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EQUALITIES BOARD

**Tuesday, 7th September, 2021 at 7.00 pm in the Conference Room,
Civic Centre, Silver Street, Enfield, EN1 3XA**

Membership:

co : Huseyin Akpinar, Guner Aydin, Clare De Silva, Ergin Erbil (Associate Cabinet Member (Non-geographical based)), Achilleas Georgiou, Margaret Greer and Jim Steven

AGENDA – PART 1

- 1. WELCOME AND APOLOGIES**
- 2. DECLARATIONS OF INTEREST**

Members of the Board are invited to identify any disclosable pecuniary, other pecuniary or non-pecuniary interests relevant to the items on the agenda.

- 3. AGREE THE MINUTES OF THE LAST MEETING ON 15TH JULY 2021**
(Pages 1 - 12)

To agree the minutes from the Equalities Board meeting on the 15th July 2021.

- 4. PROVIDE ACCESS TO SUPPORT SERVICES AND NETWORKS TO REDUCE SOCIAL ISOLATION** (Pages 13 - 38)

To update the Board on the following actions:

- Provide opportunities for people to socially connect through volunteering, mentoring and befriending initiatives, building on the good practice of local organisations and on the legacy of our Enfield Stands Together Programme.

- Enable the increased use of social prescribing to help people of all ages take part in positive activities within their communities and improve their mental and physical health.

5. IMPROVE THE WELLBEING AND CELEBRATE THE CONTRIBUTION OF OUR LESBIAN, GAY, BI AND TRANS COMMUNITIES

To receive an update from the Enfield LGBT Network.

To update the Board on the following action:

- Create an LGBT inclusive workplace by delivering training encouraging an active LGBT staff network and running a “LGBT allies” programme, which means non-LGBT staff can identify themselves as supportive individuals.

6. ANY OTHER BUSINESS

7. DATE OF NEXT MEETING

To agree the dates for the forthcoming meetings of the board on the 1st December 2021 and 8th February 2022.

MINUTES OF THE MEETING OF THE EQUALITIES BOARD HELD ON THURSDAY, 15TH JULY, 2021

MEMBERS: Councillors Huseyin Akpinar, Guner Aydin, Ergin Erbil (Associate Cabinet Member (Non-geographical based)) and Achilleas Georgiou

Officers: Peter Nathan (Director of Education), Anna Vaughan (Head of Professional Learning), Lucy Nutt (Head of School and Early Years Improvement Service), Matt Bowmer (Director of Finance), Claire Reilly (Head of Procurement and Commissioning (People and Corporate)), Shaun Rogan (Head of Corporate Strategy), Rebekah Polding (Head of Cultural Services Dept), Karen Maguire (Strategic Property Services and Gypsy, Roma and Traveller Lead), Tinu Olowe (Director of Human Resources and Organisational Development), Harriet Potemkin (Head of Strategy and Policy), Lucy Nasby (Strategy and Policy Manager), Koulla Panaretou (Governance Officer)

Also Attending: Nick Chanda (Revival Church of Enfield and Enfield Faith Forum), Tim Fellows (Enfield LGBT Network), Neveah West-Lawson (Young Mayor)

1. WELCOME & APOLOGIES

Cllr Ergin Erbil (Chair) welcomed everyone to the meeting.

Apologies for absence were received from Cllr Ayfer Orhan, Cllr Clare De Silva, Cllr Dino Lemonides, Cllr Jim Steven, Ben Ingber (Age UK Enfield), Ginnie Landon (Enfield Women's Centre), Chandra Bhatia (Enfield Racial Equality Council).

2. DECLARATIONS OF INTEREST

There were no declarations of interest registered in respect of any items on the agenda.

3. MINUTES OF THE PREVIOUS MEETING

The Board agreed the minutes of the last meeting held on the 16th February 2021.

Cllr Achilleas Georgiou requested that the item on Inclusive Transport, minute number 22.4 be changed from "been delivered" to "been piloted".

4. UPDATE ON EPIC - ONE YEAR ON

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Harriet Potemkin (Head of Strategy and Policy) provided an update on Enfield's Poverty and Inequality Commission (EPIC) one year on.

EPIC was set up to understand the causes of poverty and inequality in Enfield and to find local solutions. The independent commission was chaired by Baroness Tyler of Enfield with a panel of 12 commissioners. Their final report was published in January 2020 and contained 27 recommendations.

The update given highlighted progress against a number of the 27 recommendations, noting that a summary in relation to all 27 is contained in the Update circulated in the reports pack.

Living:

Recommendation 3: The Council should work with partners to reform the private rented sector so that it works for all residents. Additional licensing scheme went live 2020 and selective licensing being phased in following government approval in May 2021. A new Housing Advisory Service has been introduced to focus on homelessness prevention. 18 more homes have been secured through Housing Gateway.

Recommendation 7: The voluntary and community sector, supported by the Council, should create a Food Action Plan for Enfield, to ensure all families have access to healthy food. This is being done through school holiday schemes, small grants for community food projects provided, four food pantries established through the Food Alliance and over 79K food/essential item parcels delivered to isolated people across the Borough.

Recommendation 11: The Council should revitalise youth services in the Borough. Prioritise investment in universal youth services and targeted outreach youth workers.

Learning:

Recommendation 12: The Council, education providers and the voluntary and community sector should work together to ensure that all Enfield's Children are "school-ready". This is being done with an additional £150K investment to enhance speech, language and communication services to focus on prevention and early intervention and encouraging take up of free early years places for 2 to 3-year olds.

Recommendation 15: The Council should work with schools to set a target to reduce the use of fixed-term and permanent exclusions. With the help of workshops, training and mentoring programmes, supporting young people's mental health and wellbeing have shown a reduction of 23% of permanent exclusions compared to last year.

Earning:

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Recommendation 18: Poverty reduction should be at the heart of the Council's new economic development strategy, which should set a target to reduce low pay within the Borough. Much work is being undertaken with the Living Wage Foundation to assist in establishing Meridian Water as a Living Wage Zone. 176 employees have now benefited from the London Living Wage now that services for housing repairs, cleaning and grounds maintenance for cemeteries have been brought back "in-house".

Recommendation 24: The Council should help free the poorest residents from the burden of problem debts by extending access to benefits advice, support around debt and good credit. In 2020-2021 over 3,100 residents were supported with advice from new Council team in partnership with Citizens Advice Bureau.

The following comments and questions were received:

1. Tim Fellows noted that the recommendations relate to other organisations as well as the Council, in particular the police, and questioned whether there was a named lead within the Metropolitan police leading on their response.

Harriet Potemkin responded that the council was working in partnership to respond to the recommendations, including with the police. In particular, this included partnership with the police to deliver the 'Safer Schools' programme.in regards to the Safer Schools Team.

Peter Nathan (Director of Education) further advised that the Education Department and Schools were working proactively with police in the 'Safer Schools' programme, and also noted the importance of engagement at senior levels within the police, as well as with school safety officers working longer hours on school sites.

Shaun Rogan (Head of Corporate Strategy) advised that many voluntary and community sector organisations were instrumental in informing the recommendations – both as panel members and through participation on the engagement process with the Commission. He noted the ongoing commitment of these local organisations to working in partnership to respond to the recommendations. -

2. Cllr Ergin Erbil (Chair) asked for further information on our work to actively support the use of the London Living Wage across the borough.

Harriet Potemkin advised that the Council is working with the London Living Wage Foundation to assist in establishing Meridian Water as a 'Living Wage Zone' and is also developing a new Sustainable and Ethical Procurement Policy to help to accelerate the use of London Living Wage amongst our suppliers, noting that further information on this will be given as part of item 4 on the agenda today.

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3. Cllr Achilleas Georgiou asked how the Council is working with partners to roll out the London Living Wage and requested further detail on what's being done within Meridian Water to become a Living Wage Zone.

Harriet Potemkin will ask the Meridian Water team to provide a briefing for the Board. **ACTION: Harriet Potemkin**

4. Cllr Huseyin Akpinar asked how the Meridian Water approach can be rolled out across the borough to other local businesses, and what proportion of Enfield businesses currently pay the London Living Wage.

Harriet Potemkin will ask the Economic Development Team to provide a briefing for the Board. **ACTION: Harriet Potemkin**

5. OVERCOME RACISM IN ENFIELD

The Board received an update on how Enfield Council is working towards its equalities objective to overcome racism in Enfield.

1. Shaun Rogan (Head of Corporate Strategy) provided an update on how the Borough celebrates and promotes its rich diversity by supporting an annual programme of educational, challenging and inspiring events celebrating ethnic minority communities, as follows:

- 1a. The Council are committed to continuing with flagship events of significance, such as Black History Month, LGBT, Pride, Holocaust Memorial Day, International Women's Day and carers week etc.
- 1b. The Council actively seek to create a Borough that is fair and has strong values against racism and discrimination, helping retain momentum against these ambitions, celebrating communities and helping make Enfield a diverse place to live.
- 1c. The pandemic has meant that we have run a number of events online this year, resulting in increased numbers participating in events.

Rebekah Polding (Head of Cultural Services Department) provided further information on the community events which took place during 2020 and 2021 and the ways in which the Council's Culture Connects Strategy links with our Fairer Enfield Policy to celebrate diversity and inclusion.

In response, the following comments/questions were raised:

- Cllr Huseyin Akpinar asked if Refugee Week could be added to the calendar of events.

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- The Chair noted that he would welcome Enfield doing more to celebrate Carnival to celebrate African and West Indian Heritage.
- Nick Chandra (Revival Christian Church of Enfield) commented that more needs to be done to encourage victims of racism to report incidents and get support.

In response the Chair agreed that a lot more work is needed on the front line, such as counselling and assistance when reporting crimes.

- Nevaeh West-Lawson (Young Mayor) sought clarity on the age group of youth work.

In response Shaun Rogan advised that 16-24-year olds begin to seek employment and set up a life for themselves, but more work is needed, especially involving the youth parliament and helping younger people in the Borough to talk to their youth parliament representatives to explore what their overall needs and requirements are.

- Cllr Ergin Erbil (Chair) asked what voluntary and community organisations should do if they wanted a council presence at one of their events.

Shaun Rogan responded he is happy for his contact details to be given as the contact point for organisations.

2. Peter Nathan (Director of Education) and Anna Vaughan (Head of Professional Learning) provided an update on the support given to Enfield schools in their work to deliver a diverse and inclusive curriculum that educates children and young people on systemic racism and our local diverse history.

2a. Following on from the murder of George Floyd, a response from the professional learning department was necessary which began with a bespoke 10 session programme on “unconscious Bias and Anti-Racism (September 2020-March 2021). By Spring 2021 a professional learning offer was launched on a newly created portal from the Hub with antiracism showing as the first menu. This will help to deliver a higher quality service to our Enfield Schools. Feedback has been very positive.

2b. Peter Nathan confirmed that the Council are fully committed to the anti-racism work that is being undertaken in the Borough’s schools. Anti-racism talks are being delivered but there is still a lot of work to do. Next year a Champions Programme is being introduced which will target groups that are not achieving as much as they should. It is important to challenge, and targets have been set with Head Teachers.

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- 2c. Anna Vaughan (Head of Professional Learning) shared that one school who had engaged with the 10-session program had gone on to seek engagement with parents and students which has helped in generating real change. The program created a sense of community amongst those that attended evoking discussions and honesty, especially certain issues with the desired outcome of creating a more inclusive school environment. All schools were informed about the 10-session program and are now being encouraged to engage with the new Anti-Racism menu of professional learning for 2021-2022.
- 2c. A working party formed from Peter Nathan's leadership group was critical to the creation of the 10-session program and data has been collected regarding feedback, this has been shared with Nexus Enfield who contributed funds for the program. During the 2021-2022 academic year, the working party will be reinstated to look at engagement to date, and next steps.

In response the following comments/questions were received:

- Cllr Erbil (Chair) thanked the Education Department on behalf of the Board. They have the most important role as can only tackle racism through education.

In response, Anna Vaughan advised that a number of schools participated in the program, with a small proportion having their whole staff attend in socially distanced locations. It would be wonderful if all schools can engage.

- Karen Maguire asked if the portal was for college students, primary or secondary schools.

In response, the portal is focussed on early years and secondary but expanding the offer is worth exploring. **Action: Peter to talk to Barnet & Southgate College and CONEL.**

3. Karen Maguire (Strategic Property Services Gypsy Roma Traveller Lead Officer), updated the Board on the work with our partners to reduce discrimination experienced by Gypsy, Traveller and Roma communities in accessing education, healthcare and service provision. A short film to raise awareness can be viewed on the following link: <https://new.enfield.gov.uk/services/your-council/grt/#2>
- 3a. There are 300,000 Gypsy, Roma and Traveller people in the UK which equates to 1 in every 200 people, and we estimate that 10,000 are Enfield residents.
- 3b. Gypsy, Traveller and Roma people have the worst health outcomes of any ethnic group in Britain, in relation to educational attainment, health and employment. There are higher mortality rates and (anecdotally

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reported) incidences of suicide within Gypsy, Roma and Traveller communities than are found amongst the wider British population.

- 3c. The main objective of the Gypsy, Roma and Traveller Board is to encourage partnership working and collaboration with a cross section of professionals, community advocates and community members to proactively help and support Gypsy, Roma and Traveller residents in the borough.
- 3d. We are working in collaboration with GRT community members, voluntary sector groups in Enfield, Schools, London Gypsy Travellers, GLA, MHCLG, NHS, CCG, and Metropolitan Police.
- 3e. Through collaboration we now have 9 working thematic groups whom are currently drafting action plans that will eventually feed into Enfield's first Gypsy, Roma and Traveller Strategy, which we envisage will go to full Cabinet late Autumn following extensive consultation. Each group has a departmental lead/sponsor. The thematic groups presently are as follows: Health & Wellbeing, Customer Experience & Journey (Heritage & Culture), Education, Community Engagement, Equalities Monitoring, Community Safety, Site Delivery, Financial Inclusion & Employment and the Census Working Group
- 3f. There is now a dedicated web page with communications specifically for GRT communities in Enfield. <https://new.enfield.gov.uk/grt>.
- 3g. The health workstream will include working with partners to gather evidence of health, wellbeing and support needs within these communities and gain a better understanding of health inequalities and barriers to accessing services; increase access and registration to primary healthcare; building referral pathways into secondary care and support services; promoting healthy lifestyle and wellbeing through outreach and education:
- Household Surveys on health & wellbeing capturing data to facilitate wrap around health care pathways.
 - Campaign for mental health.
 - Campaign for myth busting on immunisations.
 - Campaign for Covid-19 vaccination uptake.
 - Dental Care.
- 3h. Enfield's first GRT Strategy aims to address the barriers to accessing all service provision and make significant improvements, including access to funding streams. This will help the community to feel listened to, safe and part of the Borough.

In response the following comments/questions were received:

- Cllr Akpinar asked if the data available was from the last census in 2011.

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In response, Karen Maguire advised that only roughly 500 residents identified as Gypsy, Roma or Traveller in the 2011 census. The Council has funded a social media campaign for the 2021 census to encourage Gypsy, Roma and Traveller communities to complete the census form. The results of the census will inform how we can develop services to better support Gypsy, Roma and Traveller communities.

- Nevaeh West-Lawson (Young Mayor) asked if the GRT people were pushed out of sites?

In response Karen Maguire advised that the GRT community in Enfield predominantly live in bricks and mortar as we do not have any sites. A negotiating stopping policy is now being implemented for transient communities coming to Enfield, following new guidance from the Ministry of Housing, Communities and Local Government issues during the Covid-19 restrictions. Lockdowns.

- Cllr Ergin Erbil (Chair) asked if a permanent site can be identified for Gypsy, Roma and Traveller communities all year round, and if so, the Council need to support this.

In response Karen Maguire advised that through the accommodation needs assessment and wider stakeholder engagement, 21 pitches have been identified in addition to a temporary stop over site.

- Nick Chandra (Revival Christian Church of Enfield) advised that some of the Gypsy, Roma and Traveller community refrain from sending their children to school and there is a need to further educate the parents on this importance of schooling for their children.

In response Karen Maguire was aware of this issue. Discussions are being held with teachers to raise awareness of culture and actions taken through the Education Action Plan to better help and support Gypsy, Roma and Traveller children to achieve their dreams and aspirations.

- Cllr Ergin Erbil (Chair) advised that some communities find voting difficult and GRT community have always had an issue with this due to “no fixed abode”.

In response, Karen Maguire stated that the use of the yellow cards for NHS access have been very successful for the transient community. Although Karen had not spoken to the wider community about voting, the Gypsy, Roma and Traveller Board will seek further advice and guidance. **Action: Karen Maguire**

Karen Maguire will come back to the Equalities Board in a few months to provide a further update. **Action: Karen Maguire**

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4. Tinu Olowe (Director of Human Resources and Organisational Development) provided an update on the increase in representation of Black and ethnic minorities in leadership positions across the Council's workforce, so that it is proportionately representative of Enfield's ethnic minority population by 2030, as follows:

- 4a. As defined in the Equalities Act 2010, Enfield Council is committed to supporting and promoting the fair and equal treatment of all staff, ensuring that all the talented staff are encouraged to progress, remain and grow "in-house".
- 4b. The Council is committed to tackling inequality and embedding a diverse and inclusive workplace culture. Ethnic minority employees represent 33.3% of our workforce, with the objective to increase representation of Black and ethnic minorities in leadership positions.
- 4c. In respect of the ethnicity pay gap, the median hourly rate at Enfield Council is 3%. Following a staff focus group four main themes were identified: recruitment and employment practices; career progression; learning and development; holding people to account. Work programmes are being developed and rolled out to address these themes.
- 4d. Fairer Enfield EDI Policy 2021-2025 commitments were defined, with the following highlights:
 - Boldness to call out racism with a zero-tolerance outcome
 - Senior Leadership commitment
 - Ethnicity pay gap reporting
 - Equality Audit
 - Growing our own talent
 - Career development
 - Ultimate goal = **"a happy and empowered workforce"**
- 4e. The Action Plan to end racism in the workplace includes:
 - Building an inclusive culture
 - Updating the annual workforce report to understand our data
 - Providing a safe environment to hold focussed and facilitated discussions, with ally/inclusions champions programmes.
 - Recruitment and selection policy to be reviewed and updated
 - Provide a diverse recruitment panel
 - Training on unconscious bias and language in line with the equalities training programme.
 - Black on Board development programme
 - Cultural and difficult conversations encouraged and supported

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In response the following comments were received:

- Cllr Ergin Erbil thanked Tinu Olowe for her presentation and stated that the 2021 census has included a specific ethnicity category for Kurdish people and that our workforce ethnicity categories should also reflect this.
- Cllr Huseyin Akpinar sought clarity on the 1% of those who refused to state their ethnicity.

In response, Tinu Olowe advised that those members of staff selected 'prefer not to say' regarding their ethnicity, as opposed to not completing the equality monitoring survey. The HR team is working with our software provider to update the terminology used.

- Cllr Huseyin Akpinar asked for the ethnicity of the top 5% of earners in the Council.

Tinu Olowe noted that it may not be possible to disclose this information because the cohort would be small enough to identify individuals. She noted that the presentation provided a breakdown of ethnicity by pay grade.

Nevaeh West-Lawson (Young Mayor) asked for further information on how reports of racism in the workplace are investigated and addressed.

In response, Tinu Olowe advised that the said individual initially makes a formal complaint, and a disciplinary investigation will then commence, which could lead to a hearing. The panel will determine the outcome, with an appropriate sanction.

6. SUSTAINABLE AND ETHICAL PROCUREMENT POLICY

A presentation was received from Matt Bowmer (Director of Finance) and Claire Reilly (Head of Procurement) outlining the new Sustainable and Ethical Procurement Policy and Equalities Supplier Guide.

The following key points were highlighted:

- 6a. The new policy reflects refreshed Council priorities and good timing due to other recent policy initiatives.
- 6b. Key that procurement benefits local communities and the local economy, minimises damage to the environment and ensures human rights are upheld in the supply chains.
- 6c. Before implementation, research and benchmarking, engagement with internal services and external stakeholders/suppliers took place and is ongoing.
- 6d. Action plans, staff training and practical documentation in development are being put in place.

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- 6e. Four priority areas were identified: Social value, ethical practices, supporting the local economy and climate action.
- 6f. Next steps will be as follows:

Second phase of external engagement - **July 2021**

Members' Equality Board - **July 2021**

Analyse engagement results - **August 2021**

Finalise policy based on feedback - **August 2021**

Attend procurement boards to discuss toolkit and policy implementation
- **September 2021**

Cabinet sign off - **October 2021**

Implementation of Policy - **October 2021 onwards**

In conclusion, the policy is realistic but challenging and has the benefit of protecting smaller suppliers in our Borough by having a range of standards in place – minimum, enhanced and preferred.

In response the following comments/questions were received:

- 1. Cllr Erbil (Chair) asked how we can secure the small local providers so that they are not excluded.

In response, Claire Reilly advised that a key aim of the policy is to encourage and support small and medium sized local providers, and to help us to support the local economy in the way we procure. The policy allows officers to tailor their approach, and for us to work with smaller local businesses and organisations to help them develop their sustainable and ethical practices.

7. DATE OF NEXT MEETING

Noted and agreed that the next Equalities Board will take place on Tuesday 7th September 2021.

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Until this report is published, even if it is ultimately to be considered in Part 1, it should not be circulated beyond the Cabinet (excepting officers writing and reviewing the paper through this process) or sent externally, and its contents should be treated as confidential.

**London Borough of Enfield
Members Equalities Board**

Meeting Date 7th September 2021

Subject: Enabling the increased use of social prescribing
Cabinet Member: Cllr Alev Cazimoglu
Executive Director: Dudu Sher-Arami – Interim Director of Public Health

Key Decision: None required – for information only.]

Purpose of Report

1. To report to the Board some activities currently being undertaken in Enfield to enable the increased use of social prescribing

Current Activities

2

- i. The “Youth Alive” programme of Enfield Voluntary Action.

The Youth Alive programme is for children and young people aged 10-19 who live or study anywhere in Enfield. It encourages children and young people to look after their wellbeing, build their confidence and happiness, feel empowered, learn a new skill and take part in physical activities. This aims to improve health and wellbeing in a community setting.

Jo Ikhelef – The Chief Executive of Enfield Voluntary Action will undertake a short presentation about this.

- ii. Social Prescribing within Primary Care in Enfield.

Kerree Ahern – The Programme Manager of the Enfield Training Hub of the North Central London Commissioning Group will lead on an update on current Social Prescribing activities and future plans within Enfield.

- iii. Social Prescription – London Borough of Enfield Public Health overview.

Dudu Sher-Arami – The Interim Director of Public Health for The London Borough of Enfield will provide an overview of latest developments around social prescription within the Council.

Reason for Proposal(s)

3. To discuss utility of Social Prescription in addressing health and other inequalities within the Borough, both as part of formal Inequalities and Diversity strategies and as part of ongoing Health and Wellbeing work.

Relevance to the Council Plan

4. Recommendation 6 of the Enfield Poverty and Inequality Commission report is that The Council, health providers and the voluntary and community sector should work together to enable increased use of social prescribing to improve public health for residents.

The “Fairer Enfield – Equality, Diversity and Inclusion Policy 2021-2025 requires the increased use of social prescribing to improve mental and physical health.

The Enfield Joint Health and Wellbeing Strategy also makes specific reference to Social Prescription activities

Background

5. “Social prescribing” is a way to help GPs and other frontline healthcare professionals to refer people to ‘services’ in their community instead of offering largely medicalised solutions. Often the first point of referral is a link worker who can talk to each person about the things that matter to them. Together they can co-produce a social as opposed to a medical prescription that will help to improve their health and wellbeing.

Approaches to social prescribing were being developed across the country prior to the COVID-19 pandemic. These were particularly aimed at people with mild mental health issues who may have been anxious or depressed. And those ; and, those who struggled to engage effectively with services.

It is also relevant to people with wider social issues such as poverty, debt, housing, relationship problems, all which impact on their health and wellbeing. Very often these people make frequent repeat visits to their doctor or to their local emergency department – effectively trapping them in a ‘revolving door’ of services.

Clearly social isolation was and remains a major risk factor in the development of the issues that social prescription was designed to address. This has been both emphasized and exacerbated by the imposed social restrictions related to infection control measures put in place to control the spread of coronavirus within the last 20 months. The [necessary] withdrawal and/or pausing of services has also contributed to this.

The “recovery” from the pandemic and the ongoing stress upon secondary and primary care, in both physical and emotional areas of wellbeing, together with focus upon “prevention” being a higher political priority, makes Social Prescription even more important than previously estimated.

Main Considerations for the Council

6.

i. Renewed importance of Social Prescription at the Borough level and across NCL as whole.

ii. There is considerable activity at a NCL-level around further developments in Social Prescribing – changes in the local governance of health and health commissioning [ICP's etc], may result in lack of oversight and loss of localism if awareness is not maintained.

Conclusions

7. Social Prescription is a useful tool to address a number of “Wider Determinants of Health” issues. Including health and other inequalities.

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Health and Wellbeing Board Partnership Manager, MH/LD
Lead
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Date of report 26th August 2021

Appendices

[PowerPoint Slides x1 – to follow]

Background Papers

The following documents have been relied on in the preparation of this report:

<https://new.enfield.gov.uk/services/your-council/fairer-enfield-policy-2021-2025-your-council.pdf>

<https://new.enfield.gov.uk/healthandwellbeing/jhws/>

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Creating an LGBTQ+ inclusive workplace

**Members Equality Board
September 2021**

LEARNING & DEVELOPMENT

Equality is a golden thread through all our learning and development starting with the corporate induction for all new recruits to the council right through to our Leadership Development Curriculum.

In addition to our Equality Awareness learning programmes and workshops, we have a number of modules specifically centred around LGBTQ+ topics. We also carry out awareness campaigns through Staff Matters and Culture Matters – our two staff magazines.

The Council has recently launched a refreshed mentoring programme which includes a Network Mentoring stream for staff from different backgrounds to form one-to-one mutual mentoring relationships in order to gain a better understanding of cultural differences or challenges, such as LGBTQ+, disabilities, ethnicities etc.

LGBTQ+ Awareness Module

New module added 28 July 2021. Consulted with LGBTQ+ Network for comments

Trans Awareness Module

New module launch in September
Consulted with LGBTQ+ Network for comments

Bi Inclusion in the workplace workshop

Delivered during national Inclusion Week 2020

EqIA training

Staff Matters articles

Network Mentoring Stream

HR POLICIES & PROCESSES

We have reviewed our HR policies in collaborations with Stonewall to identify potential for unconscious bias and make good practice improvements.

HR continues to advertise job roles on LGBTQ+ job boards

HR policies reviewed

- Dignity at Work Principles
- Transgender Equality Policy
- Leaving the Council Procedure
- Adoption Policy

- Leave Policy
- Paternity Policy
- Maternity Policy
- Shared Parental Leave Policy

STAFF-LED NETWORK

The LGBTQ+ staff network has grown and developed over the past year with support from the Employee Experience (previously known as L&OD) team and Stonewall.

Our staff-led network groups act as ambassadors for the council and help to make sure decisions are properly informed by diverse and representative points of view.

The groups are run by their members and work together to inform our policies, processes and training, and help all of us celebrate our diversity with events throughout the year.

Members elect a chair, or co-chairs, for the group, along with several other roles. This core team takes responsibility for leading the network groups' agenda and delivery.

ACTIVE LGBTQ+ STAFF NETWORK

The LGBTQ+ staff network has grown and developed over the past year with support from the Employee Experience (previously known as L&OD) team and Stonewall.

Initiatives delivered by the network include:

- Incorporating new LGBTQ+ flag into Network logo and to fly the flag outside the Civic Centre
- Active Intranet and Yammer pages
- A refresh of the LGBTQ+ magazine – Prism
- LGBTQ+ webinars open to all staff



Intranet & Yammer

Prism magazine

**LGBTQ+ Awareness and Inclusion
webinar for all staff**

**Trans Awareness and Inclusion
webinar for all staff**

ALLIES PROGRAMME

A well attended workshop was delivered by Stonewall as part of the relaunch of the LGBTQ+ staff network and to create an 'Allies' programme. An LGBTQ+ Ally badge has been introduced and used across the Council.

We are also promoting pronouns to be voluntarily used within staff email signatures with a micro internet site set up explaining what pronouns are and why we use them.

Stonewall Allies Workshop

Pronouns & badges in email signatures



Kind regards

Glyn Drew - Pronouns: He / Him ([Click here to find out why I'm using pronouns](#))
Head of Employee Experience

Direct Line: 0208 148 4900

Employee Experience Team
London Borough of Enfield
Silver Street
Enfield
EN1 3XA

glyn.drew@enfield.gov.uk



STONEWALL ACCREDITATION

Enfield Council joined Stonewall Diversity Champions in 2020 and have already benefited from their expertise in developing our HR policies and re-establishing our LGBTQ+ Staff Network.

We are working towards the Stonewall UK Workplace Equality Index, however due to COVID 19, Stonewall have changed the normal annual submission and benchmarking index and have replaced it with a comprehensive series of Workplace Equality Index Support for 2021. This has enabled us to use this period and work to prepare for our first submission during 2022.

The recommendations from the Workplace Equality Index report will help develop our ongoing strategy to strengthen Enfield Council as an inclusive employer.

Stonewall **DIVERSITY CHAMPIONS**

Stonewall work with 750+ organisations
Incl. 57 UK local government organisations.

- Expertise & resources
- Visibility & branding
- Networking & events
- Benchmarking & assessment

Submitting entry for Stonewall
accreditation 2022

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MyLife website introduction

The screenshot shows the MyLife Enfield website homepage. At the top left is the MyLife Enfield logo. To the right is a search bar with the text "Search for What?" and a "Login" button. Below the search bar are navigation links: "Homepages -", "MyPad", "My Account", "Accessibility", and "Help-". There are also accessibility icons (A, A, A) and a "Select Language" dropdown menu. The main heading is "Welcome to MyLife Enfield" followed by "Enfield's Health and Social Care website". A paragraph of text explains the website's purpose: "MyLife Enfield is here to help you, your family members and friends access support to meet your needs and achieve the outcomes that matter to you. From providing information and advice on improving your physical, mental or emotional wellbeing to living as independently as possible in your own home and much more, MyLife Enfield can help you get there." Below this are five main content blocks: "Information and Advice" (with a photo of a tree-lined path), "Resource Directory and Events" (with a photo of people outdoors), "Professionals and Providers" (with a photo of a meeting), "COVID-19" (with text: "Information and guidance related to COVID-19 for both residents and providers"), and "My Healthy London" (with text: "Access to Chemists/Pharmacy, GPs, Dentists and other health services in your local area, click here to find out opening times, locations and contact numbers").

WWW.ENFIELD.GOV.UK/MYLIFE



MyLife

Three (current) main functions:

1. Information & advice (Social Care)
2. Events (All Public)
3. Resource directory (All Public)

Enfield Resource Directory

Equipment

Support for Carers

Care Homes

Training and Education

Being Safe

Learning Disabilities

Health and Wellbeing

Information and Advice

Children and Family Services

Things to do

Housing Options

Local Events

Help at Home

Travel & Transport

Current added features

- **Google Translate** – Translate English written page content to another language selected
- **Font size change** – Change page content font size for additional visual accessibility
- **BrowseAloud software** – Change page content and PDF's to another language, read the text outloud in English or translated
- **Save and print** – Ability to find an entry in the Resource Directory and then save details to a digital notepad (My Pad), print then hand out hard copy
- **Filter on postcode/ward areas** – Find something closer to home or in your area in the Resource Directory
- **'Tell Us'** – Community Groups and others can 'tell us' of a local resource or event and we can add to the directory

Other Council Resources on Mylife

- [Ask Sara](#) – A questionnaire style site where residents can select what they feel they need help with... eg turning on taps in bathroom. Outcome generates pictures of suggested items residents could purchase
- [Safe and Connected](#) – Using assisted Technology and a control room/response team. Eg 'bed sensor', client 'A' goes to bed 10pm, if by 12pm bed sensor has not been activated then alert will go to control room (resident may have had a fall etc).

Ways to help people live independently for longer

Example of 'My Pad' PDF Print

Address, Telephone details etc



[Enfield Camera Club](#)

C/O Enfield Camera Club, The Large Hall, Trinity Church, Gentleman's Row Enfield, EN2 8AN

Tel: 01992 441528

Web: www.enfieldcameraclub.co.ukMain contact:

My notes: camera club

Most of the members are active photographers but some come along just because they like the social side of the club and meeting their friends. Enfield Camera Club is passionate about photography and the appreciation of photographic images, whether printed or projected.

[Picketts Lock Indoor Bowls Club](#)

Merridian Way London, N9 0AS

Tel: 020 8524 0052

Web: sports-facilities.co.ukMain contact:

My notes: bowls

Indoor Bowls Club.

[Tea and Chatter 19/11/19](#)

Web: <http://mylife.enfield.gov.uk/enfield-home-page/content/local-activities/november-event-pages/tea-and-chatter-191119/>

My notes: event in Nov

Local Event in November

[Albany Leisure Centre - Fusion Lifestyle](#)

505 Hertford Road Enfield, Middlesex, EN3 5HX

Tel: 0208 804 4255

Web: www.fusion-lifestyle.comMain contact:

My notes: swimming

Albany is a public Leisure Centre that is managed on behalf of Enfield Council by charity

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VCS Groups commissioned by LBE

Lead VCS partners and head contacts:

- Enfield Connections info@enfieldconnections.org
- Alpha Care HFH@ggcce.org.uk
- Enfield Carers Centre info@enfieldcarers.org
- Age UK ican@ageukenfield.org.uk
- Enfield Advocacy Service eda@e-d-a.org.uk
- Engage Enfield – Riverside
engageenfield@riverside.org.uk

Next slide:

What these partners deliver on behalf of LBE

Enfield Connections

We provide a direct Advice and Information Service to help support Enfield's vulnerable adult residents. We work closely with local organisations to offer a wide variety of information and support via face-to-face drop in sessions and a telephone service.

Enfield Connections will provide face-to-face drop in sessions and a telephone service, for those in need of information and support.

We will offer advice and assistance with:

- Council Tax overpayments
- Health & Wellbeing information
- Housing Benefit overpayments
- Online form filling
- Rent arrears
- And more...

Our Advice Hubs will be based within Enfield libraries and community centres.

OUR PARTNERS

Age UK Enfield

Age UK are running a project designed to start conversations to help people feel empowered and positive to talk about death, to be confident to question each other and thereby being sure that all worries about dying and death are acknowledged. This will support people to ensure that everyone has the best death possible.

Citizens Advice Enfield

As part of Enfield Connections, there is a dedicated advice worker to support vulnerable and disabled adults. Our advisers can give vulnerable and disabled adults help and advice on any subject including benefits, debt, housing, health and community care, employment or immigration. An appointment to see an adviser can be made via the main Connections number. Interpreters in community languages or BSL can be provided on request.



Enfield Connections

Contact us

You can call **020 3960 0129** Monday to Friday between 10am and 3pm or you can speak to someone for advice and information via [face-to-face drop in sessions](#), (Venues, days and times for face to face information and advice sessions)

Following the recent Government guidance, our face to face service will be closed during the lockdown period. In the meantime, we will continue to deliver a telephone, email and online service. Our advisers are equipped to conduct video based appointments over the phone, or via Zoom, Teams and WhatsApp, and will make every effort to meet client needs.

If you are hearing impaired, you can call through NGTS by calling 18001 followed by 07741 647 569.

Email: info@enfieldconnections.org

Submit an online [Enfield Self referral form](#)

Organisations making a 3rd party referral online [Enfield 3rd party referral form](#)

If you call outside of these hours, please leave a message and a member of our team will be able to get in touch.

Alpha Care

THE NEW HOME FROM HOSPITAL SERVICE

This **free** service is for people living in Enfield who are leaving hospital **without** a social services care package.

We can help:

- facilitate a smooth, quick and safe hospital discharge.
- promote wellbeing and recovery
- ease transition from hospital

What we can help with:

- light household tasks
- basic food preparation
- medication collection
- shopping for essential items

We cannot help with:

- personal care e.g. washing, toileting etc.
- form filling e.g. benefits etc.
- giving medication

Process

Once a referral is accepted, our staff will arrange a home visit soon after discharge from hospital to discuss health and wellbeing needs with the service user (discharged patient). This assessment will help us identify how best to provide help at home. Our Assistant will discuss and agree which of our service plans will be right for the service user.

Care Planning

We recognise that everybody's needs are different, so the service we provide will be tailored to the service user's specific needs and requirements. If the service user agrees, we can include family or closest friends in discussions about their service plan.

Service

We will provide up to three weeks' personalised service depending on need.



How to book the service

We accept bookings and referrals direct from patients, friends, family or health professionals.

Phone: 020 8373 6328 or 07523 515 613

Fax: 020 8373 6294

E-mail: HFH@ggcce.org.uk

Website: www.alphacares.org.uk

Community House

311 Fore Street, Edmonton N9 0PZ

Enfield Carers Centre



Enfield Carers Centre

Enfield Carers Centre's (ECC) core aim is to identify carers and support them both practically and emotionally to manage their own wellbeing and that of the people they care for. We provide services for carers who live in Enfield or care for someone who lives in Enfield.

As well as directly working with carers at the centre, ECC works in partnership with local GP practices, hospitals and schools and other support agencies to highlight the challenges faced by carers; to assist in the identification of common issues and assist with the implementation of good practice to help support them.

ECC's services are available at a variety of locations across the borough including, libraries, community centres and residential homes.

We also provide a voice for carers via representation, by our team members and the recruitment of carers as champions, by participating on Partnership Boards and Carer Forums.

It is our ambition to be able to let carers know, via support work and information sessions, their options and rights when navigating health and social care and to achieve a healthy balance between their caring roles and own needs.

In recognition that some caring roles make it difficult for carers to attend our services we offer replacement care provision for carers, who meet eligibility criteria, and provide core services at a number of locations within the Enfield community.

The Centre accepts referrals from all sources, including self-referral. As long as the Carer has consented they will be contacted and registered by one of our Support Team; for details on how best to refer please contact us on 0208 366 3677, we would be happy to help.

Enfield Carers Centre's services include:

- Adult Carers Support
 - Young Carers Support (aged 5 – 18)
 - Employment & Work Support
 - Benefits Advice
 - Counselling
 - Support Groups
 - Carer Related Training (Such as First Aid, Manual Lifting and Stress Management)
 - Time for a Break Scheme - Social & Leisure Activities
 - Replacement care
 - Emergency Card Scheme
 - Emergency Respite Provision
 - Providing Carers Assessments (ECC is the Trusted Assessor for Enfield Council)
 - Assistance with online applications (e.g. Dial A Ride, Blue Badge and Taxicard)
 - Relaxation Activities (e.g. Tai Chi & Yoga)
 - [Complimentary Therapies \(e.g. Reflexology, Reiki, Head or Back Massage\)](#)
 - Legal Advice
 - Debt Management Advice
- The Enfield Carers Centre is at:
Britannia House
137-143 Baker Street
Enfield
EN1 3JL
- Drop-in times are 10am to 12pm and 1pm to 3pm, Monday to Friday.
For more information, visit [Enfield Carers Centre](#).
Take a look at Enfield Carers Centre [newsletter](#).
[Young Carers film for Carers Week 2020](#)

Age UK

Supporting adults in Enfield to remain living healthily and independently

The iCan Service is a free, impartial, confidential service which aims to improve the health and wellbeing of adults aged 18 or over, who are living in Enfield.

This service supports people who have been diagnosed with any of the following long term conditions: Diabetes, strokes, falls and dementia.

The service will also assist with end of life guidance and support people who are socially isolated.

The service aims to:

Improve the coordination of care, help people manage their health conditions, enable them to access community and voluntary services and help them remain independent and improve their wellbeing.

The iCan team consists of a Project Manager and a team of iCan Navigators. The Navigators are trained professionals who work within health and social care field and make sure that individuals get the care and support they need.

Some of the things they could help you with are:

- Information on how to self-manage health conditions
- Enabling access to community services
- Help in making social connections
- Advising with access to welfare benefits
- Advising on lifestyle choices and healthy living
- Helping access Power of Attorney advice

Referrals for the service can be through calling the office and asking to speak to the iCan Service, or contacting them through the website, or sending them an email.

The service operates Monday – Friday, 9:00am – 5:00pm, and will also visit clients in their home if their mobility is limited.

For more information please contact the iCan Service on:

ican@ageukenfield.org.uk

020 8375 4120

[ican referral form](#)

www.ageuk.org.uk/enfield

Additional Links

[Age UK Enfield newsletter](#)

[Age UK Enfield Online Activity pack](#)

[Online Activity Programme](#)

[Online Activity timetable](#)

[Empowering older people in Enfield](#)



Enfield Advocacy Service

During the Coronavirus outbreak services may not be running in person but may be running over the telephone or via email, some details may have changed. See below for the up to date contact details:

EDA are now working remotely due to COVID 19 and can be contacted in the following ways:

Main office *New referrals should be made through the EDA Main Office

Telephone: 07745 795347

Email: eda@e-d-a.org.uk

Independent Living Service – Advocacy, Information and Advice, support with Direct Payments and Personal Health Budgets

Telephone: 07523 272298

Email: Independentliving@e-d-a.org.uk

EDA Deaf Project - Advocacy, Information and Advice for Enfield's Deaf Community.

Tel: 07919 247843

This number is intended mainly for deaf people who can either Facetime or SMS.

Enfield Advocacy Service

Who are we?

EAS is a partnership of established local advocacy providers comprising of Enfield Disability Action (EDA), Age UK Enfield, Mind in Enfield, Community Aid, Wellbeing Connect, London Brokerage Network and CAPE (Carers And Parents of adults with Learning Disabilities in Enfield). The service is funded by and delivered in partnership with the London Borough of Enfield.

What is an Advocate?

An advocate is someone who can support you to speak up for yourself or to speak for you if you find this difficult. There are lots of ways an advocate can help, they can help you to understand your rights, to speak up if you are not happy about something and to make choices about your life. Advocates work in partnership with the people they support so they can be more in control of their life. Advocacy promotes social inclusion, equality and social justice.

Services we provide:

Individual One to One Advocacy

Bespoke one to one advocacy support from a named advocate with an identified advocacy issue. Includes for example support to prepare for and attend a meeting, support to voice views and understand systems and processes. Help to resolve complaints. Help to identify options and choices. Support to access services and resolve specific issues.

Self - Advocacy Groups

For disabled and older people who have shared experiences and wish to come together to speak and act collectively on issues important to them. Groups are facilitated at a number of community settings and also provide peer advocacy support. The groups facilitate consultation on a variety of issues.

EAS provides a free advocacy service to: Disabled and Older People from all communities living in Enfield. Those with sensory and hearing impairments, learning disabilities, autism and aspergers, physical disabilities and long term health conditions, mental health issues, older people and family carers. EAS provides Advocacy information sessions and workshops.

The service is confidential, independent, empowering and accessible with a focus on enabling individuals and groups to have a voice. EAS promotes self-advocacy, peer advocacy and mentoring. The service also provides volunteering opportunities.

EAS Codes of practice for Advocacy and Quality Standards for Advocacy are available on request.



Contact Us

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EDA

Community House, 311 Fore Street London N9 0PZ

020 8373 6228

eda@e-d-a.org.uk

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Age UK Enfield

020 8375 4120

info@ageukenfield.org.uk

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Community Aid

020 8443 4361

info@communityaid.org.uk

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Mind in Enfield

020 8887 1499

adviceteam@mind-in-enfield.org.uk

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Wellbeing Connect Services

020 8803 2200

info@wellbeingconnectservices.org

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CAPE (Carers And Parents of adults with Learning Disabilities in Enfield)

020 8373 6238

CAPE@e-d-a.org.uk



Engage Enfield - Riverside

Service summary

Engage Enfield A free housing related floating help and advice support service for people living in Enfield.

About Riverside

We are a specialist provider of supported

- Housing, with services across the UK. This includes:
- Homeless accommodation-based services,
- Homelessness prevention services and floating support,
- Housing first,
- Retirement living,
- Temporary accommodation for homeless families,
- Accommodation-based services for people with learning disabilities
- Refuges for those fleeing domestic abuse,
- Young people accommodation-based services and foyers
- Young parent accommodation-based services

Main address

13-47 Beck House
1 Upton Road
Edmonton
London
N18 2LJ

Main telephone

0208 807 9484

Organisation email

engageenfield@riverside.org.uk

Website

www.Riverside.org.uk

Contact telephone

0800 0858207

Engage Enfield – Riverside (Cont...)

How we can help

Our team of Community Navigators and Assistants will help engage customers to live as independently as possible through person-centred support delivered within the community. Customers will be supported to:

- Carry out tasks associated with independent living.
- Understand and respond to communication received, including welfare benefit forms.
- Avoid/reduce rent arrears and other debt.
- Access healthcare, in particular GP services
- Access information, community resources, and social interaction to avoid becoming socially isolated, and to improve health and wellbeing
- Access education/training/employment opportunities.
- Utilise technology (where appropriate) to assist in their support and longer term wellbeing, including assistive technology.
- Avoid relapse, for example drug/alcohol use or offending and not require repeat use of specialist services.

Referrals accepted from professional and interagency sources, with customer consent. This includes Enfield's Mental Health Rehab Team, Mental Health Secondary Care Services, Mental Health Social Workers, ELFT Autism Diagnostic Service, Homelessness Panel, Homelessness Services, Integrated Learning Disability Team, Social Workers, and the Information and Assessment Team. We accept self-referrals as well as referrals from family and friends. Referrals can be made through our dedicated email address and telephone number, Freephone 08000858207 or by email engageenfield@riverside.org.uk

Criteria for applications:

People aged 18 years or older, who live in the London Borough of Enfield who have housing related support needs. Customers must also fit into one or more of the following groups:

- Vulnerable and in need of short to medium term housing-related support
- Physical/Sensory/learning disability, mental ill health or drug and alcohol misuse problems
- At risk of losing their home, homelessness, in temporary accommodation, or moving on from supported housing or a family setting to independent living
- Older people
- People with blood borne-long-term conditions
- Offenders and ex-offenders
- Survivors of domestic violence
- Refugees
- Teenage parents and vulnerable families
- Traveller households
- Autistic adults