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## **THE CABINET**

**Wednesday, 9th April, 2014 at 8.15 pm in the Conference Room,  
Civic Centre, Silver Street, Enfield, EN1 3XA**

### **AGENDA – PART 1 BACKGROUND PAPER – FOR INFORMATION**

- 8. FAIRNESS FOR ALL - EQUALITY AND DIVERSITY SUMMARY ANNUAL REPORT 2013 (Pages 1 - 80)**

Please see attached a listed background paper to the above report.

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# **Fairness for All**

Enfield Council's Equality and Diversity  
Annual Report 2013

# Introduction by Councillor Doug Taylor, Leader of the Council, and Rob Leak, Chief Executive

Enfield Council takes great pride in demonstrating our commitment to ensuring that we provide high quality services and employment opportunities to all on a fair and equitable basis whilst recognising the different needs that you tell us about.

Our equality and diversity work is championed by Councillor Christine Hamilton, Cabinet Member for Community Wellbeing and Public Health, and by James Rolfe, Director of Finance, Resources and Customer Services.

We are proud to say that the highlight of our work to tackle inequality during 2013 was for Enfield Council to be accredited as an 'excellent' authority under the Equality Framework for Local Government – one of only twelve councils in the country. The award is testament to our commitment to provide our residents and customers with services that are fair for all. However, we appreciate that there is no room for complacency, and that we need to maintain and build on the good work that has taken place over recent years in order to ensure that our services continue not to discriminate, are provided equitably and fairly, and

contribute positively to community cohesion.

This is Enfield Council's Equality and Diversity Annual Report 2013 - in it, we tell you what we have done, and what we plan to do in the future, to meet the duties placed on all public sector bodies under the Equality Act 2010, namely to -

- combat discrimination, harassment and victimisation
- advance equality of opportunity and access, and
- foster good relations amongst all the different communities that make up the population of Enfield.

The legislation introduced a wider range of people protected by the Act – in addition to covering the traditional equality strands of race, disability, gender, age, sexual orientation, and religion or belief, the Act now covers gender identity, marriage and civil partnership, and pregnancy and maternity.

As a Council, we want to ensure that anyone who lives, works, studies, visits, or does business in Enfield does not suffer any form of inequality. We would welcome any views and comments you may have on what we plan to do.

## PICTURES AND SIGNATURES

# What is in our annual report?

### **Our annual report explains -**

- what the law says about equality (page )
- who lives in Enfield (page )
- inequalities and challenges in Enfield (page )
- our objectives (pages )
- the Council's Equality and Diversity Action Plan 2010-2014
- how we assess the impact of our services (pages )
- participation in public life (page )
- how we monitor our services (page )
- how we listen to you (page )
- how we help you to access services (page )
- who works for the Council (page )
- how we train our staff (page )
- where to get further information if you want to know more (back cover)

# What the law says about equality

The Equality Act that was passed on 8th April 2010 -

- tried to make the law easier to understand and implement by simplifying 116 pieces of existing equality legislation into a single Act
- identified nine protected characteristics that the legislation aims to protect from discrimination - age, disability, gender, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief, and marriage and civil partnership

The Public Sector Equality Duty (PSED) within the Act requires public bodies to consider, and have due regard to, the needs of diverse groups when designing, evaluating and delivering services in order to -

- eliminate discrimination
- advance equality of opportunity and access, and
- foster good relations between different groups in the community.

The specific duties under the Act require all councils to publish specific and measurable equality objectives - these appear later in the annual report with a summary of the progress we have made. These objectives will be revised at least every four years.

However, in the three years since its introduction, there has been doubt about whether the Act was actually achieving what it set out to do, and whether it was operating as intended. This has not been helped by seemingly apparent different interpretations between government announcements and case law. As a result, the Government Equalities Office decided to commission a review of the PSED by an independent steering group as part of the Government's Red Tape Challenge in an attempt to reduce any unnecessary bureaucracy, and to assess the duty's costs and benefits, and its implementation and associated burdens. It reported at end of September 2013.

The Review Team -

- found broad support for the principles behind the duty, but that challenges lie in its implementation
- did not recommend any changes to the Equality Act 2010. However, the Chair reported that he and his colleagues had been disappointed by some of what they had found. Rob Hayward said: "There is undoubtedly support for the principles that underpin the Duty – and some public bodies are doing a good

job in mainstreaming equalities considerations in their work. But, in far too many cases, we have uncovered useless bureaucratic practices which do nothing for equality

- failed to reach a consensus on the specific duties which apply in England, but recommended that the Government consider the operation and effectiveness of these duties.
- concluded that it was too early to make a final judgment about the impact of the PSED, and suggested that the Government should consider conducting a formal evaluation of the duty in three years' time i.e. 2016
- suggested that uncertainty over the 'due regard' of the duty has led to public bodies adopting an overly risk-adverse approach to managing legal risk in order to rule out every conceivable possibility
- recommended that public bodies adopt a proportionate approach to compliance,
- recommended that the Equality and Human Rights Commission (EHRC) publishes guidance that should clarify the minimum requirements placed on public bodies
- recommended that public bodies should not collect diversity data unless it is necessary for them to do so. The EHRC and Information Commissioner should provide greater clarity on the role of data and its collection
- recommended that the Government should consider where there are quicker and more cost-effective ways of reconciling disputes relating to the duty
- suggested that public bodies should reduce the burdens placed on small employers by not imposing onerous or disproportionate requirements on contractors delivering services.

The findings of the review have led to a number of recommendations for various bodies and sectors to consider. Therefore, there has been no change to the legislation, and as far as many authorities are concerned (including Enfield), business will continue as usual until a further review takes place in three years' time, or until the recommendations result in future legislation being introduced. In Enfield, we adopt what we judge to be a 'relevant and proportionate' approach to the Duty – this actually is in line with the wording of the original legislation.

## Who lives in Enfield?

The only truly accurate population figures come from the national Census that is carried out every ten years. The last Census took place in May 2011, and the Council and its partners use this information to calculate up-to-date projections that allow us to plan and deliver our services. The population of Enfield is currently 322,426.

Our latest figures suggest that –

- 63.3% of Enfield residents are from Black and Minority Ethnic communities (up from 38.8% in 2001). At least a quarter of Enfield's residents were born outside the UK. The largest minority ethnic group is White Other, which includes communities from Turkey, Greece, Cyprus and Eastern Europe) – the figure stands at 23.6%. The Black British/Black African community makes up 7.2% of the population, while the Black British/Black Caribbean community stands at 5.6%.
- 15.5% of people in the borough have a long-term illness, health problem or disability that limits their daily activities or the work they could do. This is likely to be an underestimate as many people do not like to declare they have a disability
- we are an ageing population – the percentage of people over the age of 65 in Enfield is 12.8%, and 28.3% are over the age of fifty. These figures are predicted to increase over the next 25 years
- at the younger end of the scale, 27.4% of people are under the age of 19
- Christianity is the most common religion in the borough in all its different forms (53.6%). 16.7% of residents are of the Muslim faith, but 15.5% of people say they have no religion or belief at all
- there are several different estimates of the percentage of people who belong to the lesbian, gay, bisexual or transgender community, ranging from 1% to more than 10% - this is because the question has never been asked in the national Census. This could equate to anything from 3,200 to 32,000 people in Enfield
- As at December 2012, 166 civil partnerships had been registered in Enfield. Latest figures show that 492 marriages take place in Enfield every year
- The latest annual number of births in Enfield is 5,122.

Some caution should be exercised in the use of the figures in this section as some are projections, and not actual figures. If you would like more detail,

please contact Martin Garnar, our Equalities Officer – contact details appear at the end of this report.

## Inequalities and challenges in Enfield

### Race

Enfield's population is extremely diverse as illustrated by the statistics in the previous section.

In terms of the employment rate based on ethnic breakdowns, latest statistics show that some ethnic groups face adverse economic circumstances and discrimination in the labour market. While the employment rate for the White 16-49 year-old population was 69%, for the non-White population, it was 60%. Within the non-White community, only 55% of the mixed and other population groups were employed (2011 Census estimates). Unemployment rates in the same age group were 7% for the White population, and 11% for the total non-White population (including the Black population for which the unemployment rate was even higher at 14%). There are also inequalities in income as indicated by the Census occupation-based socio-economic classification. Whereas the White group had 30% in professional and managerial occupations, the non-White group proportion was 27% and for the Other group was only 20%. Additionally, 2011 Census estimates for the proportion of the working age population having a long term health problem vary from only 9.7% for Black groups to 15.4% in the Other group.

Smoking prevalence in Enfield is approximately 20% compared to the London and England average of approximately 22%. However, in the Turkish population smoking prevalence is estimated at 45% for women, and 55% for men.

National research shows that people from black and ethnic communities may face increasing difficulties including higher rates of mental illness in some communities, and problems with access to the right care and treatment, but they are less likely to have mental health problems detected by a GP. In the health sector, language differences can compound difficulties of generic dysfunctional communication between GPs and patients – with implications for patient safety.

Latest figures show significant differences in educational attainment for some ethnic groups. In 2012, only 39.4% of children with a Somali background and 45.8% of children from a Turkish speaking background achieved 5 or more A\*-C grades at Key Stage 4 (including Maths and English), in comparison to 55.5% of children in Enfield as a whole.

Refugees and asylum seekers are known to rarely report hate crime. Figures for incidents of reported race hate crime increased from 122 in 2011/12 to 152 in 2012/13.

## Disability and health

There is a significant life expectancy gap between deprived and more affluent wards within the Borough. For men, the range between best and worst is 7.7 years and for women is 13.4 years. Between 55% and 60% of this life expectancy gap is accounted for by mortality due to circulatory disease, cancers and respiratory disease. There is evidence that the gap is widening for both men and women.

Disabled adults are far more likely to be economically inactive and unemployed than non-disabled people. 55% were economically inactive at 2011, compared to only 20% of non-disabled (Census estimates). 15% of economically active disabled were unemployed, compared to only 9.8% amongst economically active non-disabled. They are also likely to have lower incomes. Only about 19% are (or were) in professional and managerial groups, compared to 31% for non-disabled (2011 Census estimates).

Social inequalities in stroke are persistent, and premature death rates in the most deprived areas are around three times higher than in the least deprived. Nearly 40% of men and more than 30% of women in England have high blood pressure, a key risk factor for stroke. Half of people with high blood pressure are not receiving treatment.

Disabled people of all ages are particularly prone to being without a bank account. 'Unbanked' individuals are more likely not to have access to a normal standard of living in the UK.

Healthcare professionals can feel uncertain and apprehensive in responding to different needs of BME patients and this can cause them to be 'hesitant and professionally disempowered'. Enfield Racial Equality Council (EREC) believes that people have experienced poor outcomes through not being able to access information. The main reasons are a lack of: qualified interpreters; information available in other languages/formats; information in particular on diseases/conditions affecting the BME community; listening skills amongst professionals – not enough information given; information to explain healthcare system and how you access it.

Enfield has the third highest rate of obese people in London (27% in Enfield, 18% in London) and the rate is higher than the national average. Obesity levels among Enfield's young people are a particular concern. They are significantly above the England average with 25.1% of Enfield's young people in year 6, and 14.6% in reception year, being overweight.

Enfield has a higher percentage of poor mental health in the 16-34 (23%) and 55+ (18.5%) age groups compared to London and Outer London (16% in 16-34 and 13.3%

in 55+). Local survey data shows that Enfield would appear to have poorer low level mental illness in comparison with other London boroughs, for the following categories: women, the 16-34 age group, and the 55+ age group.

Figures for incidents of reported hate crime against people with disabilities dropped from four in 2011/12 to one in 2012/13.

## **Gender**

Young men are particularly prone to being without a bank account. 'Unbanked' individuals are more likely not to have access to a normal standard of living in the UK.

Just under a quarter (24.9%) of pupils in Year 9 (12 to 13 age range) spend the recommended minimum seven hours or more a week on sport and physical exercise. There is a significant gender bias in this picture, with figures of 36.4% for boys and 16.2% for girls.

Men have a slightly higher unemployment rate than women. The 2011 Census estimates gave 9.0% for men and 8.2% for women. For the 16-49 age group, the rates were almost the same. By status of occupation, fewer women than men are in the highest two occupational groups. There is a particularly wide gap in the higher managerial group where the male share is 62% (source: 2011 Census estimates). Excluding those who have never worked, the long term unemployed and the not classified group, 12.1% of men are in the higher managerial group compared to only 6.6% of women. Conversely, women are over represented in semi-routine occupations.

## **Age**

Enfield has a population structure with a high proportion of over 65s, who are more likely to suffer from long term conditions - circulatory diseases (including coronary heart disease and stroke), cancer and respiratory disease. The numbers of deaths and morbidity in the population is therefore relatively high in Enfield.

Young people are disproportionately more likely to be victims of violent crime.

As far as housing is concerned, younger people are more likely to share with parents or others as they cannot afford to set up their own home. They are more inclined to rent rather than own, often for cost reasons. The proportion of people heading a household ranges from 9.1% for 16-24 year olds to 72.2% for the 85 plus age group. In combination with length of time in employment, older people are more likely to have accumulated wealth than young people.

Young people have a much higher unemployment rate than older people. The 2011 Census estimate for 16-24 year olds was 25% of economically active compared to only 5.5% for 50-74 year olds.

In 2011, Enfield had 21.6% of its pupils categorised as disadvantaged compared to a national average of 14.7%. Enfield also has a high proportion of pupils not having English as their first language (38.6%).

Child poverty statistics show that Enfield's families with dependent children are disadvantaged compared to the rest of the population. The Income Deprivation Affecting Children Index (IDACI) measures the proportion of children aged under 16 living in income deprived households. A calculation of the local authority level rates puts Enfield at 8th highest in England. Income deprivation is relatively lower amongst older people.

Between January 2008 and 2010, the number of children in Enfield known to be eligible for free school meals in primary and secondary schools (combined) increased from 11,451 to 12,704 (up 10.9%). The increase in secondary schools was 14.2%, far higher than London and national averages.

Enfield has the highest prevalence of obese children at reception age in London, and a much higher prevalence than found nationally. By Year 6, the obesity prevalence is one in every four children in Enfield.

It is estimated that 16% of people of working age (approximately 29,000 people) suffer from depression and other neurotic disorders. Between 10-15% (3,700 and 5,500) older people are estimated to suffer from depression.

The number of older people with a diagnosis of dementia is estimated to be between 2,500 and 3,300, with a higher prevalence among women, and this number is predicted to rise by 10% over the next 5 years (as the numbers of older people increases).

## **Religion and belief**

Enfield has high proportions in all the main non-Christian religions except Sikh, compared to national averages.

Muslims have the highest unemployment rate of all main faiths – the 2011 Census estimate was 15.9% of economically active compared to an average of 10.2% and only 4.2% for Jews.

Figures for incidents of reported hate crime against people of different faiths dropped from 19 in 2011/12 to seven in 2012/13.

## **Sexual orientation**

Figures for incidents of reported homophobic hate crime rose from eleven in 2011/12 to thirteen in 2012/13.

In 2010, Enfield recorded 752 residents, aged 15-59, who were receiving HIV-related care.

## **Marriage and civil partnership**

It is mostly women who are employed part-time and more married women than single women work part-time. Part-time work creates an inequality in the labour market.

At a national level, repeat victimisation is higher for domestic violence than any other violent crime.

## **Pregnancy and maternity**

The latest teenage pregnancy data for Enfield (to mid-2009) showed that the under-18 conception rate is slightly higher than the London and national averages. It was the 10th highest rate in London at 37.5 per 1000. Having children at a young age can damage young women's health and wellbeing and severely limit their education and career prospects. While individual young people can be competent parents, the evidence shows that children born to teenagers are much more likely to experience a range of negative outcomes in later life.

Teenage pregnancy is not evenly distributed either geographically or by ethnicity: 70% of conceptions take place to residents of four postcodes; EN1 (Bush Hill Park), EN3 (Enfield Highway, Enfield Lock, Ponders End, and Turkey Street), N9 (Edmonton Green, Lower Edmonton) and N18 (Upper Edmonton). Twenty-nine percent of births are to Black African, Black Caribbean or White/Black Caribbean mothers.

Against a target of 88% of pregnant women having a first booking for an antenatal appointment by 12 weeks, Enfield only achieved 60.4%

Enfield has the highest infant mortality rate in London, and is significantly higher than national rates. Many areas in the east and south of the borough rank in the most deprived 10% nationally, inadequate housing, and maternal obesity.

# Our objectives

## The Council's vision

Our vision is to make Enfield a better place to live and work, delivering fairness for all, growth and sustainability and strong communities. Underpinning this commitment we have a number of priorities, the delivery of which will contribute to improving the quality of life for all residents in the borough.

## Aims and priorities

### 1. Fairness for all

Fairness for all means meeting the needs of all residents in the borough, protecting vulnerable residents and providing fair and equal access to services and opportunities. Tackling the inequalities in the Borough is at the heart of what we want to achieve for Enfield.

#### **Our priorities are to -**

*Serve the whole borough fairly and tackle inequality*

Enfield is a borough of contrasts, with areas of affluence and areas of significant deprivation. Addressing these inequalities and narrowing the gap between different parts of the borough is central to what we want to achieve for Enfield.

*Provide high quality, affordable and accessible services for all*

Providing high quality services is our main driver. Despite the reductions in funding that are planned for the coming years, we are committed to maintaining excellent services that are organised around the needs of our residents including offering fair and equitable access to leisure and culture facilities across the Borough. We will work creatively and innovatively to ensure we can deliver more for less.

*Enable young people to achieve their potential*

Evidence shows that good education and support during childhood can help young people break out of cycles of deprivation and achieve their potential. Ensuring that every child and young person in the borough is kept safe and given a good start in life with the support they need to achieve, will contribute to tackling the problems of deprivation and inequality that are present in Enfield.

### 2. Growth and sustainability

Like many areas of the country, Enfield has suffered during the recent recession. Unemployment has risen, and many of the problems already present within the borough have been exacerbated. Demonstrating that Enfield is open for business will ensure that the borough makes a strong and sustainable recovery from the recession.

## **Our priorities are -**

### *A clean, green and sustainable environment*

A clean and safe living environment is consistently rated by our residents as one of their top priorities for the area and our many parks and open spaces are one of our biggest attractions. We will maintain and improve this pleasant environment while also tackling challenges such as climate change and waste disposal. By ensuring we all live sustainably, we will be able to safeguard what is special about the borough, protecting it for future generations.

### *Bring growth, jobs and opportunity to the borough*

Enfield is beginning to recover from the recession, but it will not be a quick or easy journey, and many residents are still affected by the economic downturn. To ensure a sustainable recovery, we will promote Enfield as a good place to do business, focusing on attracting growth, jobs and opportunity for our residents. We will continue to regenerate the most deprived areas of the borough, building on the Olympics legacy, creating communities where people want to live, and where there are high quality job opportunities.

## **3. Strong communities**

Building strong, cohesive and resilient communities will be vital as Enfield continues to grow and change as a borough. We want Enfield to be a place where people feel proud to live, where people from all different backgrounds are welcomed and supported, where vulnerable people are protected, and where people take responsibility for their own lives and their communities.

## **Our priorities are to -**

### *Encourage active citizenship*

Involving and engaging local people of all ages in the decisions that affect their lives is central to our approach. We will encourage active citizenship, enabling residents to take responsibility for what happens in their lives and their local areas. We will give people more opportunities to influence the issues that matter to them, and to shape the environment in which they live.

### *Listen to the needs of local people and be open and accountable*

As an organisation, we will listen to and shape our services around the needs of local people. Trust in public institutions is at a historic low, and we will need to demonstrate that we are open and accountable to rebuild our relationship with residents.

### *Provide strong leadership to champion the needs of Enfield*

As the sole democratically elected body in the local area, we have a duty to provide strong civic leadership, promoting the needs of Enfield locally, regionally and nationally. We will stand up for Enfield and fight for what the borough needs, acting as the borough's champion at every level of society and government.

### *Work in partnership with others to ensure Enfield is a safe and healthy place to live*

Over the last ten years, we have forged strong links with our partners like the NHS and the Police through the Enfield Strategic Partnership. The nature of partnership working is likely to change in the coming years as the coalition government's plans for local agencies, e.g. the abolition of Primary Care Trusts, new academies and free schools and elected Police Commissioners, result in decentralisation and fragmentation. We are committed to ensuring we maintain a strong relationship with our local

stakeholders, acting as a local leader. We are also committed to creating communities where people feel safe and crime continues to fall, and where residents have access to sport and leisure activities, and can lead active and healthy lives. We will protect the most vulnerable people in society, supporting them to live as independently as possible, and to make the most of the opportunities available to them. We are focused on improving the health and wellbeing of all residents, reducing health inequalities, empowering residents to choose to lead a healthier lifestyle, and tackling serious problems such as obesity and infant mortality.

### **Equality and diversity priorities**

The Council developed a Corporate Equality and Diversity Action Plan that runs from 2010-2014 to help achieve its strategic aims. It concentrates on the objectives that the Council has as a whole rather than service level equality targets and actions, and is laid out in the next section of this annual report. The priorities within the Plan concentrate on five distinct areas -

- Knowing Our Community
- Leadership, Partnership and Organisational Commitment
- Community Engagement and Satisfaction
- Responsive Services and Customer Care
- A Modern Diverse and Reflective Workforce

Each area has a set of corporate actions. Progress against the plan is laid out between pages ????

### **Service targets -> actions -> outcomes**

Each service has targets relating to equality and diversity issues. These are backed up by individual actions that aim to provide positive outcomes for residents and customers. These are included within service and departmental plans, monitored through Covalent (the Council's performance management system), and are reported in the Council Business Plan (a separate document available on the Council website).

Our progress against these objectives is set out in the table on pages ?????.

### **'Enfield - Equal Opportunity for All' is the Council's Policy on Valuing Diversity and Equal Opportunities.**

The Council will work towards equality of opportunity for all and will devote its energies and resources to the achievement of this aim. We will not discriminate on grounds of age, colour, disability, ethnic origin, faith, gender, HIV status, immigration status, marital or partnership status, nationality or national origins, pregnancy or maternity, race, religious beliefs, responsibility for dependants, gender identity, sexual orientation, social or economic status trade union membership or unrelated criminal conviction. We will promote equality of access and opportunity for those within our community who suffer from unfair treatment on any of these grounds, including those disadvantaged through multiple forms of discrimination.



## Progress against our current equality objectives

In this section, we tell you about the work we have done over the last year to provide positive outcomes for our residents. Some of the work is undertaken just by the Council itself, but much of the success of these activities is due to the increasing amount of work that we do in partnership with colleagues in the voluntary and community sector, the private sector, and with other public bodies such as the Police and health services.

REF.	OBJECTIVE	PROGRESS DURING 2013
<b>1.Fairness for All</b>		
1.1	Ensure that those residents entitled to benefits receive them and so maximise their income	<p><b>Work with our Black and Minority Ethnic communities</b></p> <p>Since April 2011, the Government has introduced sweeping Welfare Reform. The Benefit Service has been working with vulnerable customers to prepare them for these changes. One such change that came into force in April 2013 was the benefit cap that limits total benefits available to a household. Our Benefits Team held special information events for the Somali, Congolese and Turkish communities using translators to make them aware of how they might be affected by the cap.</p>
1.2	Continue to improve the educational attainment of all children and young people	<p><b>Work with young people</b></p> <p>Performance data is collected throughout the year either from schools directly or from national data sets. It is then analysed. The Information Team and School Improvement Service (SIS) produce data sets for schools, and school improvement officers offer training and support. The results are used to determine the nature and level of support for schools. Targeted interventions are agreed following the analysis of data - annual tests and published results or external evaluations such as OFSTED. Support is prioritised for those schools at risk. Each</p>

		<p>intervention is agreed with schools and monitored. SIS also provides guidance documents and runs a training programme for schools to build capacity and to support them in meeting their statutory responsibilities. The latest results continue to show improvement in Enfield against national results particularly at GSCE and in the Early Years.</p>
1.3	<p>Ensure that children and young people and vulnerable people are kept safe</p>	<p><b>Work with young people</b></p> <p>During 2013, the Council developed new proposals to change the delivery of childcare within our children’s centres that will increase the number of childcare places available in order for us to deliver free entitlement for three and four year olds. Places will also be offered to two-year olds whose families meet the criteria for free school meals, are looked after by the local authority, or who have special educational needs or disabilities.</p> <p>The brand new Enfield Safeguarding Children Board website went live on 1st November 2013. It incorporates a brand new user-friendly design and lots of information from the Council and our partner agencies. The role of the Enfield Safeguarding Children Board is to safeguard and promote the well-being of children and young people. The information on this website is designed to help and inform children and young people themselves, their parents or carers, professionals, or members of the public interested in supporting the protection of children and young people in Enfield. It can be accessed at <a href="#">Enfield Safeguarding Children Board</a></p> <p><b>Work with vulnerable adults</b></p>

		<p>In 2012/13, a total of 797 safeguarding alerts were raised, an increase of 16% from the previous year. A significant proportion of this increase came from a rise in alerts about people aged over 65 years, with a total of 511 alerts in 2012/13 compared to 389 in 2011/12, a rise of 31%. This was reflected in the proportion of referrals from the older people's team and older people's community mental health team, which accounted for 57% of referrals. Further information is available in the <a href="#">Enfield Safeguarding Adults Strategy</a>.</p>
1.4	<p>Reduce unemployment and improve the skills of Enfield's disadvantaged communities</p>	<p><b>Work with people with disabilities, and their carers</b></p> <p>During 2013, Enfield Council launched an eco car wash scheme offering jobs for disabled people at car parks across the borough. The scheme sees people with a range of disabilities running a social enterprise car wash at the Palace Gardens Multi-storey car park. If successful, it will be rolled out to other council-owned car parks in the borough. Most workers on the scheme work between 15 and 18 hours a week, three of which will include training towards a National Vocational Qualification for Customer Services and Business Development. The project gives the disabled workforce the chance of work experience and training while offering Future Clean - an ecologically friendly car washing scheme which uses less than 500ml of filtered rain water to wash an average-sized car. The Chief Executive Officer of Enfield Disability Action said "Enfield Disability Action welcomes this opportunity for people with learning difficulties to gain new skills and qualifications to help them find employment. We hope that this initiative challenges the perceptions of some employers about recruiting disabled people and opens up new opportunities. Adults with learning difficulties who attend our self advocacy groups tell us that it is hard to find work and that they really enjoy work</p>

		<p>placements and new opportunities. Individuals are committed to participating in the work place and we are sure they will make excellent and motivated staff at Future Clean and hopefully elsewhere."</p>
1.5	<p>Increase the number and range of opportunities for residents to participate in cultural, sporting and leisure activities</p>	<p><b>Work with all communities</b></p> <p>From 2013, all Friends of Parks agreements make it a basic requirement of the Friends of Parks groups that they should attempt to recruit members from their local community in order to be as reflective of local population as possible.</p> <p><b>Work with our Black and Minority Ethnic communities</b></p> <p>In February 2012, the Council joined a partnership agreement with six other London boroughs and public sector bodies. The service is provided by Newham Language Shop, and provides an improved language provision to our customers as appropriate. There is a wider pool of translators and interpreters to draw from, with enhanced technology in making and tracking bookings, making this process a lot smoother than we previously had. Through this partnership, there is an enhanced and cost effective 24-hour telephone interpreting option, which gives officers greater flexibility in dealing with residents who need assistance quickly. In the last year, we arranged 5663 face-to-face interpreting sessions, 1159 telephone interpreting sessions, and 285 translations of written material.</p> <p><b>Work with people with disabilities, and their carers</b></p> <p>As part of the Council's programme of refitting playgrounds and</p>

establishing outdoor gyms this year, we have incorporated as much equipment for disabled children and other users as possible.

Our Leisure Services Team delivered a number of activities over the summer period delivered for all ages and abilities as part of the Paralympic Festival. Activities for disabled young people included athletics at Lee Valley Athletics Centre, swimming at Arnos Pool, horse riding at Gillian's Riding School, and trampolining and multi sports at the Edmonton Leisure Centre. All activities were fully booked with positive feedback received on all courses. Activities for adults with disabilities were provided at Park Avenue Disability Resource Centre. Activities included badminton, boccia, bokwa and football skills with between 10-12 participants at each session.

Both Albany Leisure Centre and Southgate Leisure Centre have installed disability changing equipment in 2013 – this includes harnesses to move a disabled person from a changing bed to their wheelchair and vice versa. The changing beds also move up and down to make the process of moving the person as easy as possible. This equipment is specifically aimed at people with severe disabilities. Fusion, the operator of our leisure centres, has agreed to make this equipment available for use by any disabled person whether or not they are making use of the leisure centre. This means that Southgate and Albany town centres are accessible to people with severe disabilities e.g. for shopping etc. as they will have somewhere to change if required. This hasn't previously been the case, and families that include a disabled person have often said that they don't go to certain areas precisely because of the lack of changing facilities available.

**Work with older people**

Our Leisure Services Team ran a successful Over 50's programme incorporating a wide range of free and paid courses throughout the borough. Activities include tai chi, ballroom dancing, swimming, keep fit, tennis and bowls. Activities take place in local parks, leisure centres and community centres. Most of our courses are led by our casual coaches or service providers and have been oversubscribed with more courses having to be put on. Feedback was very positive stating a various number of health and social benefits for the participants.

### **Work with women**

Our Active Women's Week organised specific courses locally in Enfield to run in parallel with the national programme of events. The courses were designed and implemented for women only and proved very successful. Activities included zumba, netball and yoga, and were all led by female coaches from our casual coach database. Feedback showed that a lot of females had seen mixed sessions as a barrier to participation. As a result, we now run women-only sessions as part of our Active With Ease programme.

### **Work with the transgender community**

Millfield Theatre and the Dugdale Centre have presented shows exploring the transgender spectrum over many years. The famous transgender artist, Adele Anderson, has performed regularly to sell-out audiences as part of the group Fascinating Aida at Millfield Theatre. Most recently, transgender themes were explored in several shows

		during The Mimetic Festival at the Dugdale Centre in July, including Michael Twait's "the Red Shows" and "Burn". In February 2014, the Dugdale Centre in partnership with Palmers Green-based Talkies Community Cinema will present the iconic film "Hedwig and the Angry Inch" as part of their LGBT history month programme.
1.6	High quality services that promote equality of opportunity and reduce inequality	<p><b>Work with all communities</b></p> <p>The Council measures its performance around equality and diversity against the requirements of the Equality Framework for Local Government. In March 2013, we were assessed as reaching the 'excellent' level of the Framework – one of only 12 authorities in the whole country to have reached that level.</p> <p>All Council services continue to undertake equality impact assessments/analyses of both services and relevant proposals to assess the impact on different groups in the community. These assist managers to ensure that their services have positive impacts on different groups, and help advance equality of opportunity and access, combat discrimination, and promote community cohesion - the three requirements of the Public Sector Equality Duty in the Equality Act 2010. All equality impact assessments/analyses are published on the Council's website.</p>
1.7	High quality accessible value-for-money customer-focused services are provided	<p><b>Work with all communities</b></p> <p>Our Finance, Resources and Customer Services Department achieved Customer Service Excellence accreditation in May 2013. This standard measures priorities for customers, with particular focus on delivery, timeliness, information, professionalism and staff attitude.</p>

There is also emphasis placed on developing customer insight, understanding the user's experience and robust measurement of service satisfaction.

The Council's Benefits and Collection Services Team received a gold award for the Benefits Cap Team and a bronze award for the Council Tax team at the Institute of Rating, Revenues and Valuation annual conference in September 2013. These awards recognise the innovation and flexibility of staff when tackling the welfare reform changes and difficulties in collecting the major source of Council income during a recession. Many of the families assisted by the Team were from ethnic minorities, and the team did excellent work with interpreters, going out to hold surgeries with community groups and translating fact sheets.

In terms of complaints about our health and social care services, in 2013 we conducted a survey of individuals who have made complaints with a view to find out whether people making complaints reflected the demographics of the borough and service user population. The following protected characteristics will be included in the questionnaire - race, disability, gender, age and transgender. This will be repeated every three months. At the end of 2013, we engaged with voluntary local community groups (such as Enfield Racial Equality Council) to explore how we can further improve access to our services

In 2013, Enfield's Adult Social Care Team recruited 50 service users and carers for our Quality Checker programme. We attracted quality checkers from all our main client groups, and across a wide age spectrum, with checkers present in all age bands from 25-29 to 80-84,

except 30-34. Another excellent result of our recruitment programme was that 50% of our quality checkers were from black and minority ethnic groups. The outcome of our diverse age and cultural mix is that we have very interesting sharing of stories and experiences, which leads to better Quality Checker visits, and feedback that service managers are more easily able to work with.

### **Work with our Black and Minority Ethnic communities**

In February 2012, Enfield joined a partnership agreement with six other London boroughs and public sector bodies. The service is provided by Newham Language Shop, and provides an improved language provision to our customers. There is a wider pool of translators and interpreters to draw from, with enhanced technology in making and tracking bookings, making this process a lot smoother than before. Through this partnership, there is an enhanced and cost effective 24-hour telephone interpreting option, which gives officers greater flexibility in dealing with residents who need assistance quickly, and whose first language is not English. In the last year, we arranged 5663 face-to-face interpreting sessions, 1159 telephone interpreting sessions, and 285 translations of written material.

The Council has enhanced its service that is available through our website. Recent improvements include the introduction of Google Translate that now allows translation into 72 languages.

During 2013, the Council sub-contracted the delivery of English for Speakers of Other Languages (ESOL) classes to three community providers, and delivered classes directly to parents in 13 primary schools and 11 Children's Centres. During the last academic year, the number of ESOL enrolments was 683. There was a range of

accredited and non-accredited courses on offer to meet the needs of learners. Two thirds of all ESOL enrolments (462) were recorded on non-accredited ESOL provision with 221 enrolments on ESOL courses leading to accreditation. The provision reflects the priorities in the Council's ESOL Strategy, one of which is aimed at helping adults needing functional English to access employment and integrate into wider British society. All the courses are at the lower levels where the need is greatest.

**Work with people with disabilities, and their carers**

In November 2103, the Council designated a whole floor of the Palace Gardens Multi-Storey Car Park in the Enfield Town shopping centre for disabled motorists. The floor will have 27 dedicated spaces located on the lower level of the car park. Blue badge holders will be able to park for free on this level.

When the Council receives online applications for concessionary travel blue badges, the badges are now posted to customers, instead of asking them to make a special visit to Council offices to collect them.

The Council's Architectural Services Team continued to make Council buildings fully accessible for people with disabilities. Projects have been programmed and tendered for, and will make the Ark Avenue Day Centre, Wheatsheaf Hall and the Edmonton Centre fully compliant with the requirements of the Disability Discrimination Act (DDA).

£173,000 of funding from Transport for London has been used to upgrade approximately 30 bus stops in the borough to make

adjustments to the footways to provide accessibility to buses for those residents using wheelchairs, and to make it easier for the mobility impaired to get on and off buses. The main way we do this is ensuring the bus can get to the kerb, (reducing the height people have to step up or down to/from the bus), ensuring the kerbs are the correct height, and removing street clutter from around the bus stop.

The Council has enhanced its service that is available through our website. Recent improvements include –

- consulting with local disability groups on the web design
- making the website available to all types of devices - it is W3C and British Standard for Web Accessibility compliant. In 2013, Enfield's website was ranked second out of 450 local government sites in terms of accessibility
- a text to speech screen reader facility that translates web pages into speech
- the introduction of a range of accessibility settings that can be used to change text sizes, contrast website colours etc.
- introduction of British Sign Language videos for the top 20 used services developed in partnership with the local Enfield Deaf Image Group

Our Customer Services Centre achieved Louder than Words accreditation in 2013 - this is a nationally-recognised best practice charter for organisations judged to be offering excellent levels of service and accessibility for customers and employees who are hearing-impaired or deaf.

**Work with vulnerable people**

		<p>The Council undertakes consultation about its budget annually - this includes provision of information packs information on our website, and holding various forums and meetings throughout the borough e.g. with the Enfield Over Fifties Forum, Enfield Racial Equality Council, the Deaf Project Group, and all Enfield area forums.</p> <p><b>Work with pregnant women</b></p> <p>Face to face appointments are now available for customers using at John Wilkes House. This means pregnant women and customers with certain health conditions no longer need to wait to be seen. By booking an appointment, customer waiting times have virtually disappeared. This pilot appears to be a success, and we are considering it for other sites to make life easier for our customers.</p>
1.8	Carers are recognised and supported in their caring role	<p><b>Work with people with disabilities, and their carers</b></p> <p>The Council has published a new Essential Guide 2012—2014 to Health, Housing and Adult Social Care Services to help Enfield residents find out about services available in and around the Borough. It covers a wide range of topics, from leisure activities and money matters to health and support for carers.</p> <p>In 2013, the Council established a Carers' Action Group for staff who had caring responsibilities - the total membership now stands at 24. The Group has provided ideas regarding improving support to carers and training for line managers. The Group planned an event for Carers Rights Day on 29<sup>th</sup> November that involved relaxation sessions, checks to ensure carers were getting all the benefits that they were entitled to, and employment advice. Further plans include</p>

		work to develop a Carers Policy and Carers Leave system to support their carer employees.
<b>2. Growth and Sustainability</b>		
2.1	Improve the public realm, introducing better design, cleaner streets and a greener, more sustainable environment	<p><b>Work with people with disabilities, and their carers</b></p> <p>In addition to the construction of new pedestrian crossings, the Council allocates £45,000 each year from within its Highway Capital Programme for the construction of dropped kerbs. This budget allows the construction of about 20 pairs of dropped kerbs which are generally constructed opposite each other at road junctions in order to facilitate pedestrian movements where people use wheelchairs, children's pushchairs etc.</p> <p>The specification in our Highways and Civil Engineering Works Contract required our contractor to submit, as part of his tender submission, his policies for ensuring equality in his service delivery. Engineers supervising works on site therefore ensure that the contractor fulfils his obligations such as ensuring temporary barriers are placed around roadworks, complete with top and bottom rails in accordance with the national codes of practice, and also temporary ramps at kerbs where pedestrians are directed around roadworks. These measures benefit all pedestrians, but particularly those with mobility problems, children in pushchairs and people who are visually impaired. We also have a team of Streetwork Inspectors who check contractors who are undertaking utility works throughout the borough to ensure that their signs, guarding, barriers and temporary pedestrian facilities comply with codes of practice in order to ensure all pedestrians are properly catered for.</p>

		<p>Any new pedestrian crossings we introduce are of particular benefit to the mobility impaired. They include tactile paving (and, in the case of traffic light crossings, audible or rotating cone warnings) to assist visually impaired users.</p> <p>Our 20 mph zone programme particularly improves safety for mobility impaired residents and the young by slowing down traffic. Many have been installed around schools.</p> <p>We contributed £100k in 2012/13 towards the introduction of lifts to Edmonton Green Station. This allows easier access for mobility impaired users, particularly wheelchair users.</p>
2.2	Improved quality of life for residents through regeneration of priority areas	<p><b>Work with all communities</b></p> <p>Our Development and Estate Renewal Team supports vulnerable residents to decant from our estate renewal schemes. We have engaged a specific officer to undertake this role as we have identified losing your home as an emotional time for vulnerable residents who need assistance to decant to alternative accommodation. We can also refer cases if necessary to support services e.g. floating support case workers or mental health case workers.</p> <p>The New Southgate Take the High Road project celebrated the launch of the improved High Road Open space with an inclusive healthy living event - activities ranged from fitness trainers working with all abilities and ages to demonstrate the new outdoor gym equipment and running sessions, walking programme, healthy eating, food and gardening activities. The Outer London Fund Lock to Lock event provided activities, local businesses and the community with the opportunity to explore their local waterways with water taxis, a managed walking</p>

		<p>programme, paddle boarding, canoeing and a music festival. The costs of activities were either free or low cost to increase participation and create memories in the highly deprived North East Enfield.</p> <p>Local Neighbourhood panels and partnerships consist of a number of community and voluntary organisations who actively participate in reviewing regeneration projects. This enables members of the community who live work and play within the areas of Edmonton, New Southgate and Ponders End a chance to feed into local plans, and every effort is made to make these accessible as possible, for example, we have provided our panel members with language and sign language interpreters to support their participation.</p>
<b>3. Strong Communities</b>		
3.1	<p>Increase the range of ways that residents and businesses can engage with the Council, give their views and influence decision-making</p>	<p><b>Work with all communities</b></p> <p>We now have over 560 online transactions available to customers via the Council’s website. We have launched a mobile specific version of the site to enable use of our transaction and information whilst on the move. We have further improved the search facilities and the A to Z and navigation functions of the site based on feedback received from customers. Work continues to improve the content of the site and move toward the Plain English Campaign accreditation.</p> <p><b>Work with people with disabilities</b></p> <p>In November, we worked with the Enfield Deaf Image Group to hold the first area forum at Community House in Edmonton specifically for deaf and hearing-impaired residents. Discussions took place on how deaf people can get improved access to services, how they can take part in the electoral process, and advice about fire safety.</p>

3.2	High quality services that value diversity and promote community cohesion	<p><b>Work with our Black and Minority Ethnic communities</b></p> <p>The Council and partners staged a comprehensive programme of 14 events to celebrate a Black History Month in October 2013 that was well received by audiences and participants. Performances included –</p> <ul style="list-style-type: none"> <li>• an entertaining talk on the history of Black comedy</li> <li>• Ballet Black – a performance celebrating talented Black and Asia dancers from around the world</li> <li>• a film about Mahatma Gandhi</li> <li>• the London Community Gospel Choir</li> <li>• Stephen K Amos in his new stand-up show</li> <li>• an evening of lovers’ rock at the Millfield Theatre</li> <li>• The Magic of Motown</li> <li>• a talk on the legacy of the Empire Windrush, and</li> <li>• a talent show featuring local artists</li> </ul> <p>This programme was backed up by other events at local libraries including displays of books and other related materials to celebrate Black History Month, and a mask-making activity and storytelling session at Southgate Circus for 5-10 year olds.</p> <p>The Black History Month project for 2013 at the Formont Centre for people with learning difficulties was Words and Music - looking at musicians, writers and poets who have a disability. Clients researched the works of the artists and discussed how their particular disability informed their work. An open day was held where service users displayed the work that was generated by our research. Some of the service users read poetry at the open day with Makaton signing alongside speech. There was also musical entertainment by a local artist who encouraged all service users to participate in the songs. Although it was a Black History event, it was inclusive and supportive</p>
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of all communities regardless of ethnicity or diversity. The clients used various tools to produce the work - this included Makaton signs and symbols, hand over hand support to produce artwork and laminate the work, and touch screen computers for research. The day was well attended, and there was a variety of cultural foods available for all to try. The feedback from visitors was very encouraging.

The Formont Centre has a diverse staff team who support parents whose first language is not English by using the team's language skills at individual reviews, meetings or when writing letters whenever possible. This appears to work well, as our parents know the staff member and are more comfortable with a staff member than with a translator.

The Council holds Citizenship Ceremonies every Thursday in the Council Chamber at Enfield Civic Centre. The ceremony starts with the Mayor or the Deputy Mayor making a speech to welcome the new citizens and to share some history about the Borough of Enfield. The Registrar then takes the citizens through the formal part of the ceremony. The Registrar will ask each citizen in turn to stand up and say their name, and then ask them to stand as a group to repeat an oath of allegiance. One side of the chamber will 'swear', which is a religious oath and a promise to God, the other half of the chamber will make an affirmation which is a non-religious promise. The citizens are asked to choose which allegiance they would like to make at the time of booking. Once the allegiance has been repeated, the Registrar welcomes the new citizens into the community and into British Citizenship and hopes they fully participate in civic society. The citizens are called up in turn to receive their certificate and have a photograph taken with the Mayor. During 2013 over 2,000 adults took part in the ceremony and received their certificates, not including

children or guests.

In February 2013, the Formont Centre put on a play at the Millfield Theatre, called Sleeping Beauty with a Twist. Service users with both physical and learning disabilities, and non-disabled people, came together to perform on stage to an audience that consisted of the local community, parents and carers.

In 2013, our Library Service purchased 20 collections of 'quick reads' for emergent readers. We ran two Six Book Challenge session supported by this stock in Ponders End Library and John Jackson Library in May 2013. In total, 12 people registered and seven people completed the challenge. Ethnic monitoring showed that participants were from Turkish, Somali or Bengali backgrounds. We plan to run more sessions in Enfield Town and Edmonton Green libraries.

Feedback from participants included -

- 'Very glad to join the group as I could share problems with other attendees and get support.'
- 'I did not enjoy reading but knowing that I had to read the books within a week became a buzz and a challenge'.
- 'I am able to enjoy reading and can share it with my eleven year old son. Attending the session boosted my confidence.'

During 2013, the Council has run drop-in sessions at the Angel Community Centre, Edmonton every Wednesday morning to enable the Roma and Eastern European community in Enfield to access services and improve the quality of life. The work focuses mainly with Eastern European Roma families predominantly from Poland and Romania, although the drop-in also offers support to families from other areas of Eastern Europe. These families face welfare problems,

		<p>access to health services, lack of understanding about education provision, low achievement and/or attendance in education, discrimination, and unemployment. They often have complicated life situations, and need to be supported with avoiding eviction, avoiding children missing education, getting a National Insurance number, and understanding the documents they received from the local authorities or government. Over the past 11 months -</p> <ul style="list-style-type: none"> <li>• 270 individuals accessed 44 drop in sessions:</li> <li>• 151 were Polish Roma,</li> <li>• 82 were Romanian Roma</li> <li>• 37 were EU Citizens including Polish, Romanian, Hungarian, Slovakian Roma, Czech Roma, Lithuanian Roma, and Bulgarian</li> <li>• 32 children whom were not accessing education have been supported to successfully start school</li> </ul> <p>The following agencies have been involved -</p> <ul style="list-style-type: none"> <li>• Citizens Advice Bureau</li> <li>• Social Services – Intake and Assessment Team</li> <li>• Adult Social Care</li> <li>• Enfield Schools – Primary and Secondary</li> <li>• School Admissions Service</li> <li>• Education Welfare Service</li> <li>• Connexions</li> <li>• Polish Saturday School</li> <li>• Enfield Parent Partnership</li> <li>• Children Centres, and</li> <li>• Housing Benefit Office.</li> </ul> <p>Engaging a volunteer Parent Champion from the Polish Roma</p>
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Community was crucial as she was familiar with Roma customs and practice.

### **Work with people with disabilities, and their carers**

In June 2013, we celebrated Make a Noise in Libraries fortnight. Led by the Royal National Institute for the Blind (RNIB), this celebration highlights library services for people with partial sight or blindness. As part of this celebration, we purchased a collection of Braille and large print children's books, based at Ridge Avenue Library. We held four events that attracted 44 participants -

- 3<sup>rd</sup> June – Talk to Enfield Vision – 18 participants
- 3<sup>rd</sup> June – Two ebook taster sessions led by a RNIB representative – 11 participants
- 6<sup>th</sup> June – Sensory storytime delivered to Waverly School at Bullsmoor Library – 8 participants
- 13<sup>th</sup> June – Listening Group at John Jackson Library with 7 participants

In September 2013, Enfield Libraries launched a Carers Card scheme that makes it easier for carers to use the library to borrow items for their own use and for those they care for. This category includes free loan of DVDs, no reservation charges and a longer loan period.

The Council's New Options service for people with learning disabilities held an Art Exhibition at the Dugdale Centre in July 2013 to show the creativity of people with a disability and promote the talents of individuals through artwork, designs, handmade bags and pottery - all were all exhibited and for sale. A private viewing evening was attended by nearly all the service user group and their families. The

Mayor also attended.

**Work with our faith communities**

In summer 2013, Enfield Police appointed a new Faith and Communities Police Officer, PC Steve Savell. His role is to bring people from different faiths, communities and ages together and work with the Metropolitan Police, Enfield Council and our partners to improve their neighbourhood. This set up has already seen two big community clean-up projects, one in Edmonton and the other in Southgate. The volunteers were mainly teenagers and they did an amazing job leading to a very positive reaction from the public, the residents and the local community. These clean-ups have been achieved with volunteers from different faith groups and communities, who come from different backgrounds and who may have different or even conflicting religions, beliefs or outlooks on life and who would not ordinarily work together.

In September 2013, the Council and Enfield Police restarted meetings of the Enfield Faith Forum, a body that hadn't met for two years. This body brings leaders of faith communities in Enfield together with the various public bodies with the objective of working together across the faiths to promote peace, mutual understanding and respect. It also acts as a forum for discussion of issues of common concern and to be a forum for consultation between the Police, fire service, Council, faith communities, and others. It provides a valuable mechanism for the faith community to have a voice in terms of influencing policy. The faith community can therefore be critical friends of, and challenge assumptions of, policy makers.

Our Cemeteries Service provides two separate Muslim areas in

Strayfield Road Cemetery, one affiliated to the Enfield Mosque and the second to the Alevi Cultural Centre. In addition to the existing Christian Baby Section in Lavender Hill Cemetery, and in consultation with the Enfield Mosque, we have established a separate Muslim Baby Section in Strayfield Road so that parents have more choice.

### **Work with older people**

The Intergenerational IT Project that commenced last year continued at John Jackson Library with sessions in April and October with over 50s from the local area being tutored by Year 12 student volunteers from Kingsmead School in basic IT skills. Ridge Avenue Library held its first session in October with student volunteers from Edmonton County School tutoring over 50s from this library's catchment area. This initiative was runner-up in the Next Generation Awards 2013 'Digital Skills' category.

Our Library Service mounted a display in Enfield Highway Library of books and other related materials to celebrate Older Person's Day.

### **Work with all communities**

The Council's Communities Team works with services from across the Council, informing them of the results of corporate consultation and engagement activities. The team promotes a greater level of understanding among service providers of the views and aspirations of residents and service users. By providing information, advice and support, the team is contributing positively to an overall sense of satisfaction with the Council from local residents. The Enfield Residents Survey of 2012 reported the highest level of resident satisfaction with the Council at 71%. By closely monitoring and

		<p>analysing resident satisfaction, including the views of different communities, the team is able to advise and support senior managers in their efforts to improve the quality and reach of their services.</p> <p>Our Neighbourhood Regeneration Team's activities during 2013 included attending specific events to celebrate cultures coming together at the Mela, Ponders End Family Festival, Enfield Homes Festival, Autumn Show and Edmonton Carnival. Neighbourhood Regeneration has delivered inclusive events this year that have resulted in positive outcomes for all identified groups by providing free events and forums to promote community cohesion especially in deprivation areas.</p> <p>Opportunities within the events have included community representatives on the Event Management groups, managing elements of the festivals, and are examples of good practice for working with the community. This has led to a number of positive outcomes, such as events reflecting local needs as they are delivered by the local community, volunteer opportunities, work experience and community cohesion. All major projects consider equalities impacts, and during consultation, this feedback to shape projects is invaluable. The Edmonton Green Issues and Options consultation has worked with numerous hard-to-reach groups including the Over 50's Forum, Youth Parliament, Youth Area Forum, and Enfield Racial Equality Council.</p>
3.3	A thriving voluntary and community sector that makes a positive contribution to the achievement of key local issues	<p><b>Work with our Black and Minority Ethnic communities</b></p> <p>The Council also provided infrastructure funding to Enfield Racial Equality Council to help them provide their services to residents of the</p>

		<p>borough.</p> <p>The Council's Community Capacity Building Fund is a targeted resource aimed at the local voluntary and community sector to stimulate needs-based added value projects that can supplement those provided through mainstream Council and partner services. In 2013, the following voluntary sector organisations received funding -</p> <ul style="list-style-type: none"> <li>• African French Speaking Organisation</li> <li>• Naree Shakti</li> <li>• Community Aid Enfield</li> <li>• Enfield Somali Community Association (SECCA)</li> <li>• Enfield Bangladeshi Welfare Association</li> <li>• Tamil Relief Centre</li> <li>• Green Towers Luncheon Club</li> <li>• Third Age Challenge Group</li> </ul> <p><b>Work with our faith communities</b></p> <p>The Council's Community Capacity Building Fund is a targeted resource aimed at the local voluntary and community sector to stimulate needs-based added value projects that can supplement those provided through mainstream Council and partner services. In 2013, Trinity at Bowes Methodist Church received funding.</p> <p><b>Work with people with disabilities, and their carers</b></p> <p>The Council's Community Capacity Building Fund is a targeted resource aimed at the local voluntary and community sector to stimulate needs-based added value projects that can supplement</p>
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those provided through mainstream Council and partner services. In 2013, Enfield Carers Centre and Mind in Enfield received funding.

### **Working with young people**

The Council's Community Capacity Building Fund is a targeted resource aimed at the local voluntary and community sector to stimulate needs-based added value projects that can supplement those provided through mainstream Council and partner services. In 2013, Enfield Children and Young Persons' Services, and the Godwin Lawson Foundation received funding.

### **Work with women**

The Council also provided infrastructure funding to Enfield Women's Centre to help them provide their services to residents of the borough.

### **Work with the lesbian, gay, bisexual and transgender community**

The Council identified a lack of support for the local LGBT community as a gap in provision to the voluntary and community sector in the borough. As a result, we supported the local Enfield LGBT Network by making a funding contribution towards their Chief Officer post for the next three years.

### **Work with volunteers**

The Council supports Enfield Voluntary Action (EVA) to run a

		<p>Volunteer Centre in Enfield (VCE) to promote services to Volunteer Involving Organisations (VIOs) to support development of volunteering opportunities and good volunteer management practice by providing mentoring support and on-line information services and training courses. EVA/VCE has registered over 2000 local people to volunteer.</p> <p>A 100 Hours Volunteering Scheme was launched to recognise and reward Enfield's volunteers for the invaluable time they give freely to helping others. The aim is to achieve a minimum of 100 hours voluntary work per year. Enfield Council hosts civic receptions as a way of recognising the commitment of our volunteers, and as a token of our appreciation each volunteer receives a certificate and a limited edition badge. 505 volunteers have received the 100 Hours Award in 2013.</p> <p>The Council also provided infrastructure funding to both Enfield Voluntary Action and the Citizens Advice Bureau to help them provide their services to residents of the borough.</p> <p>The Council's School Member Governor Service has promoted a targeted 'Governor Recruitment' poster campaign to encourage more members of all communities to consider becoming school governors. Posters were published in local libraries and civic buildings, on public notice boards and in the local press. Schools were also encouraged to actively publish their vacancies locally on school notice boards and by handing out flyers. There are still vacancies available. If you are interested, please contact the Governor Support Team on 0208 379 3321.</p>
3.4	Effective local partnership working to improve the health and wellbeing of all	<b>Work with our Black and Minority Ethnic communities</b>

residents	<p>Our Public Health Team helped 886 residents from Black and Minority Ethnic communities stop smoking during 2013.</p> <p>A national Child Measurement Programme has indicated that obesity is highest in Black and Black African communities. As a result, an Obesity Strategy and action plan to tackle this problem has been approved by the Council's Childhood Obesity Board, Obesity is also on the agenda for the Health and Wellbeing Board</p> <p><b>Work with people with disabilities, and their carers</b></p> <p>In order to raise awareness about dementia amongst Enfield residents and communities, the Council and its partners are working with the national Alzheimer's Society's Connecting Communities initiative to improve awareness about dementia across Enfield's diverse communities, as there is national research to suggest dementia is under-recognised in Black and South East Asian communities.</p> <p>Community Nurses continue to support the Council's Formont Centre once a week on a Thursday, where individuals have their blood pressure and weight monitored. Parents can visit and talk over any concerns they may have. We support service users and parents in attending G.P, dentist, or hospital appointments. Different health professional are also invited to parents'/carers' coffee mornings.</p> <p>We have introduced a Healthy Eating session at the Formont Centre, where individuals who are finding it hard to lose weight or need to monitor their weight can talk about/look at appropriate foods and cook different lunches. This group are also putting together a cookery book with people's favourite lunches that they have tried and tested.</p> <p>We have also introduced health awareness talks about health issues</p>
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such as dental care, in which props and easy read booklets are used to allay clients' fears. The group also looks at body image and the emotions and feelings that people have. It is a new activity that will be developed to meet individual needs.

Our New Options Centre now has community nurses visiting every month, monitoring service users' blood pressure and weight. Parents of service users are also very welcome to discuss any concerns. Clients continue to be supported at dentist's, optician's, G.P and hospital appointments.

We have published a new Essential Guide 2012—2014 on Health, Housing and Adult Social Care services to help Enfield residents find out about services available in and around the Borough. It covers a wide range of topics, from leisure activities and money matters to health and support for carers.

### **Work with our faith communities**

Our Public Health Team held fifteen health check sessions in the mosque opposite the Angel Centre in Upper Edmonton. The scheme was so successful we are looking to extend this to other faith venues.

During 2013, service users at the Formont Centre celebrated different faiths and religions. Examples included -

**Chinese New Year** – using photographs, videos, and symbols, we concentrated on food, making the food, looking at where the ingredients come from, and visiting restaurants.

**St. Patrick's Day** – Irish music and dance was the theme to this celebration.

**St. George's Day** – clients created a display of a dragon and roses at the entrance to the Centre, along with photos and symbols of the story.

**Mayday** – a maypole was made, and service users participated in dance and music.

**Easter** – service users looked at traditional customs of Easter, and created a display in the main entrance of artwork and object that service users had created.

**Holi festival of colours** – this was very much a sensory experience for our service users, celebrated with music, singing and dancing.

**Eid** – this event enabled service users to recognise the Muslim festival. Again artwork that service users had created was displayed, and service users' knowledge and experiences were shared.

**Diwali** – the event involved a display of stories and legends. A few parents also brought in gifts, food and sweets and these were shared out among the service users.

### **Work with younger people**

A Transition Club has been introduced on a Tuesday evening at the Formont Centre for 14 – 19 year olds going through the transition from Children Services to Adult Services. The club is run jointly with the Cheviots Children's Centre, and the young people are fully involved in the running of a wide range of different activities.

The Centre has three staff who ensure that any young person who is referred to them follows a transition pathway into the service - this includes visits to the school/family, visits by the young person to Formont, and putting together any information that is required to start a Person-Centred Plan. Staff always try to start the transition a year ahead or at the latest six months ahead, which enables the young person/family to get to know the staff, and for staff to get to know the

individual.

### **Work with pregnant women**

The following is just one example of evidence of the Council's (and its partners) commitment to achieving positive outcomes for our vulnerable customers who need support and assistance. It is the case of a young woman who has a learning disability, epilepsy and was pregnant. She was referred for an assessment by our Learning Disabilities Service to identify any additional support needs she would have in view of becoming a mother. An Occupational Therapy assessment was completed to establish how her learning disability impacted on tasks relevant to being a parent, to identify skills and additional support needs. A joint risk assessment was completed by Community Nursing and Occupational Therapy around risks associated with her epilepsy in view of her being the main carer for her baby. Telecare equipment was provided in addition to a high level of support being recommended due to high risk of seizures directly following the birth of her baby. Links were set up with an Acute Liaison Nurse who ensured she was being supported appropriately on the hospital ward (antenatal ward and Special Care Baby Unit) in view of her learning disability. This helped to ensure information was accessible to her needs, and that staff had an awareness of her learning disability. This meant they could support her in the most appropriate way. A co-ordinated support package was set up between Children's Social Services and Adult Social Services to ensure that the client and her baby could be discharged into a safe environment with adequate support to minimise any risks in view of her epilepsy and learning disability. She continues to cope well with the baby, and there are regular professionals meetings involving health and social care staff from across Adults and Children's Services to ensure she

		<p>continues to cope well and to support her in making future plans including plans to move into more independent accommodation.</p>
3.5	<p>Deliver the Safer and Stronger Communities Board priorities including reducing levels of crime and anti-social behaviour</p>	<p><b>Work with all communities</b></p> <p>The Safer &amp; Stronger Communities Board run by the Council monitors reports on the number of hate crimes in the borough and how many of these have been resolved. Our case management system is designed to contain equalities information on the members of the community who use our Anti-Social Behaviour (ASB) Team services. We also have a case management panel which looks at and responds to all identified cases of hate crime in the borough – it also provides support to victims of hate crime. The Council also employs a Victim Support worker who engages with victims in order to ensure that their needs are met and supported around key priorities such as ASB, hate crime and gangs.</p> <p>The nature of crime is that certain groups are often targeted for certain crimes (e.g. older people are often targeted for deception burglary, women suffer from disproportionate levels of domestic violence compared to men, etc.). As such, we often target our services to those key groups of victims to ensure that we are having the greatest impact in reducing crime and disorder, and are therefore confident that we are targeting the most vulnerable groups for each crime type. Using the analysis mentioned above, we have also targeted certain communities for consultation and advice, such as when we identified that the Asian community was being targeted for gold thefts.</p> <p>We work closely with both Enfield Homes and Registered Social Landlords (RSLs) to ensure that victims and perpetrators of crime and</p>

disorder on estates are appropriately dealt with.

Our Safehouse scheme provides a lockfitting and security upgrade service to victims of domestic burglary and other targeted crime such as domestic violence (DV) is also free for those on low-incomes.

### **Work with people with disabilities, and their carers**

The Safer and Stronger Communities Board (SSCB) supports, and has in recent years, part-funded a variety of schemes for those with drug and alcohol misuse concerns. These range from treatment to support groups and signposting of the services available.

We have close working links with the Mental Health Trust across a range of partnerships and are developing services to support victims of crime and disorder who attend GP surgeries or our hospitals.

### **Work with young people**

The Council's Community Safety Unit annually carries out a project for primary school children aged 6-12 to enable them to better understand the community they live in. It also carries out a yearly engagement project with young people aged 12-21 to foster good relations between different parts of the community or background and appreciate each other's talents.

We have targets to promote equality and issues around all forms of hate crime, as well as specific events targeting our young community, such as "Power of Dreams". Power of Dreams is a community-led project where we encourage young people from different backgrounds, ages, genders and religions to work together to show off

their talents to the public and support each other with an aim of promoting cohesion within the local communities.

We actively work to find Education, Employment and Training (EET) for those vulnerable groups we work with across the partnership who are at risk from gang-offending or need diversion away from their previous offending. We are closely linked with Job Centre Plus and they attend our fortnightly Gangs Action group to help support gang members who are Not in Education, Employment and Training (NEET). This work is across both the youth and adult age groups.

Although we do not specifically offer services to lone parents, we do have support mechanisms in place such as our Gangs Liaison Co-ordinator who works with parents of identified gang members to help them divert their children away from the criminal lifestyle. We also work closely with the Parent Engagement Panel and the Troubled Families agenda (Change and Challenge) in order to support the wider family of those identified as at risk of committing crime and disorder.

### **Work with older people**

The Council's Community Safety Unit provides a "Safehouse" service that makes security improvements for older people aged over 60 who meet certain criteria.

### **Work with our faith communities**

The Council's Community Safety Unit works with the Enfield Faith Forum to promote understanding of different faiths and cultures and

works with faith leaders to promote community and social cohesion amongst the different faith communities in Enfield. We have also supported the re-introduction of Enfield Police's Faith and Communities Officer role and were involved in the selection of the successful candidate, to ensure they reflect partners' needs.

Our Hate Crime Forum has also held specific events supporting various faiths and interfaith dialogue in order to support work and reduce discrimination in this area. We have also specifically held a consultation event at Palmers Green Mosque to support the local community who wanted an opportunity to raise their concerns about hate crime.

**Work with the lesbian, gay, bisexual and transgender community**

The Council itself works with the Enfield LGBT Network that promotes equality for lesbian, gay, transgender and bisexual people. The Hate Crime forum works to reduce the number of incidents of homophobic hate crime, and have supported LGBT History Month and other events. We have also developed a third party reporting site at the LGBT Network Centre in order to help understand and tackle any discrimination that this community may feel.

The Hate Crime Forum also works to reduce the number of incidents of transphobic hate crime, and is working to raise awareness of the trans community. The Forum has held a public event during 2013 to empower and support the trans community in Enfield, whilst highlighting these issues to a wider community.

**Work with pregnant women**

		<p>The Council is developing a new strategy to tackle violence against women and girls, which is an issue that is being highlighted as a concern nationally and regionally, and are currently undertaking a variety of projects around key groups such as our Safe Choices work, around young girls and gangs, and we have commissioned research into this area to enable us to further understand and develop services to tackle these concerns.</p> <p>We are aware that a high proportion of domestic violence (DV) cases start during pregnancy. As a result, the Domestic Violence Strategy Group (DVSG) has empowered and supported services aimed at pregnant women to identify and reduce these incidents.</p> <p><b>Work with married couples</b></p> <p>The Domestic Violence Strategy Group (DVSG) established by the Council has recognised the issue of forced marriage, and has developed training and support for practitioners in being able to recognise this and provide support as suitable. It has also provided support and information around marriage and issues of domestic violence to faith-based organisations who are in an ideal position to provide this support.</p>
3.6	Young people have access to a range of positive activities	<p><b>Work with people with disabilities, and their carers</b></p> <p>Last year, our Youth Support Service commissioned a project with the Joint Disability Service to arrange "buddies" to help disabled young people to access mainstream facilities such as youth clubs. As a result, many young people with a disability are now attending</p>

youth centres in Enfield, and some attend without specialist support being needed. The majority of young people at centres have been trained in working with disabled young people.

### **Work with our Black and Minority Ethnic communities**

The Council's Youth Support Service has moved towards becoming a targeted service, 2723 young people from black and minority ethnic communities have been contacted in 2013. 615 young people have achieved a nationally-recognised award or qualification.

Youth Centres in the borough again this year celebrated Black History Month with a series of activities and sessions planned for young people around the event. This included a Travelling Gallery that travelled to the centres in the Youth Support Service and displayed artwork by young people and staff. The artwork was based on influential Black people past and present, and the young people were introduced as the artists. We thought this would be great recognition for the young people involved. Venues included the Alan Pullinger Youth Centre, Trinity at Bowes, Enfield Island Village and the Unity Hub @Craig Park Youth Centre. The Black History Month showcase in 2013 was called 'The Sky is Not the Limit', and celebrated the talents of local young people with an evening of dance, drama, singing, poems and inspirational talks.

### **Work with young people**

Our Leisure Services Team runs 'Street Active' sessions that have attracted significant numbers of young people to the different activities. These sessions are targeted at young people in the east of

the borough. Street Active is part of our 'Everybody Active' initiative designed specifically for young people. It offers free sports activities in the Enfield area on a turn up and play, no booking necessary basis. Girls and boys are welcome from ages 8-19, with 13-19 year olds having the opportunity for coaching development and leadership. We have developed links with a variety of local and professional clubs offering opportunity throughout the year for competitive sport. Girls are encouraged to participate in the girls and women-only sessions as part of the Street Active sessions.

Our Youth Support Service Inclusion project focuses on young people with specific needs, mild/moderate learning difficulties and mild/moderate disabilities continues to operate successfully. The project is open to young people between the ages of 13 and 25, and supports them with life skills, social activities, integration with mainstream provision and education and employment advice. 37 young people have attended so far in 2013 with 21 young people having improved their life and social skills, and 18 having achieved a nationally-recognised award or qualification.

The Enfield Youth and Family Support Service together with our partners across the borough continued to provide a wonderful selection of positive activities to suit young people aged 13-19 and up to 25 for young people with learning difficulties or disabilities. These included hugely popular Summer Uni courses and activities, the programmes and exciting outdoor excursions from Enfield's youth centres and community groups, and the many volunteering opportunities. This year, more than 500 young people in Enfield took part in 78 workshops and short courses over the summer. The range was diverse with something for everyone - from gaining nationally recognised accreditations in emergency first aid, youth leadership or

food hygiene, to learning something new such as designing and making your own clock, learning to mosaic a birdhouse, producing your own music, creating a business plan, cooking, designing your own website, learning make-up skills, relaxation techniques, sport, singing, dancing, painting and much more.

Enfield Children and Young Persons' Services have been working in Enfield for nearly 12 years. During 2013, they continued to -

- keep a list of organisations that work with children, young people and families who provide youth, sports, arts, mentoring, counselling or other support services
- help people to set up new provision for young people where a gap might exist
- meet with groups of young people on a regular basis concentrating on health – especially mental health
- go out across the borough to see young people and are currently focussing on areas around the Klinger and Shires estates in Edmonton
- run girls-only projects as well as a football programme for disabled young people
- work with partners such as the Tottenham Hotspur Foundation and DAZU to offer holiday programmes and activities
- offer programmes for young people that are recognised by the leading accreditation organisation AQA.
- help organisations carry out the necessary checks on individuals looking to work with vulnerable groups, including children.
- run training programmes for people working with young people in Enfield
- have a fantastic scrap project - The Source - where people can come to access all kinds of recycled materials for use in art

		<p>projects.</p> <p>Enfield Council received £250k of National Lottery funding from Sport England to support the growing numbers of young people in the borough who are overweight or obese (having excess body fat which can lead to increased risks to health) to take up more sport. The money will help to provide –</p> <ul style="list-style-type: none"> <li>• counselling/motivational interviewing with parents, families and young people</li> <li>• a sport/physical activity referral scheme used by experts from a range of settings (schools, GPs, youth workers etc.)</li> <li>• an annual sports programme</li> <li>• development of a youth hub-site for 13-19 year olds with more privacy to participate in than traditional sports settings</li> <li>• daily physical activity for disabled young people in special schools.</li> </ul> <p>Back in 2011, over 9,000 young people voted in the very first Enfield Youth Parliament (EYP) elections. The elections were repeated again in 2013, and again thousands of young people voted. The winners were announced at the Election Night on 18th October. Their work during 2012/13 has included –</p> <ul style="list-style-type: none"> <li>• taking their cause to a national level when they were elected to the UK Youth Parliament and got involved in a televised debate in the House of Commons and other meetings to debate issues of importance</li> <li>• being consulted on a wide range of Council plans and decisions relating to poverty, Council budgets, health and crime</li> <li>• sitting on some of the most senior decision-making groups in the borough, such as the Enfield Strategic Partnership.</li> <li>• being involved in the recruitment of Council Officers who hold</li> </ul>
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senior roles in the Schools and Children's Services department.

- taking responsibility for awarding £15,000 in small grants to local community groups through its 'Invest in Us' fund. As a result, Deztiny Driven, Niburu and the Grassroots programme, will be working directly with young people in Enfield on projects that meet the Youth Parliament's aims.

For more information about the Youth Parliament, visit [www.enfield.gov.uk/youth](http://www.enfield.gov.uk/youth)

Our Youth Action Volunteering Enfield (YAVE) Team has been providing great volunteering opportunities for young people in Enfield for 20 years now. To celebrate this momentous occasion, during 2013, young people from across Enfield worked tirelessly to stage the Back to Yave event – a show telling the YAVE story and showcasing the success of thousands of Enfield young people over the years. Over 45 young people from the borough took part in this youth – led show that dramatised the success of Enfield young people. YAVE volunteers worked with the Skewbald Theatre Company to develop the ideas behind the show using interviews from Brenda Abbott (founder of YAVE), past and current volunteers.

Our Leisure Services Team runs activities for under-fives throughout term time and the summer holidays including tots football, pre-school gym, tots trampolining, ballet and pony rides - all activities were extremely popular, and needed extra sessions put on over the summer.

Local external organisations and charities have been commissioned by our Regeneration Team to deliver targeted consultations to hard-to-reach groups using their expertise, networks and non-traditional

consultation methods, such as creative and media activities used during the Rays Road consultation. The Challenge Network provided 90 young people aged 16 plus to deliver a volunteer site clearance with local volunteers in preparation for an event and create community ownership on the project.

Social media, and the Youth Enfield and 4YP Facebook pages in particular, continue to be actively used to promote services and opportunities. The launch of a new youth portal enables young people to give their views and have better access to information. We have also redesigned the Youth Support Service website to address feedback that online information on activities and services for young people were not easy to find. Consultation with young people through our Youth Centres helped shape the final design. The content structure has also been revised in response to help young people navigate and find information quickly. The new design gives news, events, opportunities and ways to get involved - all in one place. We wanted a design that appealed to all young people, no matter their background or circumstances.

We also use Facebook to promote and invite young people to our youth support service events, including some that may appeal to specific communities and faiths and people of different sexual orientation. This has the added advantage of tracking who may be interested in coming along as well as extending invites to 'friends' of the young people who have 'liked' our page.

**Work with the lesbian, gay, bisexual and transgender community**

Enfield schools work closely with Stonewall (the national LGBT campaigning group) and are one of their 'Education Champions'. We

have just recently completed an assessment against their Inequalities Index, and Enfield came eleventh nationally. This was the same position that we achieved in 2012. We are aiming to get in the top ten next year.

In 2012, the Children's Trust Commissioning Service identified a gap in provision for young LGBT people. Discussions with the Enfield LGBT Network and Enfield Children's and Young People's Service illustrated the need for a regular drop-in session where young people could socialise and discuss issues relevant to their lives in a safe and supported environment. As a result, in 2013, the Enfield Youth Support Service established Proud Enfield - lesbian, gay, bisexual, and transgender (LGBT) group for young people between the ages of 13 and 19. The group meets twice a month and offers advice and support, and opportunities to take part in fun and informative sessions, positive activities, and discussion groups on various issues including coming out, sexual health, and challenging homophobia. So far, 29 young people have attended, 23 of whom have improved their life and social skills.

### **Work with teenage parents**

Our Teenage Pregnancy Strategy is a borough-wide effort to tackle inequalities that can stem from early pregnancy and to support teenage parents to prevent both themselves and their children living in poverty. Research shows that teenage pregnancy is both a cause and consequence of inequalities. Through a successful strategy that Enfield Teenage Pregnancy Unit leads on, the teenage pregnancy rate has gone down for five years in a row in Enfield and it is now lower than both London and England averages.

Our Teenage Pregnancy Unit completed the sixth term of the Enfield Young People's Project, and held a certificate ceremony on the 26<sup>th</sup> June 2013 at the Civic Centre. This ceremony marked the end of a truly extraordinary journey of achievement and each young person who graduated from the programme really earned their award. 44 young people took part in the project, with 36 young people completing it. The volunteers we have trained for the project are from the local community and again are from different races, backgrounds and age groups. In September, we trained ten new volunteers from the community to become facilitators for the Enfield Young People's Project.

In October, we held a successful teenage pregnancy seminar for parents, carers and young people - 63 parents and young people attended. It was a great turnout with positive feedback. The seminar was advertised throughout the borough in the local newspaper, Our Enfield, a Greek and Turkish newspaper, the Greek TV channel, YouTube, and social networking sites to reach all parts of the community. Our frequent posts on Facebook and Twitter promote LGBT young people's rights and gender equality, and also helps prevent homophobic and transgender-based bullying.

In addition, our Sex and Relationship Education programmes that we support in and out of schools promote equality covering all protected characteristics identified in the Equality Act.

All providers of services that we commissioned for young people are required to monitor service delivery for gender, ethnicity and age in order to tackle health inequalities. These constitute some of the important conditions of our service level agreements with our service

	<p>providers. We monitor these conditions through regular reports given to the Teenage Pregnancy Partnership Board.</p> <p>We have also organised special courses and programmes for teenage parents such as the Chrysalis Project that involved taking 13 teenage mothers to Brunel University in June to get a taste of university and go through a personal development programme.</p> <p>Our Family Nurse Partnership (FNP) is a free home visiting programme for first time young mums (and dads), aged 20 or under. A specially trained family nurse visits the young mum regularly, from early in pregnancy until the child is two. Help is given to prepare them for when they become a parent and to support them in planning and achieving their future goals. From early November 2013, young parents can be referred to the FNP by their midwife, GP or other health professional, or they can get in touch with the FNP direct.</p> <p>For teenage parents up to the age of 18, the Young Parents Project (YPP) is a support service to help them prepare and care for their new-born baby. A support group is held at Edmonton Children Centre, 23 South Mall, Edmonton, N9 0TS. It brings together parents of similar ages to share their experiences and receive support from a wide range of professionals on any issues they may be facing. To find out more, call 0208 707 4691 or visit the Teenage Parents page <a href="http://www.enfield.gov.uk/youth/info/69/teenage_parents">http://www.enfield.gov.uk/youth/info/69/teenage_parents</a></p>
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# The Council's Equality and Diversity Action Plan 2010-14

The action plan sets out the activities we will undertake as a Council over this period to tackle inequality in Enfield. This plan was developed through consultation with our partners in the voluntary and community sector who are the umbrella groups representing all aspects of equality and diversity in the borough i.e.

- Enfield Racial Equality Council
- Enfield Disability Action
- Enfield Women's Centre
- Enfield Over Fifties Forum
- Age UK Enfield
- Enfield Faith Forum, and
- Enfield Lesbian, Gay, Bisexual and Transgender Network

In our Equality and Diversity Annual Reports, we will update you on the progress we are making against these actions. This year's annual report shows you what progress we have made during 2013.

REF.	ACTION	PROGRESS SINCE 2012
<b>1. KNOWING OUR COMMUNITY/EQUALITY MAPPING</b>		
<b>1.1</b>	<b>Equalities Monitoring</b>	
1.1.1	Produce detailed baseline data for equalities monitoring	Population projections are produced on an annual basis covering all protected characteristics, and are made available to managers to analyse against service take-up information. Baseline data is also published on the Council's website.
1.1.2	Produce annual reports on all services undertaking equalities monitoring	<p>We now monitor a wider range of services than we ever have done before in order to effectively plan and develop services for the future. We do this on an annual basis by asking managers to –</p> <ul style="list-style-type: none"> <li>• identify the main findings arising from analysing the data</li> <li>• list what actions they plan to take as a result</li> <li>• identify any problem areas, and</li> <li>• promote areas of best practice in their service areas that could be transferable across the organisation.</li> </ul> <p>The results are then presented to the Corporate Equalities Group, the Corporate Management Board, and also to the regular meeting we have with Enfield Racial Equality Council. It is also circulated to other key umbrella voluntary and community sector organisations with an interest in equality issues. We also issue regular guidance to managers on monitoring their services, and have recently updated our equalities monitoring categories to take account of the new protected characteristics defined in the Equality Act 2010, and the 2011 Census results.</p>
<b>2. PLACE SHAPING, LEADERSHIP, PARTNERSHIP AND ORGANISATIONAL COMMITMENT</b>		
<b>2.1</b>	<b>Policy and Action Plan Development and Review</b>	
2.1.1	Ensure that general update information for staff on equality and diversity issues is produced and distributed, particularly regarding service planning, impact assessments/analyses and the implications of future legislation.	<p>The Council produces an Equalities Matters newsletter on a regular basis to keep staff abreast of current equality and diversity developments. As at November 2013, ten editions had been produced.</p> <p>Presentations on the Equality Act 2010 have been given to councillors and senior officers.</p>
2.1.2	Ensure that the Council's Valuing Diversity and Equal Opportunities Policy is reviewed annually, and that the Council's Equality and Diversity Action Plan is reviewed every four years	The Council's Valuing Diversity and Equal Opportunities Policy was last reviewed in September 2012, and the current Council Equality and Diversity Action Plan covers 2010 to 2014.

REF.	ACTION	PROGRESS SINCE 2012
2.1.3	Publish a revised Council Equality and Diversity Action Plan (CEDAP) covering 2010-2014, and make it available in a variety of relevant formats	The Council Equality and Diversity Action Plan was originally published in our Equality and Diversity Scheme Annual Report 2010, which is available in hard copy and on the Council's website. We offer to provide copies in other formats on request. Updates on progress appear in subsequent annual reports.
2.1.4	Make equalities and diversity information easier for customers to access on the Council's website	Many of the Council's publications on equalities and diversity issues are available on the Council's website, including our Valuing Diversity and Equal Opportunities Policy and copies of all equality impact assessments/analyses undertaken by Council services.
<b>2.2</b>	<b>Complying with Existing Legislation</b>	
2.2.1	Publish an Equality and Diversity Annual Report including progress reports on actions, and ensure they reach the widest possible audience through innovative and creative distribution	This Annual Report is the latest version of our Equality and Diversity Scheme, and is published on the Council's website. Copies in other formats are provided on request.
<b>2.3</b>	<b>Equality Framework for Local Government</b>	
2.3.1	Achieve Council accreditation at the excellent level of the Equality Framework for Local Government	Our final assessment against the Framework took place in March 2013, and Enfield Council was accredited as excellent (one of only 12 authorities in the country).
<b>2.4</b>	<b>Forthcoming Legislation</b>	
2.4.1	Comply with forthcoming legislative requirements of the Equality Act 2010	The Council complies with all current requirements of the Equality Act. The Government Equalities Office review of the legislation that reported in September 2013 made no changes, and committed to undertake a further review in 2016.
<b>2.5</b>	<b>Enfield Strategic Partnership (ESP)</b>	
2.5.1	Revise the ESP equalities action plan so that partners from all sectors can have a shared vision of equalities and diversity	A revised Equalities Statement was approved by ESP Board in July 2011, and a revised Equality and Diversity Action Plan was approved at the December 2012 Board meeting.
2.5.2	Improve the engagement of representative voluntary and community sector equality groups in the work of the ESP	As a result of the recent review of the structure of the ESP Board, many members of the Board represent organisations working in the field of equality.

REF.	ACTION	PROGRESS SINCE 2012
<b>2.6</b>	<b>Promoting Equality and Diversity</b>	
2.6.1	Plan a programme of equality and diversity promotional events	Equality and diversity events are held throughout the year, and include Black History Month events, LGBT History Month events and Holocaust Memorial Day. Intergenerational Conferences were also held in November 2011 and May 2013.
<b>3. COMMUNITY ENGAGEMENT AND SATISFACTION</b>		
<b>3.1</b>	<b>Engagement and Consultation</b>	
3.1.1	Implement the Council's Engagement Framework and produce an accompanying Toolkit	The ESP produced an Engagement Framework in 2010, alongside a toolkit that shows how the standards highlighted in the Framework can be put into action. The Toolkit looks at each stage of the engagement process. Starting with the planning stage and finishing with providing feedback and evaluating engagement activities, it also provides partners with details of useful resources and contacts.
<b>3.2</b>	<b>Equality and Diversity Scheme Annual Report</b>	
3.2.1	Consult fully on the Council's Equality Scheme Annual Report	The Annual Report was developed through consultation with our partners in the voluntary and community sector who are the umbrella groups representing all aspects of equality and diversity in the borough. Comments are invited in each year's publication.
<b>3.3</b>	<b>Council's Equality and Diversity Action Plan (CEDAP)</b>	
3.3.1	Circulate revisions to the CEDAP for consultation to the umbrella stakeholder groups for each equality strand	The Plan was also developed through consultation with the partners in the voluntary and community sector mentioned above.
3.3.2	Elected members should be consulted on, and approve/endorse, the CEDAP	The current Action Plan was approved by the Council's Cabinet in 2010.
3.3.3	Circulate any revisions to the CEDAP for consultation to relevant trades unions and staff groups	Trades unions and the Minority Ethnic Staff Group were consulted on the current Action Plan.
<b>3.4</b>	<b>Valuing Diversity and Equal Opportunities Policy</b>	
3.4.1	Consult on revisions to the Council's Valuing Diversity and Equal Opportunities Policy with all stakeholders	The Policy is reviewed annually, and is submitted for approval by elected members, the Corporate Equalities Group, staff groups and partners in the voluntary and community sector.

REF.	ACTION	PROGRESS SINCE 2012
<b>3.5</b>	<b>Community Cohesion Strategy</b>	
3.5.1	Develop a partnership-wide Community Cohesion Strategy	Enfield Strategic Partnership's Community Cohesion Strategy, "Enfield Together", was published in September 2010, and covers the period 2010 to 2014. The strategy demonstrates our vision of building a cohesive borough that all people can identify with, feel proud of, and where everyone is valued, built upon positive relationships within and across local communities that create a sense of belonging. The Strategy will be revised in April 2014.
<b>4. RESPONSIVE SERVICES AND CUSTOMER CARE</b>		
<b>4.1</b>	<b>Complaints</b>	
4.1.1	Maintain a complaints system that meets the best practice guidance contained in the Local Government Ombudsman's "Guidance on Running a Complaint System" comprising the six principles of accessibility, communication, timeliness, fairness, credibility and accountability	A new two-stage complaints system was established in December 2010. Training courses for officers investigating complaints are run by the Ombudsman Service, and focus on effective complaints handling.
4.1.2	Report any instances of upheld complaints with a significant equalities dimension to the Corporate Equalities Group twice yearly	Any equalities issues arising from the regular review of organisational learning from complaints are passed to the Corporate Equalities Group.
<b>4.2</b>	<b>Equalities in Procurement</b>	
4.2.1	Review relevant procurement and contracted services with regard to performance against equality targets and objectives, and monitor regularly – this should cover both service delivery and employment issues	All contracts are let on the basis of satisfactory evidence of compliance with the Council's equality policy. Contractors must continue to comply throughout the term of the agreement. Contracts are all managed by a named "contract owner" who is responsible for ensuring that suppliers meet, and continue to meet, equality requirements throughout their contract term. Guidance has been provided to service managers on monitoring the equalities issues included within their service specifications. The Council's Pre-Qualification Questionnaire has been reviewed to ensure it covers all relevant equality considerations.

REF.	ACTION	PROGRESS SINCE 2012
<b>4.3</b>	<b>Equality Impact Assessments/Analyses (EQIAs)</b>	
4.3.1	Carry out programmes of generic retrospective and predictive equality impact assessments/analyses covering all strands of equalities and diversity, and ensure that all stakeholders have opportunities to engage in the EQIA process	Every service within the Council undertakes a retrospective equality impact assessment/analysis as part of a three-year rolling programme. Predictive EQIAs are carried out whenever a relevant new proposal is considered. A constituent part of the EQIA process is the need to consult with all stakeholders to assess impact on different groups. All EQIAs are published on the Council's website.
<b>5. A MODERN DIVERSE AND REFLECTIVE WORKFORCE</b>		
<b>5.1</b>	<b>Harassment Policies</b>	
5.1.1	Improve understanding of the definitions of bullying and harassment and improve awareness of the support available to staff	<p>Our Anti Harassment Policy is the Council's guidance on dealing with harassment that occurs within the community, and between members of the public/service users and Council employees or Councillors. Harassment occurring between employees is covered by the Council's Dignity at Work Policy.</p> <p>'Stand Up for Equality' - more detailed guidance on dealing with hate crime issues in schools was launched in 2011.</p> <p>Bitesize training for staff is ongoing, and since mid-2012, it has included sessions for managers on Principles of Managing Misconduct and Principles of Managing Grievances.</p>
<b>5.2</b>	<b>Monitoring and Reviewing</b>	

5.2.1	Produce recruitment and workforce monitoring reports on a regular basis to measure the Council's performance in relation to ensuring that the Council's workforce continues to mirror the make-up of Enfield's economically active population.	Reports outlining the employee profile and the recruitment profile are currently produced for the Corporate Management Board twice yearly. Employee data is produced as at 31 March and 30 September. The recruitment activity and profile is produced for annual and half year figures. Latest figures show that overall the proportion of BME staff at 32% is very nearly comparable with the percentage of economically active BME residents in the borough's population of 37.2%.
REF.	ACTION	PROGRESS SINCE 2012
5.2.2	Develop initiatives to improve the number of women and under-represented groups in senior management positions	<p>We have designed a 'Women into Management' programme and offer mentoring to the women into management groups. We also continue to encourage applications from BME and female staff onto management development programmes by giving them priority to undertake management training. Applicants for Shaping the Future (Enfield's Leadership Programme) were encouraged through a presentation to the Minority Ethnic Staff Group.</p> <p>We have also introduced personal effectiveness training aimed specifically at giving BME staff the skills and confidence to apply for more senior posts within the organisation, as well as establishing a mentoring and buddying scheme through our Minority Ethnic Staff Group to complement the Council's corporate scheme. The profile of delegates who successfully applied for the programme is diverse. 27% are from BME groups, and 66% are female. 26% are aged under 34, and 13% have declared that they have a disability.</p>
<b>5.3</b>	<b>Recruitment and Selection</b>	
5.3.1	Undertake random sampling of recruitment activities to ensure compliance with the Council's equalities policies and the Recruitment Policy and procedures	<p>Regular random sampling of recruitment is undertaken. Concerns have been expressed around the number of BME applicants who had applied for jobs compared with the number being offered employment with the Council. Previous audits have shown that, at the recruitment and short-listing stage, there were no findings of intentional bias. However, white candidates were seen to be proportionally more successful, although success rates varied for different groups. Similar results were found with an audit conducted with 2012 data. As a result of the more recent exercise, it was agreed to -</p> <ul style="list-style-type: none"> <li>• continue to use the new Diversityjobs bulletin</li> </ul>

		<p>board to advertise jobs to attract a wider audience</p> <ul style="list-style-type: none"> <li>• continue to improve the web pages used to advertise jobs to make them more appealing and welcoming to potential job seekers</li> <li>• audit five files every month to ensure compliance with recruitment policy and procedures</li> <li>• where recruitment/ hunting agencies are employed, ensure that they provide equalities data and that they can offer a diverse base of candidates. This is especially relevant for senior jobs.</li> </ul>
REF.	ACTION	PROGRESS SINCE 2012
5.3.2	Carry out recruitment/employment workshops and consultation targeted at people with disabilities to ensure that the Council workforce continues to mirror the make-up of Enfield's economically active population.	The Council continues to be represented at specialist recruitment events and fairs. Enfield Council was present at six recruitment fairs during 2013.
5.3.3	Improve the awareness of managers on disability and legal aspects of reasonable adjustments	The Council revised its Disability Policy following the Equality Act 2010. We continue to train managers on our Recruitment and Selection course about the 2 tick scheme, and the importance of making reasonable adjustments. Our Principles of Managing Absence and Attendance have been updated with a section on disability-related absence. Associated bitesize training explains the duty of employers to manage disability-related absence and make adjustments were reasonable at work. Our Staff with Disabilities Action Group received a presentation by Access to Work in January 2012. A survey of staff who had received reasonable adjustments to their workplace carried out in 2013 showed high levels of satisfaction. The Council continues to provide equality and diversity training that includes sessions on disability awareness.
5.3.4	Create an equality framework in line with the Equality Act	The Framework completed by 1st April 2011. The Council meets all current legal requirements – see also section 2.4.1.
5.3.5	Support engagement with staff groups such as the Minority Ethnic Staff Group and the Staff with Disabilities Action Group	Achieved - both groups are now fully established and meet regularly to discuss staff concerns.  During 2013, we established a staff group for

		staff with caring responsibilities, and an information sharing network for lesbian, gay, bisexual and transgender staff.
<b>5.4</b>	<b>Development and Training</b>	
5.4.1	Continue to develop a management training programme for both new and aspiring managers, middle managers and senior managers.	Training programmes have now been developed, and are continually reviewed and improved – see also section 5.2.2.
<b>REF.</b>	<b>ACTION</b>	<b>PROGRESS SINCE 2012</b>
5.4.2	Develop management development training specifically aimed at under-represented groups	BME and female staff are given priority on management and leadership courses as they are under-represented at senior levels in the Council's workforce. A personal effectiveness training course for BME staff graded at Principal Officer level and above was piloted between July and September 2012, and has now been successfully incorporated into our current programme of training courses – see also 5.2.2.
5.4.3	Develop a training programme for elected members to raise awareness of equality and diversity issues	A training programme has been developed, and training sessions have taken place. Awareness raising sessions on our legal requirements were delivered in July 2012. Presentations were also offered to both political groups in early 2013.  A session on equality and diversity will be included in the training programme for new elected members in May 2014.
<b>5.5</b>	<b>Equal Pay</b>	
5.5.1	Develop and publish an Equal Pay Policy Statement	The Localism Act requires councils to adopt a statutory pay policy. The policy states that the appropriate rate of pay for each job is established through the application of an appropriate job evaluation scheme. The Pay Policy was adopted in February 2012, and has been updated in 2013.
5.5.2	Publicise equal pay policies, procedures and targets to staff	The Council's Equal Opportunities in Employment Policy includes a statement that the Council will avoid unlawful discrimination in all aspects of employment including pay and benefits. The policy is backed up by policy updates on a range of human resources issues. The Pay Policy was adopted in February 2012,

		and has been updated in 2013.
<b>5.6</b>	<b>Staff Appraisal Mechanisms</b>	
5.6.1	Review and improve the equality competency	A customer and community focus staff appraisal competency was developed in winter 2010 that focuses on equality and diversity issues - it is a core behaviour in the staff Competency Framework.

## How we assess the impact of our services

The Council uses an assessment questionnaire that service managers use to analyse if the Council's services, functions, policies or proposals could -

- affect any one community group more adversely than another
- prevent people from accessing services, or
- could possibly be discriminatory.

The assessment asks service managers to indicate how they –

- consult about their service with service users and staff
- can improve access to their service and to information about their service
- carry out monitoring of who uses their service
- train their staff to provide an appropriate service

Equality Impact Assessments/Analyses (EQIAs) cover issues around race, disability, gender, age, religion and belief, sexual orientation and all other protected characteristics. An improvement plan at the end of each analysis shows what work needs to be done to improve the service for our customers and staff. EQIAs are no longer a legal requirement, but In Enfield, we feel they are the best way of evidencing that the Council is paying due regard to the needs of all our communities, especially those who are defined as having protected characteristics under the Equality Act 2010.

Between 2010 and 2013, we carried out retrospective assessments/analyses of all Council services, and are repeating these again in a three-year programme between 2013 and 2016. In addition, we carry out predictive impact assessments/analyses of any relevant proposals for major changes to services or policies. Our current programme of assessments/analyses appears on the next page. We also publish all

EQIAs on the Council's website at [http://www.enfield.gov.uk/homepage/399/equality\\_impact\\_assessmentsanalyses](http://www.enfield.gov.uk/homepage/399/equality_impact_assessmentsanalyses)

## Enfield Council's programme of retrospective equality impact assessments/analyses 2013/14 – 2015/16

SERVICE CENTRE/TEAM/DIVISION	DUE
<b>CHIEF EXECUTIVE'S OFFICE</b>	
Communities, Partnerships and External Relations,	YR1 - 2013/14
Policy and Performance	YR1 - 2013/14
Corporate Communications	YR1 - 2013/14
Human Resources	YR2 - 2014/15
Learning and Development	YR2 - 2014/15
<b>ENVIRONMENT</b>	
Community Safety	YR1 - 2013/14
Health and Safety	YR1 - 2013/14
Regulatory Services	YR1 - 2013/14
Planning, Highways and Transportation	YR1 - 2013/14
Waste Management	YR1 - 2013/14
Parks	YR1 - 2013/14
Fleet Services	YR1 - 2013/14
Passenger Transport	YR1 - 2013/14
<b>FINANCE, RESOURCES AND CUSTOMER SERVICES</b>	
Corporate Procurement	YR2 – 2014/15
Corporate Information Technology	YR2 – 2014/15

<b>SERVICE CENTRE/TEAM/DIVISION</b>	<b>DUE</b>
Property Services	YR3 – 2015/16
Corporate Transformation	YR2 – 2014/15
Customer Services	YR3 - 2015/16
Legal Services including Registration Service and Land Charges	YR2 – 2014/15
Exchequer Services	YR3 - 2015/16
Governance including. Electoral Services, Democratic Services, Scrutiny, and Audit and Risk	YR2 – 2014/15
Financial Management Services	YR3 - 2015/16
Revenues and Benefits	YR3 - 2015/16
<b>HEALTH, HOUSING AND ADULT SOCIAL CARE</b>	
Public Health	YR1 - 2013/14
Provider Services	YR1 – 2013/14
Customer Pathway including Physical Disability/Sensory Impairment/HIV/ Park Avenue/Older People's Services	YR2 – 2014/15
Strategy and Resources including. Procurement and Contracting, Safeguarding Adults, Quality and Complaints, Resources and Business Management, and Commissioning Team	YR2 – 2014/15
Enfield Homes	YR2 – 2014/15
Integrated Learning Disability Service	YR3 – 2015/16
Community Housing	YR3 – 2015/16
<b>REGENERATION, LEISURE AND CULTURE</b>	
Strategic Planning and Design	YR1 – 2013/14
Business and Economic Development	YR1 – 2013/14
Libraries and Museums	YR2 – 2014/15
Leisure and Culture	YR1 – 2013/14
Neighbourhood Regeneration	YR3 – 2015/16
<b>SCHOOLS AND CHILDREN</b>	
Community Access, Childcare and Early Years Service	YR1 – 2013/14
Schools Admissions Service	YR1 – 2013/14
Special Needs and Inclusion Service	YR1 - 2013/14
Enfield Art Support Service	YR1 – 2013/14
Educational Psychology and Child and Adolescent Mental Health Service	YR2 – 2014/15
Joint Service for Children with Disabilities	YR2 – 2014/15
Safeguarding and Quality Assurance	YR2 – 2014/15
Children in Need	YR2 – 2014/15
Looked After Children	YR2 – 2014/15
Children's Trust Commissioning	YR2 – 2014/15
School Improvement Service (including Governor Support)	YR2 – 2014/15
Youth and Family Support Service	YR3 – 2015/16
Asset Management and Development (included Catering	YR3 - 2015/16

<b>SERVICE CENTRE/TEAM/DIVISION</b>	<b>DUE</b>
Services)	
Behaviour Support Service	YR3 - 2015/16
Business Improvement and Partnerships	YR3 - 2015/16
Learning and Skills for Work	YR3 - 2015/16

All equality impact assessments/analyses are available to view on the Enfield Council website.

## **Predictive equality impact assessments/analyses 2013**

The following predictive equality impact assessments/analyses were carried out in 2013, and are available to view on the Enfield Council website.

<b>CHIEF EXECUTIVE'S OFFICE</b>
Community Capacity Building Fund Round 2
Enfield Traineeship Placement Programme
<b>ENVIRONMENT</b>
Health and Safety Teams Merger
<b>HEALTH, HOUSING AND ADULT SOCIAL CARE</b>
Care Homes Re provision
Shared Services Review
<b>REGENERATION, LEISURE AND CULTURE</b>
Homework Centres Restructure
Meridian Water Masterplan
Local Studies Fees and Charges
<b>SCHOOLS AND CHILDREN'S SERVICES</b>
Behaviour Support Staffing
Childcare in Children's Centres
Two Year Old Capital Grant Allocation
Primary School Places
Looked After Children Restructuring
Adoption Special Guardianship and Residence Order Allowances

We are also carrying out EQIAs of all the Council's budget proposals for 2014/15, but these are not available at the time of writing.

## Participation in public life

The Public Sector Equality Duty (PSED) of the Equality Act 2010 requires all local authorities and other public bodies to have due regard to the need to -

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act
- advance equality of opportunity between people who share a protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not.

These are sometimes referred to as the three aims of the general equality duty. The Act explains that having due regard for advancing equality includes -

- **encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.**

### What we have done so far

- many of the activities that the Council and our partners undertake involve encouraging residents from under-represented communities to play a more active role in public life. In many of these areas, participation is disproportionately low for some protected groups, compared with the make-up of the local population. These include the number of elected members from protected groups, and representatives on bodies such as the Parent Engagement Panel, the Childminding Support Network, and school governing bodies. However, other bodies have been more

successful e.g. the Youth Engagement Panel, and specialist staff groups within the Council. Work continues to increase the level of participation from under-represented groups

- during Local Democracy Week in October 2013, elections to the Enfield Youth Parliament were held, and we now have the most diverse range of members than we have ever had, thanks to local schools encouraging pupils to take part. The elections take place every two years, and give students the invaluable experience of taking on a representative role in public life
- as part of the Council's work towards achieving the excellent level of the Equality Framework for Local Government in March 2013, we worked closely with the Local Government Association (LGA) who offered meetings with both political groups to discuss the role and responsibilities of elected members, and how the Equality Framework could be used to improve the Council's equality practice. The LGA recognised the strength of our diverse group of councillors, and, as a result, we have asked the political groups to consider what can be done to help them improve the representation of candidates at the next local elections
- in order to improve the representation of school governors, particularly from BME communities, presentations were made to the meeting that the Council has with Enfield Racial Equality Council, and also to two of the Council's staff groups, the Minority Ethnic Staff Group and the Staff with Disabilities Action Group. As a result, vacancies were publicised, and several applications were received for school governor positions.

## How we monitor our services

Monitoring how our services are used (and reasons why they are not used) can tell us if our policies and services are having any positive or adverse impact on different communities. We report this information to the Council's Corporate Management Board and Corporate Equalities Group, and also to the regular meetings that the Council has with Enfield Racial Equality Council. Our monitoring reports are also shared with other equality groups in the voluntary and community sector.

The Council's overall performance on tackling inequality is measured by how we perform against the requirements of the Equality Framework for Local Government. The Framework sets out a series of requirements that we have to meet across all our services. In March 2013, Enfield Council achieved the 'excellent' level of the Framework – one of only twelve local authorities in the country.

# Listening to you

## What we have done so far

We are fully committed to engaging with our partners and all community groups to gain feedback to make our equality work more effective. We are continuously developing different ways to consult and engage with residents, voluntary sector organisations and other stakeholders so that local people are better able to influence the Council's decision-making process, and to get the services they need. Your views and comments have informed our Equality Scheme, our Equality and Diversity Action Plan and individual service plans.

We have a two-stage customer complaints scheme - this covers complaints about the way people feel they were treated at the point of service delivery, accessing a service, or felt that they were not provided with a service due to their race, faith, belief or other forms of disadvantage.

## What we will do

We will continue to meet in partnership with community representatives and management committees of local voluntary and community sector groups and organisations that represent the different communities that make up Enfield's diverse population. These include –

- Enfield Racial Equality Council
- Enfield Disability Action

- Enfield Women's Centre
- Enfield Age UK
- Enfield Over Fifties Forum
- Enfield Faith Forum
- Enfield Lesbian, Gay, Bisexual, Transgender Network

We will also continue to use the Enfield Residents Panel, and other surveys and focus groups, to understand the views and needs of the different parts of Enfield's community on Council and other services.

## Help to access services

### What we have done so far

- Enfield Council has a new partnership agreement with Newham Language Shop (NLS) to supply translation and interpreting (T&I) services. With a vast number of freelance translators and interpreters covering over 100 languages, Enfield Council will now have access to NLS's full range of expert T&I services. Enfield is committed to providing services to those in the community who need help because they don't speak English. The Council has also recently enhanced its service that is available through our website. Recent improvements include the introduction of Google Translate that now allows translation of information on the website into 72 languages. We also recognise that many people prefer to get information on audio tape, CD or Braille. The Council's Translation and Interpreting Service can put publications into these formats
- we continue to arrange for emergency interpreters, or use an interpreter via the telephone, if you try to access our service and English is not your first language. We will identify your needs and arrange an appointment with a professional interpreter at another time
- in order to help those with visual impairment, dyslexia or learning difficulties, each page of the Council's website - [www.enfield.gov.uk](http://www.enfield.gov.uk) – now has a feature which will read back the main content of each page to the user. Unlike other websites, our system requires no special equipment or downloads from the web. You can even use this function to read back the links from each page and navigate the site without using your computer's mouse
- our telephone Contact Centre (0208 379 1000) receives all first contact calls into the Council. Through the use of electronic systems and electronic interaction

with the services, it deals with all straightforward enquiries, along with more complex transactions, without referring the caller on to another service or asking them to call back again

- the Council has increased the amount of information and number of services it delivers electronically, both through our website ([www.enfield.gov.uk](http://www.enfield.gov.uk)) and via the Contact Centre
- we have joined forces with Disabled Go to provide access for disabled people to a web-based directory that gives detailed information on a wide range of services and facilities in the borough. Over 1000 venues have been assessed and the information presented in a clear and simple way.

### **What we will do**

- during next year, we will offer even more transactional services through the website including more online forms and the ability to report problems more easily
- we are working with Enfield Deaf Image Group to create British Sign Language videos for many of our services that will be available on the Council's website.

## **Who works for the Council?**

We strive to continually improve the collection of equalities information about our staff to ensure that we can accurately understand the profile of our workforce and are able to provide comparisons against the local community that we serve.

Our latest figures at December 2013 show that –

- the greatest proportion of staff by age is the in the 45-54 age category at 32%. Those aged 44 and below are less represented than in comparison to the local population. However, the proportion of staff in the 16-24 age group has increased from 2.33% in August 2009 to 5.61% in March 2013. Enfield has the highest proportion of employees in the 16-24 age group across all of the London boroughs. The continuing recruitment of apprentices is increasing the number of younger employees coming into the Council.
- There are a greater number of women working for the Council than males – 69%.
- 34% of employees occupy part time positions. The majority of these part time workers are female – 90%
- The majority of Enfield Council staff describe themselves as White – 62%. 32% of the total workforce state that they are from a Black and Minority Ethnic Group

and 6% have not declared this information. The largest BME group is Black Caribbean (7%) followed by Black African (6%).

- 4.1% of the workforce have declared that they consider themselves to have a disability

In addition, we continue to engage with the Council's Minority Ethnic Staff Group and Staff with Disabilities Action Group to identify their concerns and solutions. Our work with staff with disabilities includes piloting the implementation of an online forum for the group, and discussing future proposed technology and website changes. During 2013, the Council also established staff groups for our lesbian, gay, bisexual and transgender employees, and also for staff who have caring responsibilities.

## Training our staff

### What we have done so far

- we have a comprehensive programme of equalities and diversity training including bite size training in 'deaf awareness', 'disability awareness', and 'diversity, equality and inclusion', along with both full-day and half-day workshops on 'Equality and Diversity'
- in order to address the under-representation of female and BME staff at senior levels in the Council, we give priority in our Leadership training programme to female and BME staff, and have also designed a separate Women into Management programme
- we have introduced personal effectiveness training for BME staff to help provide skills needed to apply for more senior positions. This followed a successful pilot last year
- we continue to provide equalities and diversity awareness training in our mandatory induction programme for all new staff. The session includes facts and figures about the diversity of Enfield's population and the Council's commitment to combat discrimination, advance equality of opportunity and foster good relations between different groups in the community

### What we will do

- we will continue to work with, and seek support from, the Council's Minority Ethnic Staff Group and Staff with Disabilities Action Group to gain feedback on training and future training needs for staff
- we will continue with our Women into Management programmes and evaluate the impact
- we will continue to encourage applications from female and BME staff onto the management development programmes
- we will run more training programmes effectively targeting under-represented staff

## If you want to know more...

Please contact Ilhan Basharan, Communities Manager, on 020 8379 3123, or email: [Ilhan.basharan@enfield.gov.uk](mailto:Ilhan.basharan@enfield.gov.uk)

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