Cabinet: Q1 2022-23 (April 2022 – June 2022)

Report Author: Richard Pain
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ENFIELD
Council

01. Borough Context				
Code	**Indicator**	**Current Data**	**Up or Down on Last Period**	**Last Update**
POP 001	Population of All Enfield	333,587	⬆	2021/22
PAF-AO/C73(B)	Enfield Population 18-64	204,364	⬆	2021/22
PAF-AO/C72(B)	Enfield Population 65+	44,837	⬆	2021/22
NOMIS 01	Employment rate in Enfield - working age Population	70.1%	⬇	Q3 2021/22
NOMIS 02	Number of adult population Qualified to at least NVQ Level 3 or higher	149,400	⬆	2021/22
NOMIS 03	Number of adult population Qualified to at least NVQ Level 4 or higher	108,300	⬆	2021/22
NOMIS 04	Workless Households - rounded to nearest 100 (h/h with at least 1 person aged 16 to 64) (ONS annual pop survey)	19,300	⬆	2020/21
NOMIS 04a	Workless Households - % of all Households in Enfield	18.8%	⬆	2020/21
NOMIS 05	Gross Weekly Pay - Median earnings for employees living in Enfield (ONS annual survey of hours and earnings - resident analysis)	£670.40	⬆	2020/21
NOMIS 06	Total Claimant Count for Enfield (receiving Job Seekers Allowance/Universal Credit as a result of unemployment)	13,080	⬆	June 2022
NOMIS 06a	Claimant Count as % of Working Age Population (Enfield)	6.1%	▬	June 2022
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)	38,668	⬇	June 2022
FCRCP33c	Council Tax Support Caseload (All CTS whether HB or not)	35,524	⬇	June 2022
FCRCP33d	Housing Benefits (HB) Caseload (whether receiving CTS or not)	20,332	⬇	June 2022

Code	Indicator	Current Data	Up or Down on Last Period	Last Update
PH003v	NHS Indicator - A&E Attendance: % where less than 4 hours from arrival to admission, transfer or discharge	67.3%	⬇	Q1 2022/23
UC 011	Universal Credit - Claimants in Receipt of Council Tax Support	14,788	⬆	June 2022

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

02. Priority 1: Good Homes in Well Connected Neighbourhoods

a) Build more and better homes for local residents

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Target	Annual Target 2022/23	Notes
NI156i Number of households living in temporary accommodation	3282	3212	3236	3163	3136	2691	2691	There is continuing pressure on the service. Details on this are in the September Cabinet report. Numbers in TA are continuing to decrease but at a slower rate than needed to meet the financial targets. As at 17/08/2022 there were 3077 households in TA
CHS053a Number of Prevention duties ended with positive prevention	156	179	210	244	166	Data only KPI		
CHS053b Number of Prevention Duties Ended	280	314	340	478	340	Data only KPI		
CHS053 Percentage of Successful Statutory Preventions (Accommodation Sustained or Straight into PRS)	55.7%	57%	61.8%	51%	48.8%	Not set	Not set	CHS053 indicators provide additional context to the Households in Temporary accommodation indicator
HD 08 Number of new dwellings started on Council Led Schemes	300	88	0	580	0	Data only KPI		

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
HD 10 Number of new dwellings completed on council led schemes (net additional)	0	0	0	97	0	Data only KPI		

b) Invest in and improve our council homes								
Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
HO008 The percentage of council owned homes which have a current gas safety certificate	99%	99%	98.5%	98.9%	98.8%	100%	100%	Council Housing SMT agreed that from 2022/23 KPI would show as red if dropping below 100% to facilitate exception reporting (target always 100% but amber threshold removed). Number of non-compliant properties remains broadly similar every quarter: Q1 2022/23: **105 non-compliant** Q4 2021/22: **95 non-compliant** Q3 2021/22: **129 non-compliant** Q2 2021/22: **88 non-compliant** Q1 2021/22: **84 non-compliant** Figure shows the combined compliance of Gas Safety Checks on both Council Stock and Gateway Properties. Total included 293 Gateway Properties with 6 non compliances.

c) Deliver housebuilding and regeneration programmes with our residents

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
ENV142b % Pre-application advice given within 30 working days of registration of a valid enquiry	68%	76.9%	70%	57.1%	63%	90%	90%	**April:** 9/11; **May:** 6/10; **June:** 2/6; **Q1:** 17/27 (63%). The performance on pre application has been affected by the recent turnover in staff the Planning Decisions Team has experienced with 7 vacancies currently subject to recruitment. This results in higher caseload for remaining staff as cases are reallocated which affects the ability of officers to process applications and pre applications as quickly
NI157a BV109a % MAJOR applications determined within target	100%	100%	100%	90.9%	50%	90%	90%	**April:** 0/2; **May:** 1/1; **June:** 2/3; **Q1:** 3/6 (50%). Of the 6 major applications determined in this period, three application were unacceptable and refused planning permission. In such cases, it is not always possible to obtain agreement from the Applicant to an extension of time to cover. This figure is also impacted by the small number of "major" applications that are processed which disproportionately impacts on the overall performance. It is of note that in terms of the Governments key performance indicator, the rolling two year performance indicator is at 93% of major applications determined within agreed timescales
NI157b BV109b % MINOR applications determined within target	90.6%	96.2%	87.3%	88.1%	79.9%	86%	86%	**April:** 36/45; **May:** 46/58; **June:** 33/41; **Q1:** 115/144 (79.9%).
NI157c BV109c % OTHER applications determined within target	93.4%	96.7%	92.5%	85.1%	87%	88%	88%	**April:** 100/117; **May:** 81/99; **June:** 81/85; **Q1:** 262/301 (87%); **Q1 2021/22:** 93.4%.
ENV247 % 2 year rolling MAJOR applications determined within target	92.2%	95.5%	95.6%	94.5%	93.2%	86%	86%	**Q1: 68 of the 73** major planning applications determined within the last 24 months were processed within 13 weeks.
ENV247a % 2 year rolling MINOR applications determined within target	89.7%	91.8%	91.2%	91.3%	89.7%	85%	85%	**Q1: 1,102 of the 1,228 (89.7%)** minor applications determined within the last 24 months were processed within 8 weeks.
ENV247b % 2 year rolling MINOR & OTHER applications determined within target	93%	94.1%	94.2%	94.3%	93.6%	85%	85%	**Q1: 2,288 of the 2,445 (93.6%)** minor and other applications determined within the last 24 months were processed within 8 weeks.
ENV319 Undetermined applications validated over 6 months ago	381	406	468	462	462	Data only KPI		Value reflects the position on the last day of the quarter. Includes all applications validated on or after 01/04/2015 to date where no decision is recorded.

03. Priority 2: Safe, Healthy and Confident Communities
a) Keep Communities Free from Crime

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Notes
	Trend arrow compares offences to the previous quarter. Q1 2021/22 is comparing to Q4 2020/21						
CS-SSCB009 Burglary - Residential Offences	330 ⬇	392 ⬆	503 ⬆	409 ⬇	371 ⬇		There were 1,684 Residential Burglaries in Enfield in the year ending June 2022, compared with 1,719 the previous year, a decrease of 2.0%. In London, there was also a higher reduction of 8.3% in the same period, from 43,597 in 2020/21 to 39,979 in 2021/22.
CS-SSCB010 Domestic Abuse Incidents	1,613 ⬆	1,644 ⬆	1,665 ⬆	1,548 ⬇	1,609 ⬆		In the year ending June 2022 there were 6,340 Domestic Abuse Incidents in Enfield, compared to 6,340 the previous year, a decrease of 0.3% (n=-22). London experienced increase of 0.7% over the same period. In the capital, there were 154,664 incidents recorded in year ending June 2022, compared to 153,553 in the previous year or a difference of 1,111 offences.
CS-SSCB011 Domestic Abuse Violence with Injury Offences	214 ⬆	216 ⬆	217 ⬆	221 ⬆	253 ⬆		In Enfield by end of June 2022, there was a 2.6% decrease in this offence type. The numbers of Domestic Abuse Violence with Injury offences were 901 by the year ending June 2022 while there were 925 in previous 12 months, a difference of 24 less offences. In London there was a reduction of 0.2% (n=-54) in the same period, reducing from 22,891 offences in 2020/21 to 22,837 in 2021/22 - a borough annual average of 714 offences.
CS-SSCB012 Serious Youth Violence	106 ⬆	73 ⬇	61 ⬇	74 ⬆	64 ⬇		The number of Serious Youth Violence victims in Enfield reduced by 10.7% in the year to June 2022, a difference of 36 less victims. Enfield is ranked 4th for the number of SYV victims when compared to 32 London boroughs. The average increase across London in the same period was 7.1%. There was capital average of 200 victims per borough in the past 12 months.
CS-SSCB013 Anti Social Behaviour Calls	3,131 ⬇	2,797 ⬇	2,328 ⬇	2,376 ⬆	2,461 ⬆		There has now been a 35.9% decrease in the number of Anti-Social Behaviour calls recorded in the borough in the year to June 2022 when compared to last year with 5,229 less calls. London's call levels also continue their return to normal with an overall decrease of 37.7% in the last year.
CS-SSCB014 Hate Crime Overall Total - 5 Strands Combined	208 ⬆	201 ⬇	181 ⬇	195 ⬆	237 ⬆		Hate Crime decreased by 3.0% in the year ending June 2022 recording 787 offences, compared with 764 the previous year i.e. 23 more offences were recorded in Enfield. Racist and religious hate crime formed the majority of such crime reported in the borough, followed by homophobic crime. Although much lower numbers, homophobic crime increased by 31.3% in the borough, also rising in London by 17.8%.
CS-SSCB015 Non Domestic Abuse Violence with Injury Offences	504 ⬆	465 ⬇	494 ⬆	457 ⬇	555 ⬆		In the year ending June 2022 there were 2,001 non-domestic abuse violence with injury offences recorded, compared with 1,716 the previous year, equating to a 16.6% rise or 285 more offences in Enfield. In London, there was a similar increase of 19.1% rising from 45,645 to 54,376 by June 2022 – equating to an average of 1,699 offences per borough.
CS-SSCB016 Violence against the Person Offences	2,414 ⬆	2,330 ⬇	2,406 ⬆	2,273 ⬇	2,460 ⬆		In the year ending June 2022 there were a total of 9,514 Violence Against the Person offences (VAP) recorded in Enfield, compared with 8,884 offences the previous year. This equates to an increase of 7.1% or a difference of 630 more offences. In London, there was a similar increase of 7.2% in the same period, rising from 226,968 offences in the year to June 2021 to 243,374 by June 2022, equating to 7605 average borough offences or 513 more offences per borough in the past 12 months when compared to the same period last year.
SGB500 Number of knife crime offences YTD	153 ⬆	126 ⬇	105 ⬇	104 ⬇	126 ⬆		In the year ending June 2022, Knife Crime in Enfield had reduced by 2.0%, compared with the previous year. Numbers reduced by 11 from 563 to 552 offences by the end of June 2022. London experienced a lower 4.9% increase in the same period, with an average of 358 offences per borough.

b) Inspire and Empower Young Enfield to reach their Full Potential

Education

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
YOS 045 Young offenders' engagement in suitable education, training and employment (Post Court) (At the end of the Order)	82.4%	75%	88%	57.1%	70.6%	85%	85%	Quarter 1: 70.6% - 12 of 17 young offenders in suitable education, training or employment (8/10 above school age and 4/7 of school age)
ED 003 % All Secondary Schools judged as good or outstanding by Ofsted (as at 31August)	Ofsted inspections not carried out during the pandemic.			90.0%	n/a	n/a	95.0%	As at 31 December 2021, 90% of Enfield State funded Secondary Schools - including Academies judged as Outstanding (25%) and Good (65%); Above London average of 89% and England 78% Data sourced from Ofsted
ED 004 % All Primary Schools judged as good or outstanding by Ofsted (as at 31August)	Ofsted inspections not carried out during the pandemic.			88.0%	n/a	n/a	95.0%	As at 31 December 2021, 88% Enfield State funded Primary Schools - including Academies judged as Outstanding (15%) and Good (73%); Below London average of 94% and England 88% Data sourced from Ofsted
SCS117 % of 16-17 year olds not in education, employment or training (NEET) AND Not Known (NK)	2.8%	4.2%	7.3%	4%	4.4%	3.6%	3.6%	June 2022: 4.4% Represents 1% NEET (91) and 3.4% not known (304), out of the 8,862 16-17 year old cohort. Numbers of not known can be high with the end of the school year and we expect these to reduce over time. NEET: England average = 2%, London = 1.6%, SN = 1.9% NK: England average = 2%, London = 1.6%, SN =1.8% New 2022/23 target set to 3.6% from 5%
SGB134 Number of Education Health Care Plans (EHCP's) completed within 20 Weeks (Excluding exceptions)	78.4%	83.8%	65.2%	75.0%	85.2%	85.0%	85.0%	Q1 2022/23: 104 Issued within 20 weeks out of 122 Total EHCP's issued in the quarter. Target increased from 70% to 85%

c) Deliver essential services to protect and support vulnerable residents

Adults

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
PAF-AO/C72 New Admissions to supported permanent Residential and Nursing Care (65+) per 100,000 population over 65	149.4	256.5	343.5	412.6	84.8	111.5	516.0	This represents 38 admissions in Q1. In 2020/21, we were the 11th best performing Local Authority nationally for this measure
PAF-AO/C73 New Admissions to Residential and Nursing Care 18-64 (per 100,000 population)	1.47	3.91	4.40	5.38	0.00	1.46	5.87	No admissions so far this year. In 2020/21, we were the 6th best performing Local Authority nationally for this measure
PAF-AO/D40s Number of clients reviewed in the year (of clients receiving any long term service)	16.3%	28.1%	38.8%	52.7%	19.2%	16.3%	65.0%	19.2% for Q1. This is over 100 more reviews completed in Q1 compared to the same period last year and represents our best Q1 figures since 2019.
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%	3,112 Total clients
NI130s(LTS-DP%) Percentage of current clients with Long Term Support (LTS) receiving a Direct Payment	55.2%	55.2%	54.8%	55.3%	56.0%	56.0%	56.0%	In 2020/21, we were the top performing Local Authority nationally for this measure
ASCOF 1F The proportion of adults in contact with secondary mental health services in paid employment	5%	5%	6%	7%	6%	7%	7%	65 people aged 18 to 69 in employment out of the 1,060 cohort. Figures published on NHS Digital Power Bi Mental Health Dashboard and reflects the most recent data available. Target of 7% implemented for 2022/23
ASCOF 1H The proportion of adults in contact with secondary mental health service living independently, with or without support	68.7%	69%	69.8%	71%	70.8%	71%	71%	750 people aged 18 to 69 living independently out of the 1,060 cohort. Target of 71% implemented for 2022/23
NI135 Carers receiving needs assessment or review and a specific carer's service, or advice and information (Including Carers Centre)	17.3%	32.3%	50.8%	56.6%	15.8%	14.0%	56.0%	15.8% for Q1. Last year (56.6%) represents our highest ever end of year performance for this measure
NI145 Adults with learning disabilities in settled accommodation	86.8%	86.6%	86.6%	86.5%	85.5%	85.0%	85.0%	711 adults of 832 clients with a learning disability know to the service (85.5%)

Children's Safeguarding

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Target	Annual Target 2022/23	Notes
LAC18 (PAFCH39) Children looked after (CLA) per 10000 population (84,386) age under 18	46.6	48.3	47.3	46.9	47	Data only KPI		397 looked after children at the end of June, 54 children with a disability (13.6%)
NI060A % of Children & Family Assessments for children's social care that were authorised within 45 working days of their commencement	89.3%	87.2%	78.2%	71.9%	60.7%	80%	80%	There continues to be a demand on the service with currently around twice as many referrals progressing to C&F Assessment. The service has successfully recruited permanent staff that are in the process of joining the council, the trajectory of performance is improving as expected. In June 2022 68.4% were authorised within timescale.
SG11 No. of Children on a Child Protection Plan per 10,000 Children	32.8	37.7	42.2	39.5	33.7	Data only KPI		33.7 Rate per 10,000 of 84,386 population with a Child Protection Plan, this equates to 284 total children. There were 30 new plans and 38 cessations. 17 (6%) young people with a disability.
NI065 % Children Subject to a CPP for a second or subsequent time (within past 2 years)	5.3%	4.9%	5.5%	5.9%	5.8%	Data only KPI		This is a measurement of children who have had a previous child protection plan in the past two years. Of the 381 who became subject to a plan during the past 12 months, 22 had previously been on a plan in the past two years (5.8%).
YOS 029 Total number of Young People sentenced at Court that are given a Custodial sentence in the period	1	1	2	1	1	Data only KPI		YTD: 0 (April and May data only) Young people sentenced at court given a custodial sentence.

d) Create healthy streets, parks and community spaces

Environment

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
NI195a % of inspected land that has an unacceptable level of litter			3.00%	5.33%	5.33%	6.20%	6.20%	Same results for Q4 and Q1 surveys

Public Health

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
DAAT-001 NDTMS Partnership Successful Completion Rate (%) for all Drug users in treatment (aged 18+), excluding alcohol-only users:	22.40%	23.90%	20.20%	18.60%	Q1 most up to date data	2022/23 Not Yet Set	2022/23 Not Yet Set	The successful treatment rate for the partnership has seen a drop in figures across the last two quarters as fewer clients are exiting successfully from the treatment system. A service development plan with mitigating actions has been implemented across the treatment system to improve this rate going forward ensuring that more clients exit the system successfully and are supported in their recovery.
PH002c New Baby Reviews completed (10-14 days after birth)	99%	98%	99%	97%	Q1 most up to date data	2022/23 Not Yet Set	2022/23 Not Yet Set	
PH002o Substance Misuse: Proportion of Young People exiting treatment in a planned way of all treatment exits (EMT)	84%	85%	75%	74%	Q1 most up to date data	2022/23 Not Yet Set	2022/23 Not Yet Set	From April 2021 until the end of March 2022, 74% of all young people exiting treatment did so in a planned way which is equivalent to 98 young people and for the second quarter in a row is below the National Average. This increase in unplanned discharge is mainly due to the YP SM Provider implementing a new discharge and re-engagement policy which was first applied in Q3.
PH003i % completed treatment within a month of diagnosis at Enfield Sexual Health Clinics	92%	92.7%	93.3%	94.1%	Q1 most up to date data	2022/23 Not Yet Set	2022/23 Not Yet Set	

04. Priority 3: An Economy that Works for Everyone

a) Create more high-quality employment

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
ENV 210 Business Start-Ups in Enfield	994	897	916	877	794	Data only KPI		794 business start-ups in Quarter 1 2022/23: April - 256; May - 282: June 256
NI146 % of Adults with learning disabilities in employment	14.3%	14.2%	14.1%	15.2%	16%	15%	15%	New target of 15% for 2022/23 (previously 16%). In 2020/21, we were the 4th best performing Local Authority nationally for this measure

b) Enhance skills to connect local people to opportunities

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
HR0001p Apprentices Headcount	19	17	17	21	21	Data only KPI		

c) Develop town centres that are diverse, safe and inclusive

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
ENV335 Number of Visitors to the Active Enfield Programme (Young People)	374	137	376	731	1,126	Data only KPI		Data is the number of attendees for the quarter.
ENV336 Number of Visitors to the Active Enfield Programme (Older People)	1,175	2,211	4,270	4,916	3,420	Data only KPI		Data is the number of attendees for the quarter.
LC05 Leisure Centre - overall attendances	107,456	183,715	185,168	211,738	211,239	199,980	800,000	Annual target for 222/23 increased to 800,000 from 660,000 in 2021/22

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

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
ENV 401 Number of Admissions to Culture Venues: All Venues	N/A	58,812	50,410	90,210	29,810	30,000	150,000	Total includes 8000 at Pride event on Library Green in June
ENV 404b Number of Participants in Children's / Family / Youth Activities offered by Culture	N/A	371	1,511	6,497	521	1875	7,500	Dugdale: 460 Forty Hall: 61
ENV 404a Number of Child / Young Person admissions to council cultural venues	N/A	2,028	5,984	5,962	3,602	3000	16,000	Millfield: 1375 Dugdale: 469 Forty Hall: 1758

05. Cross Cutting Theme 1: A Modern Council

a) An empowered, responsive and happy workforce

Average Sickness Days

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
BV012a Average Sick Days - Council Staff (rolling 4 quarters)	10.12	10.58	10.90	10.81	10.67	7.96	7.96	**Annual sickness 1st July 2021 - 30th June 2022** Average sickness days per employee in each Department for this period Chief Executives: 5.8 days.; Resources: 8.1 days; People: 11.5 days Place: 12 days Absence includes sickness relating to or due to Covid-19
BV012b Average Sick Days: SHORT TERM ABSENCE - Council Staff (rolling 4 quarters)	3.33	3.66	4.16	4.48	4.64	2.80	2.80	Days lost due to short term sickness has seen a slight increase and is above the corporate target. Absence includes sickness relating to or due to Covid-19. Covid-19 was the highest reason for short-term absence in Q1 followed by 'gastrointestinal problems', 'anxiety/stress' and 'coughs/colds/flu'.
BV012c Average Sick Days: LONG TERM ABSENCE - Council Staff (rolling 4 quarters)	6.78	6.81	6.74	6.32	6.02	5.16	5.16	Long-term absence has seen a gradual reduction since Q1 & Q2 2021/22. The specialist Absence & Attendance team have been focusing on long-term absence to ensure cases are proactively managed and potential bottlenecks removed. This team will take overall responsibility for the Council's approach to the management of sickness absence and will be responsible for quality assurance and establishing key performance indicators and data to ensure that sickness absence cases are robustly and efficiently managed. The team have reviewed cases that are not progressing and providing additional support

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
								for managers to progress these cases. A review of sickness absence training has been completed and will be rolled-out to ensure managers are equipped with the necessary skills and confidence when dealing with staff sickness and absence
HR0008a Average Sick Days per FTE per Month - Chief Executive's	1.08	1.32	1.73	1.85	0.95	1.99	7.96	April 0.32 days; May 0.25 days, June 0.38 days Average sick days per FTE for the Chief Executive's Directorate is 0.95 which remains below the corporate target.
HR0008bb Average Sick Days per FTE per Month - Resources	2.23	2.66	2.12	1.88	1.48	1.99	7.96	April 0.44 days; May 0.46 days, June 0.58 days Average sick days per FTE for the Resources Directorate is 1.48 which remains below the corporate target.
HR0008cc Average Sick Days per FTE per Month - People	2.28	2.92	3.29	2.98	2.29	1.99	7.96	April 0.72 days; May 0.76 days, June 0.81 days Average sick days per FTE for the People Directorate is 2.29 which is lower than the previous three quarters but remains above the corporate target. It should be noted that the People Directorate have a larger manual workforce. Sickness absence levels tend to be higher for manual workers, a trend typical across most organisations
HR0008dd Average Sick Days per FTE per Month - Place	2.55	3.02	3.43	3.18	2.35	1.99	7.96	April 0.79 days; May 0.79 days, June 0.77 days Average sick days per FTE for the Place Directorate is 2.35 which continues to see a gradual reduction but remains above the corporate target. It should be noted that the Place Directorate have a larger manual workforce. Sickness absence levels tend to be higher for manual workers, a trend typical across most organisations.

Profile of Sickness Absence

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
HR 0030 Long Term - Still Absent": Employees who have a sickness absence of 28 days or more and is still absent	64	71	63	59	56	Data only KPI		Based on position at 30.6.2022: CEX - 1; People - 16; Place - 27; Resources - 12 The number of staff on long-term sickness absence is steadily reducing.
HR 0031 "3+ Occasions in 3 Months": Employees who have had 3 or more periods of sickness absence in the last 3 months (regardless of duration)	91	75	101	118	100	Data only KPI		Based on position at 30.6.2022: CEX - 3; People - 39; Place - 31; Resources - 27

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
HR 0032 "5+ Working Days in 6 Months": 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	477	479	547	535	457	Data only KPI		Based on position at 30.6.2022: CEX - 17; People - 182; Place - 177; Resources - 81 Covid-19 is the highest reason for short-term absence. Both the People and Place Directorate's have high numbers of front-line manual workers who cannot work from home if they are infectious and therefore their absence will be recorded as sickness.

Profile of Workforce								
Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
BV011a Top 5% of Earners: Women	51.1%	50.3%	51.9%	52.4%	54%	Data only KPI		95 of 176 of top 5% earning staff are female
BV011b Top 5% of Earners: Ethnic Minorities	19.5%	22.3%	22.4%	24.3%	23.9%	Data only KPI		42 of 176 of top 5% earning staff are from ethnic minorities.
BV011c Top 5% of Earners: with a disability	5.6%	5.1%	4.9%	4.9%	5.1%	Data only KPI		9 out of 176 of top 5% earning staff have a disability
BV017a CORP % of BAME Staff in LBE Workforce	35.6%	36.2%	36.3%	36.7%	36.6%	Data only KPI		1359 staff from 3714 are recorded as having a BME ethnicity

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b) Accessible and efficient services

Library, Digital and Web

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
CE 007 Customer Satisfaction: Webchat	83.2%	84.5%	85.5%	85.7%	85.2%	85.0%	85.0%	April – 83.0%; May – 86.4%; June – 86.3% Refresher training in June has helped to cement the previously solid performance.
CE 005 Enfield Website: Total Users for the Month	563,916	453,787	470,119	577,128	732,024	341,565	1,366,260	
GWH 007a "Enfield Connected" - Sign Ups: Residential (Overall Cumulative Total)	184,770	189,877	194,093	197,989	Q1 not available – see notes	Data only KPI		Enfield Connected update not currently available during conversion from MS Dynamic to Verint
LM04 Enfield Library Visits (Total - All Libraries)	105,794	183,241	190,838	199,008	256,433	Data only KPI		
LM07 Issues plus renewals - All Libraries	141,573	167,528	154,420	148,740	157,181	Data only KPI		
LM31.05 Digital - Total Issues (E-Newspapers, E-Books, E-Audiobooks, E-Comics and Magazines)	140,418	169,943	188,062	186,930	228,668	Data only KPI		**Quarter 1 (approximate totals)** E-Newspapers - 208.5k; E-Books - 11k; E-Audiobooks - 5.5K; -Comics - 3.5k

Telephones

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
CE 009a Customer Satisfaction: Telephone Advisor 'Professional' Rating	75.2%	83.1%	85.4%	80.9%	85.2%	85%	85%	April - 84%; May - 89.2%; June - 82.4% Additional coaching has contributed to the improvement from 80.9% last quarter. Survey changes will show in next quarter. In addition an agent is spending 3 months from July 2022 working with the Waste team to improve the customer journey. - Compliments are at an all time high with triple the number of compliments versus complaints in 2022; - Key stakeholders have been shadowing agents and have given positive feedback; - Mandatory weekly training quizzes introduced to embed learning and ensure consistent messaging; - Fresh approaches to call and chat monitoring introduced
GWH 002 Gateway Telephones - Answer Rate	91%	90%	86%	85%	92%	85%	85%	April – 88% May - 94% June – 94%

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
								A programme of cross training in May and June has led to a significant improvement in answer levels as senior staff on General can now cover the Homelessness workgroup.
GWH 003 Gateway Telephones - Average Wait Time	00h 02m 38s	00h 03m 01s	00h 05m 07s	00h 04m 08s	00h 02m 04s	00h 03m 00s	00h 03m 00s	April - 3m 06s May - 1m 31s June - 1m 36s Stability in the workforce has helped us dramatically reduce wait times in May and June as high turnover ties up resources for training and shadowing by new starters.
GWH 014b Customer Services: % of Calls Answered Within 5 Minutes	83%	82%	76%	74%	89%	90%	90%	April - 80% May - 94% June - 93% Cross training has also contributed to a substantial improvement in performance with our highest % of calls answered in 5 mins over the past year.

c) Financial Resilience and Good Governance

Complaints, MEQS, FOIs, SARS

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
COMP 01a Initial Review Complaints - Council Overall (% inside target)	84%	81%	79%	77%	88%	95%	95%	Quarter 1: 375 of 428 inside target (88%) Case management system replaced in June, new staff structures and processes also implemented.
COMP 02a Final Review Complaints - Council Overall (% inside target)	74%	70%	68%	58%	88%	95%	95%	Quarter 1: 29 of 33 inside target (88%) Case management system replaced in June, new staff structures and processes also implemented.
FOI 01a All Departments - FOIs answered within 20 days	78%	70%	66%	82%	76%	100%	100%	Quarter 1: 303/401 inside statutory 20-day target (76%). Some responses marginally missed the 20-day target and 85% (341 of 401) of FOIs received a response within 22 days of receipt.

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Target	Annual Target 2022/23	Notes
								There have been a number of staff vacancies in the corporate team which have impacted performance. However, key posts are now filled and recruitment to supporting roles continues which is expected to improve overall FOI performance. Case management system replaced in June.
MEQ 01a All Departments - MEQS responded to within 8 days	77%	76%	84%	81%	77%	95%	95%	Quarter 1: 1,415 of 1,831 (77%) Response performance has fluctuated each month throughout the quarter, notably dipping in May when case management system was replaced. Member and Staff training was undertaken post go-live and continues into Q2 as the new system, processes and staff structures are embedded throughout the organisation. Further system enhancements are now in place, and continue throughout Q2 to improve user experience and performance
SAR 001 SAR Requests ALL DEPARTMENTS - Enquiries closed inside target of 40 days	86%	63%	43%	44%	46%	100%	100%	Quarter 1: 18/39 (46%) Backlog continues to reduce using temporary additional resource resulting in a month-on-month performance increase during Q1. Recruitment to vacant posts post restructure in the central team is underway to continue performance improvements.

Income & Arrears

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Target	Annual Target 2022/23	Notes
HO002b Council Housing - Current Tenants: Total Arrears	£1,733,939	£1,761,364	£1,766,254	£1,661,119	£1,612,115	£2,300,000	£2,300,000	July 2022: Current tenant arrears: £1,676,825. July 2021: Arrears £1,799,168.
BV009 % of Council Tax collected (in year collection)	28.84%	54.39%	80.24%	93.74%	28.19%	27.00%	96.00%	£51.5m collected - £182.5 overall debit
BV010 % of Business Rates collected (in year collection)	20.78%	43.79%	73.41%	90.89%	24.51%	24.5%	92.5%	£27.94m collected; overall debit £114m
BV079b(i) % of Housing Benefit Overpayments recovered (in year collection).	100.66%	94.24%	93.78%	92.35%	83.49%	83.00%	83.00%	2022/23: £1,323,932 recovered of £1,585,685 overpayments identified (83.49%).
FCRCP32 Processing New claims - Housing Benefit (average calendar days - cumulative)	24.76	25.00	25.53	23.79	19.91	23.00	23.00	April 2022 to Date: 508 new claims / 10,115 days - Average 19.91.
FCRCP33 Processing Times for Benefit Change in Circumstances (average number of calendar days) Cumulative YTD	3.53	3.91	4.6	4.51	6.44	7	7	April 2022 to Date: 22,388 new claims / 144,136 days - Average 6.44.

Invoices

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
INV004 Invoices Council Overall: Invoices Paid within 30 days	98.2%	98.0%	98.8%	98.8%	98.9%	100.0%	100.0%	YTD 98.9% - 20,474 invoices paid inside 30 days from 20,708 paid.
INV004 CEX CEX Group: Invoices Paid within 30 days	95%	91%	98%	99%	100%	100%	100%	YTD 100% - 469 invoices paid inside 30 days from 471 paid.
INV004 PEOP People Group: Invoices Paid within 30 days	98%	98%	99%	99%	99%	100%	100%	YTD 99% - 13,044 invoices paid inside 30 days from 13,154 paid.
INV004 PLACE Place Group: Invoices Paid within 30 days	99%	98%	99%	99%	98%	100%	100%	YTD 98% - 5,204 invoices paid inside 30 days from 5,299 paid.
INV004 RES Resources Group: Invoices Paid within 30 days	96%	99%	99%	97%	98%	100%	100%	YTD 98% - 1,757 invoices paid inside 30 days from 1,784 paid.

06. Cross Cutting Theme 2: Climate Action

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q1 2022/23 Target	Annual Target 2022/23	Notes
CA 001 Climate Action - % reduction in Carbon Emissions (Corporate tCO2e)	n/a	n/a	n/a	n/a	Not yet available	See notes	See Notes	2019/20 – 0.9% target 7.3% 202/21 – 19% target 14.6% Target is based on a flat line trajectory of 7.3% reduction per annum to 2030, There was a 19% reduction in the Council's direct emissions between 2019/20 and 2020/21 against a target of 7.3%. The majority of these savings were from electrical energy emissions reductions. Significant savings were made from the completion of the street lighting LED replacement programme. Additionally, the reduction reflects the impacts from the COVID-19 pandemic and resultant reduction in operation and occupancy of council buildings and facilities.
CA 002 Climate Action - Emissions per employee (tCO2e per FTE)	n/a	n/a	n/a	n/a	Not yet available	See notes	See Notes	2018/19 – 7.3 (Target 7.3) 2019/20 – 6.6 (Target 6.8) 2020/21 – 5.4 (Target 6.23) 2021/22 – not yet available (Target 5.7) The reduction in emissions per employee reflects lower energy use (noting the impact of the Covid-19 pandemic on the operation and occupancy of buildings) as well an increase in headcount due to insourcing of services.
NI191 Residual Waste Per Household (kg)	157.5 kg per h/h	314.3 kg per h/h	462.6 kg per h/h	600.3 kg per h/h	Data available to Q4	150 kg per h/h	600 kg per h/h	**Q4 Provisional** 75,663 tonnes of h/h waste not sent for recycling/re-use: 600.3 kg per h/h
NI192 % of household waste sent for reuse, recycling and composting	31.9%	32.3%	29%	30.2%	Data available to Q4	40%	40%	**Q4 provisional data** 2021/22: 33,847 tonnes of h/h waste sent for recycling of 109,510 tonnes of

Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
								h/h waste collected (30.9%).
Overall Recycling Rate (PLACEHOLDER)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	New indicator – target to reach 49% over next 4 years. Cumulative improvements. Details to be confirmed

07. Cross Cutting Theme 3: Fairer Enfield								
Indicator	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23		Annual Target 2022/23	Notes
	Value	Value	Value	Value	Value	Target		
HR 0034a 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	Annual update	Annual update	Annual update	2021/22 2.5%	Next data release 31st March 2023 update in June 2023			2018/19 – 3.9% 2019/20 – 2.6% 2020/21 – 1.8% 2021/22 – 2.5% After positive trends in the last three years, the Mean (average) gap has increased (1.8% for 2021/22 increased to 2.5% in 2021/22) Hourly rate for Men: £19.77 per hour; Women - £19.28 per hour)
HR 0034b 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	Annual update	Annual update	Annual update	0%	Next data release 31st March 2023 update in June 2023			2018/19 – (-) 6.1% 2019/20 – (-) 3.1% 2020/21 – (-3.2%) 2021/22 – 0% Median (mid-point) gap = 0% Men and Women both £17.15 per hour

08. Cross Cutting Theme 4: Early Help

Indicator	Q1 2021/22 Value	Q2 2021/22 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Target	Annual Target 2022/23	Notes
COV 003g Community Hub Financial Advice Calls	409	339	414	777	401	Data only KPI		
COV 003h Community Hub Food Calls	441	243	543	747	666	Data only KPI		
COV 003i Community Hub Isolation Calls	355	475	429	735	344	Data only KPI		
COV 003j Community Hub Other Advice Calls	201	90	144	178	193	Data only KPI		
COV 003k Community Hub Total Calls	1,787	1,488	1,530	2,437	1,604	Data only KPI		
CHS051 Number of Housing Advice Cases	782	719	259	23	0	Data only KPI		
DHP 001 Total amount of Discretionary Housing Payments paid out	£856,918	£1,593,104	£2,167,649	£2,753,578	£558,965	Data only KPI		
LI23Total% Financial Assessments - % completed within 21 days	91.3%	90%	89.7%	87.8%	85.7%	95%	95%	508 of 593 assessments within 21 days to end of June