01	Employment rate in Enfield - working age Population	69.8%	↓	Q3 2020/21
NOMIS 02	Number of adult population Qualified to at least NVQ Level 3 or higher	133,400	↑	2020/21
NOMIS 03	Number of adult population Qualified to at least NVQ Level 4 or higher	102,100	↑	2020/21
NOMIS 04	Workless Households - rounded to nearest 100 (h/h with at least 1 person aged 16 to 64) (ONS annual pop survey)	17,100	↑	2019/20
NOMIS 04a	Workless Households - % of all Households in Enfield	17.1%	↑	2019/20
NOMIS 05	Gross Weekly Pay - Median earnings for employees living in Enfield (ONS annual survey of hours and earnings - resident analysis)	£653.50	↑	2019/20
NOMIS 06	Total Claimant Count for Enfield (receiving Job Seekers Allowance/Universal Credit because of unemployment)	18,675	↑	Q1 2021/22
NOMIS 06a	Claimant Count as % of Working Age Population (Enfield)	8.8%	↑	Q1 2021/22
ENV 211a	Enfield Deprivation Ranking (In List of 317 Local Authorities in England)	74	↓	2019/20
ENV 211b	Number of Enfield's Neighbourhoods in the top 10% of the most Deprived in England (of 32,844 small Neighbourhood Areas in England in 2015)	10	↑	2019/20
FCRCP33b	LBE Administered Benefits: Combined Benefits Caseload (Housing Benefit (HB) and Council Tax Support (CTS))	40,129	↓	June 2021
FCRCP33c	Council Tax Support Caseload (All CTS whether HB or not)	36,836	↓	June 2021
FCRCP33d	Housing Benefits (HB) Caseload (whether receiving CTS or not)	22,418	↓	June 2021

Code	Indicator
PH003v	NHS Indicator - A&E Attendance: % where less than 4 hours from arrival to admission, transfer or discharge
UC.011	Universal Credit - Claimants in Receipt of Council Tax Support

Current Data	Up or Down on Last Period	Last Update
82.8%		Q1 2021/22
13,770		March 2021

**Key: For the purpose of this report, Key Performance Indicators (KPIs) will be RAG (Red, Amber, Green) rated as per the following methodology**

Where the KPI is meeting/exceeding its target, it will be marked as GREEN

Where the KPI is narrowly missing target and/or there is information that performance will be on track in future quarters it will be marked as AMBER

Where KPIs are behind/below target and is varying by over 10% from its target it will be marked as RED

## Priority 1: Good Homes in Well Connected Neighbourhoods

### Build more and better homes for residents

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Number of households living in temporary accommodation	3553	3557	3515	3455	3282	2691	3210	Total numbers in temporary accommodation have dropped significantly from their height in August 2020 and are now just over 3200. We are on track to deliver on a target of 2691 households in temporary accommodation by year end. Further information can be found in Appendix 2
Number of new dwellings started on Council Led Schemes	0	192	0	0	300	Data Only KPI		300 have been delivered for Meridian Water - Phase 1a
Number of new dwellings completed (net additional)	0	0	106	47	0	Data Only KPI		2020/21: Housing Development - 108 Estate Renewal - 45 Meridian Water - 0

### Invest in and improve our council homes

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
The percentage of council owned homes which have a current gas safety certificate	97%	97.9%	98.5%	97.8%	99%	100%	100%	Figure shows the combined compliance of Gas Safety Checks on both Council Stock and Gateway Properties. Total Council Stock = 8,718 (properties) with 84 non-compliances (99%). This includes Gateway Properties = 303 (properties) with 5 non-compliances

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
								(98.3%).
<b>Deliver housebuilding and regeneration programmes with our residents</b>								
Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Affordable housing units as a percentage of gross units completed	Updated Annually				Updated Annually			<b>All indicators in this section updated annually: Last update January 2021</b> 2019/20 – 30% (139 affordable homes out of 465 gross home completions) 2018/19 17% (103/603). Breakdown: Ladders wood Estate (23); Ponders End High Street (21); Jasper Close (18); Drapers Road (11). Ordnance Road (15), Linwood Crescent (8), Cockfosters Road (3), Fraser Road/Clydesdale (2 each) 2017/18 6.5% (37/568).  <b>Note:</b> Units are only counted as 'complete' when the whole development is completed.
Social Rented housing units as a percentage of gross affordable units completed	Updated Annually				Updated Annually			2019/20: 70% (97/139) completed affordable homes were for social rent. 2018/19 - 22% (23/103 homes) were for social rent. Affordable Rent represented 64% and Intermediate tenure represented 14% of all completed affordable homes. 2017/18: 91.9% (34/37) were for social rent  <b>Note:</b> Units are only counted as 'complete' when the whole development is completed.
Percentage Pre-application advice given within 30 working days of registration of a valid enquiry – New KPI	68.2%	74.1%	43.2%	57.1%	68%	90%	90%	<b>April:</b> 9/14; <b>May:</b> 12/18; <b>June:</b> 13/18; <b>Q1:</b> 34/50 (68%). Performance as at Q1 2020/21: 68.2%.
Percentage MAJOR applications determined within target	100%	100%	88.9%	84.6%	100%	90%	90%	<b>April:</b> 1/1; <b>May:</b> 2/2; <b>June:</b> 4/4; <b>Q1:</b> 7/7 (100%)
Percentage MINOR applications determined within target	97.8%	91%	94.7%	84.4%	90.6%	86%	86%	<b>April:</b> 43/45; <b>May:</b> 49/58; <b>June:</b> 52/56; <b>Q1:</b> 144/159 (90.6%).
Percentage OTHER applications determined within target	97%	96.2%	97.1%	96.9%	93.4%	88%	88%	<b>April:</b> 115/120; <b>May:</b> 91/100; <b>June:</b> 89/96; <b>Q1:</b> 295/316 (93.4%); <b>Q1 2020/21:</b> 97%.
Percentage 2 year rolling MAJOR applications determined within target	80%	84.2%	87.3%	89.6%	92.2%	86%	86%	<b>Q1: 59 of the 64</b> major planning applications determined within the last 24 months were processed within 13 weeks.
Percentage 2 year rolling MINOR applications determined within target	78.3%	81.2%	83.2%	86%	89.7%	85%	85%	<b>Q1: 1,106 of the 1,233 (89.7%)</b> minor applications determined within the last 24 months were processed within 8 weeks.
Percentage 2 year rolling MINOR & OTHER applications determined within target	81.4%	84.3%	86%	89.3%	93%	85%	85%	<b>Q1: 2,177 of the 2,341 (93%)</b> minor and other applications determined within the last 24 months were processed within 8 weeks.
Undetermined applications validated over 6 months ago	376	370	371	362	<b>Q1 Under review and to follow</b>	Data only		<b>Q1 Under review</b>

## Priority 2: Safe, Healthy and Confident Communities

### Keep Communities Free from Crime

Indicator	Q1 2020/21		Q2 2020/21		Q3 2020/21		Q4 2020/21		Q1 2021/22		Notes
	Value		Value		Value		Value		Value		
Number of knife possession offences YTD	48		39		37		25		34		Numbers of Knife Crime Possession offences decreased across Enfield and London in the last year. By year end June 2021 Enfield's offences decreased 16.9%, compared to the previous year, with 178 offences in 2019/20 declining to 148 in 2020/21. London experienced a lower reduction of 11.1% in the same period.
Burglary - Residential Offences	261		420		547		419		330		There were 1,721 Residential Burglaries in Enfield in the year ending June 2021, compared with 2,373 the previous year, a decrease of 27.5%. In London, there was also a smaller decrease of 17% in the same period.
Domestic Abuse Incidents	1,741		1,783		1,605		1,469		1,613		In the year ending June 2021 there were 6,425 Domestic Abuse Incidents in Enfield, compared to 6,191 the previous year, an increase of 3.8% (n=234). London also experienced an increase of 2% over the same period.
Domestic Abuse Violence with Injury Offences	276		268		239		202		214		In Enfield by June 2021, there was a decrease in this offence type, there were 926 offences by the year ending June 2021 compared to 1,009 the year before. In London there was a smaller decrease of 4.3% in the same period.
Serious Youth Violence	50		76		91		34		106		The number of Serious Youth Violence victims in Enfield decreased in the year to June 2021, by 24.7%, recording 323 victims, compared with 429 victims in the year ending June 2020, a decrease of 106 victims. There were 1,485 less victims across London which equates to an average of 46 less victims per borough and an overall 20.1% decrease in the last year.
Anti-Social Behaviour Calls	6,896		4,059		3,724		3,666		3,131		In the year ending June 2020 there were 14,145 Anti-Social Behaviour calls compared with 14,616 calls by June 2021, this equates to a 3.3% increase equating to 471 more calls this year in Enfield. London had an overall increase of 9% in the last year equating to an average of over 1,102 more calls per borough by June 2021.
Hate Crime Overall Total	199		236		171		167		208		Hate Crime increased by 30.4% in the year ending June 2021 recording 776 offences, compared with 595 the previous year. In contrast, London had an overall increase of 12.9% in total hate crime by the end of June 2021. In the same pattern as Enfield, the majority of offences across the capital were Racist and Religious hate crime.
Non- Domestic Abuse Violence with Injury Offences	376		464		416		299		504		In the year ending June 2021 there were 1,718 offences, compared with 1,665 the previous year, equating to an increase by 53 offences or 3.2%. In contrast in London there was a decrease of 7%.
Violence against the Person Offences	2,128		2,349		2,192		1,913		2,414		In the year ending June 2021 there were a total of 8,895 Violence Against the Person offences (VAP) recorded in Enfield, compared with 8,146 offences the previous year, equating to an increase of 9.2%. In London, there was a smaller increase of 3.5% in the same period.
Number of knife crime offences YTD	91		134		137		87		153		In the year ending June 2021, Knife Crime in Enfield had decreased by 21.2%, compared with the previous year. Offences fell by 144 to 536 offences by the end of June 2021 down from 680 the year before. London experienced a similar reduction of 23% in the same period.

### Inspire and Empower Young Enfield to reach their Full Potential

Education								
Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Young offenders' engagement in suitable education, training and employment (Post Court) (At the end of the Order)	68.2%	66.7%	76%	75%	61.1%	75%	85%	Q1 relates to 11/18 Young offenders engaged in suitable education, training and employment (Post Court) (at the end of the Order)
Percentage All Secondary Schools judged as good or outstanding by Ofsted (as at 31 August)	Ofsted have not been undertaking inspections during the pandemic. This means the March 2020 is the latest data that we have. The Ofsted visits in the Autumn term 2020 were not inspections and did not change grades				Ofsted have not been undertaking inspections during the pandemic.			As at 31 March 2020, 91% of Enfield State funded Secondary Schools - including Academies judged as Outstanding (29%) and Good (62%); above London average of 88% and England 76% (90% in each of the previous 4 years up to 2018/19)
Percentage All Primary Schools judged as good or outstanding by Ofsted (as at 31 August)	Ofsted have not been undertaking inspections during the pandemic. This means the March 2020 is the latest data that we have. The Ofsted visits in the Autumn term 2020 were not inspections and did not change grades				Ofsted have not been undertaking inspections during the pandemic.			As at 31 March 2020, 84% Enfield State funded Primary Schools - including Academies judged as Outstanding (15%) and Good (69%); below London average of 94% and England 88% 2018/19: 84% 2017/18: 85% 2016/17: 94%
Percentage of 16-17-year olds not in education, employment or training (NEET) AND Not Known (NK)	3%	4%	5.6%	2.7%	2.8%	5%	5%	2.8% Represents the total 1.3% NEET (112) and 1.5% not known (135), out of the 8,931 16-17-year-old cohort. NEET - 40 Female, 72 Male <u>Snapshot of NEET by current situation:</u> 69 (61.6%) Seeking employment or training, 13 (11.6%) Illness, 8 (7.1%) Teenage parents. NEET: England average = 3%, London = 1.8%, SN = 2.8% NK: England average = 1.9%, London = 1.6%, SN = 2%
Number of Education Health Care Plans (EHCP's) completed within 20 Weeks (Excluding exceptions)	66.4%	61.1%	41.8%	73.2%	78.4%	70.0%	70.0%	Q1 2021/22: 120 issued within 20 weeks out of 153 total EHCP's issued within the quarter

### Deliver essential services to protect and support vulnerable residents

Adults								
Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Number of clients reviewed in the year (of clients receiving any long-term service)	14.7%	28.3%	38.5%	56.1%	15.8%	17.5%	65.0%	15.8% represents 623 of 3,949 clients receiving long term support having a review within the last year. This represents an improvement on Q1 2020 (14.7%). This is an area of focus for 2021-22.
Percentage of Current Social Care Clients accessing Long Term Support (LTS) who receive Self Directed Support	100%	100%	100%	100%	100%	100%	100%	Performance continues to be on target
Percentage of current clients with Long Term Support (LTS) receiving a Direct Payment	57.6%	56.5%	55.8%	54.5%	53.5%	58.0%	58.0%	1,603/2,999 Clients receiving Direct Payments (53.5%). We were the best performing local authority nationally when looking at 2019-20 performance for direct payments.
Carers receiving needs assessment or review and a specific carer's service, or advice and information (Including Carers Centre)	19.2%	33.5%	45.5%	52.7%	17.3%	13.3%	53.0%	17.3% represents the second highest ever recorded Q1 figure for this indicator. In 2020-21, we achieved 52.7%, which is our highest ever recorded number for this indicator.
Adults with learning disabilities in settled	85.3%	84.7%	84.5%	84.6%	87.0%	83.0%	83.0%	87% of adults with learning disabilities known to ASC were in settled

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
	Value	Value	Value	Value
accommodation				
New Admissions to supported permanent Residential and Nursing Care (65+) per 100,000 population over 65	51.6	94.2	150.3	186.2
New Admissions to Residential and Nursing Care 18-64 (per 100,000 population)	2.93	3.42	3.42	4.88

Q1 2021/22		Annual Target 2021/22	Notes
Value	Target		
			accommodation at the end of Q1. This is a continued improvement on our 2020-21 figure (84.6%)
73.6	129.0	516.0	This represents 33 permanent admissions during Q1. The overall rate for 2020-21 was low due to all post hospital discharges to care homes being the responsibility of the NHS. As such, we expect numbers to increase this year as we return to normal practice, but still be within our overall target.
0.98	1.47	5.85	This represents 2 admissions during Q1

### Children's Safeguarding

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
	Value	Value	Value	Value
Children looked after (CLA) per 10000 population (84,386) age under 18	46	44.7	44.2	46.4
Percentage of Children & Family Assessments for children's social care that were authorised within 45 working days of their commencement	92.3%	91.8%	91.2%	90.1%
No. of Children on a Child Protection Plan per 10,000 Children	26.3	31.2	31.1	30.5
Percentage Children Subject to a CPP for a second or subsequent time (within past 2 years)	9.8%	8.9%	8.5%	7.8%
YOS 029 Total number of Young People sentenced at Court that are given a Custodial sentence in the period	3	2	0	8

Q1 2021/22		Annual Target 2021/22	Notes
Value	Target		
46.6	Data only Measure		46.6 Looked After Children per 10,000 (84,386 new population figure) 393 LAC as at the end of June, highest number since Feb 2020 (395) 43 cases with a disability (10.4%) 12-month average figure of LAC is 382/month; 394 for same period in 2020
89.3%	90%	90%	861 out of 964 completed assessments have been authorised within 45 working days of the assessment start date. The average duration for those authorised was 29.9 days. 77.7% assessments completed by the Social Worker within 35 working days, average duration for completion of 27.9 days.
32.8	Data only Measure		Rate of children per 10,000 (new under 18 population figures 84,386) with a Child Protection Plan: 32.8 277 total children on a CP Plan, 26 new plans and 21 cessations. 23 (8.3%) young people with a disability.
5.3%	Data only Measure		This indicator relates to children who have had a previous Child Protection Plan in the past two years. Of the 360 children who became subject to a CPP during the past 12 months, 19 had previously been on a CP Plan in the past two years. 43 (11.9%) children have had a previous CPP at some point in the past.
1	Data only Measure		1 out of 33 young people sentenced at court in Q1 were given a custodial Sentence (1 person was in May 2021)

### Create healthy streets, parks and community spaces

#### Environment

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
	Value	Value	Value	Value

Q1 2021/22		Annual Target 2021/22	Notes
Value	Target		

Indicator
Percentage of inspected land that has an unacceptable level of litter

Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Value	Value	Value	Value
zero cases	zero cases	0.5%	2.0%

Q1 2021/22		Annual Target 2021/22	Notes
Value	Target		
To Be Finalised	3%	3%	Action to look to see whether we could have independent surveys and inspections carried out

### Public Health

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
NDTMS Partnership Successful Completion Rate (%) for all Drug users in treatment (aged 18+), excluding alcohol-only users:	21.30%	21.20%	21.40%	22.00%	Quarter 4 is the most available data	20%	20.00%	Of the 912 "All drug users in treatment" 21.4% left treatment in a planned way from January 2020 to December 2020. Q1 data was not yet available at the time of writing this report.
New Baby Reviews completed (10-14 days after birth)	98%	99%	99%	98%	Quarter 4 is the most available data	95%	95%	Q1 data was not yet available at the time of writing this report. Contacts continued following changes in service delivery in response to Covid.
Substance Misuse: Proportion of Young People exiting treatment in a planned way of all treatment exits (EMT)	87%	90%	92%	89%	Quarter 4 is the most available data	77%	77%	Q1 2021/22 data not yet available From April until the end of March 2021, 89% of all young people exiting treatment did so in a planned way which is equivalent to 102 young people and is above the National Average
Percentage of completed treatment within a month of diagnosis at Enfield Sexual Health Clinics	98%	98%	98%	98%	Quarter 4 is the most available data	90%	90%	Due to staffing issues within the Trust we are unable to report on this indicator for Q1. However, LBE is currently undertaking a full-service review of sexual health provision in the borough.

### Priority 3: An Economy that Works for Everyone

#### Create more high-quality employment

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Business Start-Ups in Enfield	1,000	1,473	1,346	720	1748	Data only Measure		Number of start-ups across all sectors. The dominant industry for new businesses was again Wholesale & Retail Trade (including vehicle repair), followed by Construction and Real Estate Activities. Southgate ward was home to the greatest number of new registrations with 394.
Percentage of Adults with learning disabilities in employment	15.2%	15%	14.3%	15.7%	15.1%	16%	16%	129 adults with learning disabilities of 853 (15.1%) known to ASC are in employment. This is comparable to our Q1 2020-21 performance of 15.2%.

Indicator

Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21
Value	Value	Value	Value

Q1 2021/22		Annual Target 2021/22	Notes
Value	Target		
			The 2019-20 data placed Enfield 6th (out of 151) nationally for this indicator.

**Enhance skills to connect local people to opportunities**

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Apprentices Headcount	34	31	30	27	19	Data only Measure		This is the number of apprentices employed by Enfield Council

**Develop town centres that are diverse, safe and inclusive**

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Satisfaction with Leisure Centre Users (% of Positive and Neutral Assessments)	0%				59.8%	77%	77%	Fusion have changed their method of scoring customer satisfaction. Enfield Council is having some mystery shopping conducted on leisure centres to gain insight and customer feedback that can further inform. This will be conducted in September 2021.  850 users made an assessment in one or more of 10 categories (i.e. cleanliness, equipment, pool, group exercises). For Q1 there were: 508 neutral / positive (59.8%), 342 negative (40.2%) New target to be set.
Number of Visitors to the Active Enfield Programme (Young People)	0	0	0	394	374	Target to be set. Covid 19 has impacted awaiting further details of opening to set suitable target		Q1: All virtual attendances for online classes during lockdown.
Number of Visitors to the Active Enfield Programme (Older People)	0	0	180	0	1,175	Target to be set. Covid 19 has impacted awaiting further details of opening to set suitable target		Q1: All virtual attendances for online classes during lockdown.
Leisure Centre - overall attendances	0	28,118	48,417	0	105,388	Target to be set. Covid 19 has impacted awaiting further details of opening to set suitable target		Leisure centres could partially re-open with Covid restrictions and reduced capacities on 19 April 2021.

**Craft a cultural offer for Enfield to support London's status as a world class city**

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Participation in Council Led Arts Activities	14,474	45,020	43,115	8,913	Awaiting Q1	Target to be set. Covid 19 has		All venues closed the public following 3rd lockdown. Dance academy for



Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
					Data	impacted awaiting further details of opening to set suitable target		professional dancers continued at Millfield House, Filming for online shows at Millfield Theatre. 2 BBC broadcasts of Antiques Roadshow took Forty Hall into the homes of over 11million people in January and March Total - 8,913 Millfield Theatre - 8,807 Dugdale Centre - 106 Green Towers - 0 Salisbury House - 0 Festivals and Events - 0

**Cross Cutting Theme 1: A Modern Council**

**An empowered, responsive and happy workforce**

**Average Sickness Days**

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Average Sick Days - Council Staff (rolling 4 quarters)	9.27	9.47	9.75	10.31	10.12	7.96	7.96	<b>Annual sickness 1st July 2020 - 30th June 2021</b> Average sickness days per employee in each Department for this period Chief Executives: 4.9 days Resources: 7.7 days People: 9.3 days Place: 13.1 days Absence includes sickness relating to or due to Covid-19
Average Sick Days: SHORT TERM ABSENCE - Council Staff (rolling 4 quarters)	3.32	3.23	3.18	3.20	3.33	2.80	2.80	
Average Sick Days: LONG TERM ABSENCE - Council Staff (rolling 4 quarters)	5.95	6.24	6.56	7.11	6.78	5.16	5.16	
Average Sick Days per FTE per Month - Chief Executive's	1.59	1.68	1.17	1.04	1.04	1.99	7.96	
Average Sick Days per FTE per Month - Resources	1.33	1.35	1.79	2.43	2.23	1.99	7.96	Reduction in Sickness Absence over Q1
Average Sick Days per FTE per Month - People	1.55	1.82	2.22	3.13	2.28	1.99	7.96	Reduction in Sickness Absence over Q1
Average Sick Days per FTE per Month - Place	3.82	3.51	3.42	3.61	2.54	1.99	7.96	Significant Reduction in Sickness Absence over Q1

**Profile of Sickness Absence**

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Annual Target	Notes
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	Value	Value	Value	Value	Value	Target	2021/22	
Long Term - Still Absent*: Number of employees who have a sickness absence of 28 days or more and is still absent	59	59	71	63	64	Data only Measure	Based on data as at 30.06.2021: Breakdown: CEX - 0; People - 17; Place - 33; Resources - 14	
"3+ Occasions in 3 Months": Number of employees who have had 3 or more periods of sickness absence in the last 3 months (regardless of duration)	86	76	63	93	91	Data only Measure	Based on data as at 30.06.2021 Breakdown: CEX - 5; People - 26; Place - 34; Resources - 26	
"5+ Working Days in 6 Months": Number of employees who have accumulated 6 or more working days of short term sickness absence (duration less than 28 calendar days) in the last 6 months	343	344	400	479	477	Data only Measure	Based on data as at 30.06.2021 Breakdown: CEX - 14; People - 155; Place - 194; Resources - 114	

### Profile of Workforce

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Top 5% of Earners: Women		49.7%	50.8%	51.1%	51.1%	Data only Measure		Percentage of Top 5% of Salary that are Women
Top 5% of Earners: Ethnic Minorities		18.3%	19.1%	19.3%	19.5%	Data only Measure		Percentage of Top 5% of Salary that are Ethnic Minorities
Top 5% of Earners: with a disability		5.7%	5.5%	5.6%	5.6%	Data only Measure		Percentage of Top 5% of Salary that have a registered disability
Percentage of Staff in LBE Workforce from Black and Minority ethnic groups	33.4%	34%	34.3%	35.3%	35.6%	Data only Measure		35.6% of the workforce in Enfield are from Black and Minority ethnic groups

### Accessible and efficient services

#### Library, Digital and Web

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Customer Satisfaction: Webchat	77.3%	84.4%	86.8%	86.1%	83.2%	85.0%	85.0%	Customer Satisfaction remains high but just below the 85% target.
Enfield Website: Total Users for the Month	114,739	196,957	277,833	365,494	563,916	250,000	1,000,000	
"Enfield Connected" - Sign Ups: Residential (Overall Cumulative Total)	161,665	167,692	172,425	179,255	184,770	Data only Measure		Cumulative total at the end of each quarter.
Enfield Library Visits	0	53,715	49,913	58,477	105,750	Data only Measure		Last 3 months has seen a 200% Increase in Visits April - 28,067 May - 37,193 June - 40,490
Issues plus renewals - All Libraries	20,097	25,126	62,640	76,051	141,573	Data only Measure		Last 3 months: April - 37,125 May - 46,237 June - 58,211
Digital - E-Newspapers Issues	105,881	112,028	120,185	160,462	122,351	Data only Measure		Last three months:

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
								April - 48,817 May - 47,571 June - 25,963
Digital - E-Book Issues	9,018	9,004	8,112	9,501	8,901	Data only Measure		Last three months: April - 3,101 May - 3,048 June - 2,752
Digital - E-Audiobook Issues	6,180	5,808	5,624	6,446	5,999	Data only Measure		Last three months: April - 2,054 May - 2,094 June - 1,851
Digital - E-Comics and Magazines	7,424	7,584	7,268	6,263	3,167	Data only Measure		Last three months: April - 1,002 May - 1,166 June - 999

**Telephones**

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Customer Satisfaction: Telephone Advisor 'Professional' Rating	82.7%	82.1%	84.3%	86.4%	75.2%	85%	85%	Customer satisfaction results have improved in July. Improvements have been made since June where analysis was undertaken to look at the lower scores. Any individual low scores, the team managers have spoken to the staff concerned which has seen improvements. Scores are calculated on not only the answering of the call but also when the call is transferred to the back office and whether there is a resolution to the customers query,
Gateway Telephones - Answer Rate	98%	94%	90%	90%	91%	85%	85%	The Answer Rate is now showing at 91% which is well above the 85% target
Gateway Telephones - Average Wait Time	00h 00m 34s	00h 01m 56s	00h 03m 42s	00h 03m 31s	00h 02m 38s	00h 03m 00s	00h 03m 00s	Average Wait Times continue to be positive and have improved since the last 2 quarters due to more staff taken on for the CRM project and cross training of council housing staff to take general calls as required.
Customer Services: Percentage of Calls Answered Within 5 Minutes	100%	96%	95%	93%	83%	90%	90%	Customer Services are in the middle of CRM training for staff and recruiting new staff to cover leavers, this has led to reduced staffing on lines, which will impact wait times. The Service will continue to move staff around to cover all different lines and f2f and webchat. We will cross train more staff to cover other areas to help provide support. We will continue to monitor daily to ensure customers are not waiting for long period of times

**Financial Resilience and Good Governance**

**Complaints, MEQS, FOIs, SARS**

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Initial Review Complaints - Council Overall (Percentage inside target)	78%	83%	80%	77%	84%	95%	95%	Q1: 363 of 434 Initial Review Complaints inside target: 84%.
All Departments - FOIs answered within 20 days	79%	86%	87%	84%	78%	100%	100%	Q1 2021/22: 306 of 393 (78%) within timescale for all departments. Q1 2020/21: 189 of 239 (79%) within timescale for all departments.
All Departments - MEQs closed within 8 days	78%	84%	89%	87%	77%	95%	95%	Q1 2021/22: 1,716 of 2,219 inside target (77%).
SAR Requests ALL DEPARTMENTS - Enquiries closed inside target of 40 days	77%	76%	89%	90%	86%	100%	100%	Q1 2021/22: 50 of 58 inside target (86%).

### Income & Arrears

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Council Housing - Current Tenants: Total Arrears	£2,230,031	£2,054,903	£2,002,503	£1,796,125	£1,733,939	£2,300,000	£2,300,000	June 2021: Current tenant arrears: £1,733,939. June 2020: Arrears £2,230,031.
Percentage of Council Tax collected (in year collection) Combined	28.47%	54.61%	81.28%	93.99%	28.84%	28.47%	95.00%	End of June collection rate 28.84% - (50,867,235 collected / 176,401,032 net debit). Current target of 28.47% represents actual collection rate at June 2020.
Percentage of Business Rates collected (in year collection)	21.26%	41.82%	73.35%	86.32%	20.78%	Data only measure		End of June collection rate 20.78% - (20,489,035 collected / 98,583,833 net debit).
Percentage of Housing Benefit Overpayments recovered.	92.61%	92.34%	97.26%	95.98%	100.66%	83.00%	83.00%	2021/22: £1,718,668 recovered of £1,707,379 overpayments identified (100.66%).
Processing New claims - Housing Benefit (average calendar days - cumulative)	18.98	20.79	22.46	22.56	24.76	23	23	April 2021 to Date: 460 new claims / 11,389 days - Average 24.76. The increase in average days is due to increased demand.
Processing Times for Benefit Change in Circumstances (average number of calendar days) Cumulative YTD	3.62	3.69	4.66	4.02	3.53	7	7	April 2021 to Date: 23,321 new claims / 82,339 days - Average 3.53.

### Invoices

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Invoices Council Overall: Invoices Paid within 30 days	98.4%	97.6%	97.9%	98.3%	98.2%	100.0%	100.0%	YTD 98.2% - 18,586 invoices paid inside 30 days from 18,933 paid.
CEX Group: Invoices Paid within 30 days	96.2%	97.3%	98.1%	99.4%	95.0%	100.0%	100.0%	YTD 95% - 512 invoices paid inside 30 days from 539 paid.
People Group: Invoices Paid within 30 days	98.5%	97.5%	97.9%	98.1%	98.4%	100.0%	100.0%	YTD 98.4% - 12,845 invoices paid inside 30 days from 13,058 paid.
Place Group: Invoices Paid within 30 days	98.1%	97.7%	97.7%	98.5%	98.8%	100.0%	100.0%	YTD 98.8% - 3,787 invoices paid inside 30 days from 3,833 paid.
Resources Group: Invoices Paid within 30 days	98.3%	97.2%	97.9%	98.5%	95.9%	100.0%	100.0%	YTD 95.9% - 1,442 invoices paid inside 30 days from 1,503 paid.

Payment Cards								
Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Total Number of P Card Transactions Not Reviewed by the Cardholder	New KPI				172	Data only		Department split as follows: CEX – 1 People – 110 Place – 52 Resources – 9
Total Number of P Card Transactions Not Approved by the Approver	New KPI				450	Data only		Department split as follows: CEX – 2 People – 280 Place – 120 Resources – 48.
Total Number of P Card Transactions with No VAT Receipts Uploaded	New KPI				97	Data only		Department split as follows: CEX – 1 People – 45 Place – 33 Resources – 18
Traded Income								
Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
All Departments - Gross Income (Actual)	£4,566,565	£10,491,353	£16,237,591	£19,969,149	Information to follow for Q1. Targets being reprofiled			Information to follow for Q1. Targets being reprofiled
All Departments - Net Income (Actual)	£238,839	£874,598	£514,175	£2,276,601	Information to follow for Q1. Targets being reprofiled			Information to follow for Q1. Targets being reprofiled
Working in Partnership								
Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Library - Volunteer Hours	0	0	0	0	0	Data only Measure		This has been impacted by the pandemic
Cross Cutting Theme 2: Climate Action								
Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Climate Action - Percentage reduction in Carbon Emissions (Corporate tCO2e)	As of March 2020 - 0.9% represents the reductions between 2018/19 (21,908 tCO2e) and 2019/20 21,692 tCO2e (0.9% reduction)				Annual KPI (March 21 outturn to be shared shortly)			Relates to Council direct emissions (Scopes 1 and 2). 0.9% represents the reductions between 2018/19 (21,908 tCO2e) and 2019/20 21,692 tCO2e (0.9% reduction)  Target is based on a flat line trajectory of 7.3% reduction per annum to 2030,

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Climate Action - Emissions per employee (tCO2e per FTE)	As of March 2020 - 6.6 (Annual KPI – 19/20 outturn reported for first time)				Annual KPI (March 21 outturn to be shared shortly)			which does not reflect likely delivery given a range of external factors, including current availability and cost of related measures. Updated emissions trajectory based on milestones in the Climate Action Plan is being prepared as part of the Year 1 progress report.
Residual Waste Per Household (kg)	149.9 kg per h/h	286.2 kg per h/h	416.1 kg per h/h	550.1 kg per h/h	No Q1 Data available	150 kg per h/h	600 kg per h/h	<b>PROVISIONAL DATA FROM WASTE DATA FLOW FOR Q4 @ 27.7.21</b> Q1 - 149.9kg per h/h Q2 - 136.3kg per h/h Q3 - 129.9kg per h/h Q4 - 134.1kg per h/h Further information can be found in Appendix 2
Percentage of household waste sent for reuse, recycling and composting	32.6%	34.8%	33.5%	31.9%	No Q1 Data available	37%	37%	<b>PROVISIONAL DATA FROM WASTE DATA FLOW FOR Q4 @ 27.07.2021</b> Q4 - 31.9% Further information can be found in Appendix 2

### Cross Cutting Theme 3: Fairer Enfield

Indicator	End March 31 <sup>st</sup> 2018	End March 31 <sup>st</sup> 2019	End March 31 <sup>st</sup> 2020	End March 31 <sup>st</sup> 2021	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Gender Pay Gap: difference between average hourly earnings (excluding overtime) of men and women as a proportion of average hourly earnings (excluding overtime) of men's earnings; Mean Hourly Rate	4.5	3.9	2.6	1.8	Next data release 31 <sup>st</sup> March 2022			In summary the gender pay gap in terms of average (mean) Pay has reduced again from 2.6% to 1.8% following the trend over last 4 years
Gender Pay Gap: difference between average hourly earnings (excluding overtime) of men and women as a proportion of average hourly earnings (excluding overtime) of men's earnings; Median Hourly Rate	-2.9	-6.1	-3.1	-3.2	Next data release 31 <sup>st</sup> March 2022			Females have a higher rate of median pay than Males. Data us update as of 31st March of each year

### Cross Cutting Theme 4: Early Help

Indicator	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22		Annual Target 2021/22	Notes
	Value	Value	Value	Value	Value	Target		
Community Hub Covid19 Financial Advice Calls		301	1,066	1,637	409	Data Only		
Community Hub Covid19 Food Calls		222	765	1,379	441	Data Only		
Community Hub Covid19 Isolation Calls		177	386	732	355	Data Only		
Community Hub Covid19 Other Advice Calls		378	887	401	201	Data Only		
Number of Housing Advice Cases	908	957	693	619	782	Data Only		
Community Hub Covid19 Total Calls		1,078	3,104	4,337	1,787	Data Only		
Total amount of DHP paid out	£795,798	£1,436,192	£2,100,643	£3,182,557	£856,918	Data Only		
Financial Assessments -Percentage completed within 21 days	87.5%	89.8%	89.2%	89.1%	91.3%	95%	95%	Q1: 484 of 530 assessments completed within 21 days (91.3%) Improvement for 21/22 compared to 20/21 due to focussing more resources on these claims and working with ASC to make sure referrals for a financial assessment are made quicker.