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GENERAL PURPOSES COMMITTEE

Wednesday, 25th October, 2023 at 7.00 pm in the Conference Room, Civic Centre, Silver Street, Enfield, EN1 3XA

Membership:

co :Thomas Fawns (Chair), Ayten Guzel (Vice-Chair), Nawshad Ali, Alessandro Georgiou, Nelly Gyosheva, Joanne Laban, Elisa Morreale, Sabri Ozaydin, Michael Rye OBE and Peter Nwosu

AGENDA – PART 1

1. WELCOME & APOLOGIES

2. DECLARATIONS OF INTEREST

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

3. MINUTES OF PREVIOUS MEETING

(TO FOLLOW)

4. AUDIT & RISK MANAGEMENT SERVICE PROGRESS REPORT (Pages 1 - 20)

To note the progress made on the 2023-24 Internal Audit Plan.

5. 2022-23 ANNUAL SCHOOLS INTERNAL AUDIT REPORT (Pages 21 - 52)

To note the contents on the Annual School Audit Report 2022-23.

6. ANNUAL CORPORATE COMPLAINTS AND ANNUAL STATUTORY COMPLAINTS INCLUDING ANNUAL REPORT FROM LG OMBUDSMAN (Pages 53 - 88)

To note the Annual Complaints Report 2022/23, the actions proposed for improvement, and the findings from the Local Government and Social Care Ombudsman's and the Housing Ombudsman Service annual letter.

7. REVIEW OF POLLING DISTRICTS & POLLING STATIONS (Pages 89 - 192)

To seek approval to the list of proposed new polling buildings/locations to be designated as polling stations.

8. MEMBER DEVELOPMENT PROGRAMME UPDATE (Pages 193 - 220)

To note the progress made on the member induction and member development programme attached at appendix A.

9. UPDATE ON THE STATEMENT OF ACCOUNTS AND PROGRESS BY BDO ON THE OUTSTANDING EXTERNAL AUDITS

A verbal update will be provided by Kevin Bartle, Interim Director of Finance.

10. DATES OF FUTURE MEETINGS

To note the next meeting of the General Purposes Committee is scheduled to take place at 7pm on Wednesday 31 January 2024.



London Borough of Enfield

Report Title	Audit and Risk Management Service Progress Update
Report to	General Purposes Committee
Date of Meeting	25 October 2023
Cabinet Member	Cllr Tim Leaver, Cabinet Member for Finance and Procurement
Directors	Terry Osborne, Director of Law & Governance
Report Author	Gemma Young, Head of Internal Audit & Risk Management Gemma.Young@Enfield.gov.uk
Wards affected:	All
Classification:	Part I Public

Purpose of Report

1. The Audit and Risk Management Service Progress Update Report at 31 August 2023 (**Appendix A**) summarises:
 - 2022-23 audit report with **Limited** assurance opinions issued since the last committee meeting
 - progress against the 2023-24 Internal Audit Plan.
 - the continued work of the Head of Internal Audit and Risk Management, in collaboration with the internal Assurance Board, to target limited audit resources at the highest priority Corporate and Schools' services.

Recommendations

- | |
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| <ol style="list-style-type: none"> I. To note the remaining 2022-23 report with a Limited assurance opinion issued since the last committee meeting. II. To note the progress made on the 2023-24 Internal Audit Plan. |
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Report Author: Gemma Young
Head of Internal Audit & Risk Management
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Appendices

Appendix A: Audit and Risk Management Service Progress Update,
31 August 2023

Background Papers

None

CE23/015



Audit and Risk Management Service Progress Update 31 August 2023

Internal Audit

2022-23 Internal Audit Plan - No and Limited Assurance Reports

The 2022-23 Internal Audit Annual Report was presented to this committee in July 2023. Since that meeting and 31 August 2023, 1 final audit with a **Limited** assurance opinion has been issued.

The following summary from the audit report briefly explains the reasoning behind the **Limited** assurance opinion:

Household Support Fund and Holiday & Food Grant

The Council requested a review of its processes and controls around the administration of the Holiday Support Fund (HSF) and Holiday and Food Grant (HFG), and its relationship with the Enfield Food Alliance (EFA).

The work programme was to:

- Confirm there are documented policies and procedures in place for the administration of the HSF and the HFG by the Council and that these are consistent with any relevant terms and conditions associated with the HSF and HFG.
- Assess the design of associated controls in the following areas:
 - Eligibility Criteria – determine if there were defined eligibility criteria for who can receive funding from the HSF and HFG and what process should be followed to apply and/or be awarded funding, including declarations of interest;
 - Funding Calculations - understand how funding was calculated and how the Council ensured funding was accurately calculated and transferred completely to eligible applicants;

- Monitoring - understand what monitoring framework was in place to ensure funds were spent appropriately (in line with grant terms and conditions) and assess this for completeness and accuracy;
- Reporting - understand how monitoring information was shared, to whom and how frequently to ensure adequate oversight;
- Segregation of duties and authorisation - confirm there was adequate segregation of duties throughout the process and that there was independent authorisation of any decisions made;
- Documentation - confirm what documentation was retained and how it was stored to support decision-making;
- EFA - understand any involvement of the EFA in these processes.

The central theme across our findings was a lack of documentation to support the expected design and operation of controls in place; this has meant that the Council cannot always demonstrate compliance with applicable Central Governance guidance or its own expected processes.

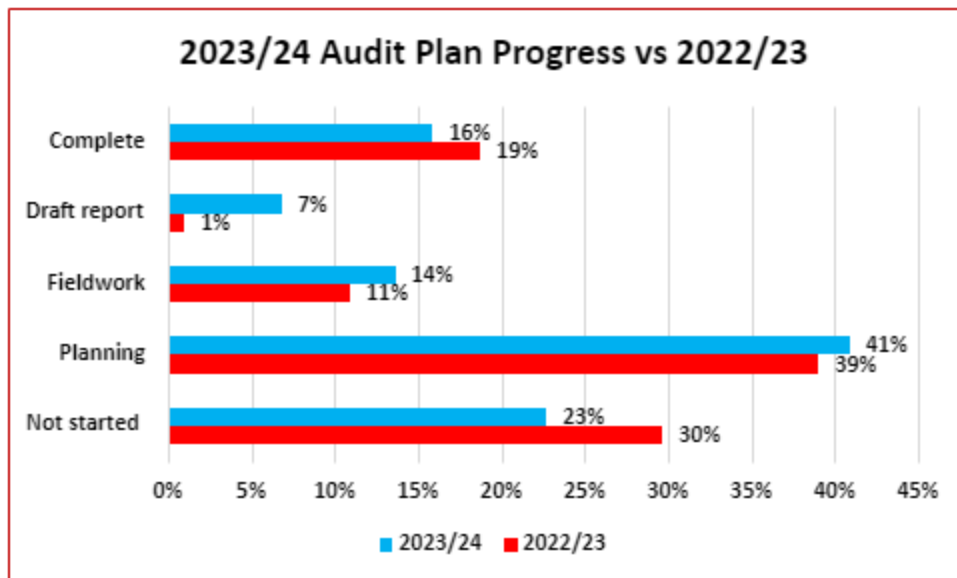
In line with good practice, creating guidance documents – and requiring evidence of compliance with these to be retained centrally and consistently – means that the Council will be able to more fully demonstrate how it is meeting applicable terms and conditions. This will also promote better transparency, including the management of actual or perceived risks of conflict of interest.

It is acknowledged that these grants were awarded during the Covid-19 Pandemic in which there was a significant change in working practices and pressure on resources, which meant the development of some of these controls and processes was hindered.

2023-24 Internal Audit Plan

During the period 1 April 2023 to 31 August 2023, the Internal Audit team commenced 34 assignments (77% of the plan) of which 7 (16%) have been completed. For the same period in 2022, 45 audits (70%) had commenced and 12 (19%) had been completed.

The following chart summarises the 2023-24 progress compared to 2022-23:



Changes to the 2023-24 Internal Audit Plan

Since the last meeting of this Committee, and 31 August 2023, 9 audits have been cancelled and no audits have been added to the plan.

The cancelled audits are:

Corporate Risk Reference	Department	Audit	Reason for Cancellation
CR02	People	Supporting Families Q1	Cancelled at service request. This will be included in Q2 test.
CR02	Environment & Communities	Planning Enforcement	Cancelled to align the audit plan to available resources as we have undertaken several Planning audits in recent years.
CR04	Chief Executive's	Data Protection	Cancelled to align the audit plan to available resources.
CR04	Cross Cutting	Freedom of Information Requests (Fol) and Subject Access Requests (SAR)	Cancelled to align the audit plan to available resources.
CR05	People	Post 16 Education	This audit related to the introduction of T Levels. However, the Council has decided not to encourage schools to register as T Level providers due to the onerous requirements and

Corporate Risk Reference	Department	Audit	Reason for Cancellation
			increased costs. Cancellation has been agreed with the Director of Education.
CR02	Environment & Communities	Non-residential Licensing ¹ .	Cancelled to align the audit plan to available resources.
CR12	Resources	Procurement Bill Readiness ¹ .	Cancelled to align the audit plan to available resources
CR17	Environment & Communities	Climate Change ¹ .	Cancelled to align the audit plan to available resources
CR13	LATC	Energetik – Billing Reconciliation Process ²	Cancelled at client request.

¹3 cancellations pending approval of the Assurance Board

²We offer our Internal Audit services to Energetik, at their cost. However, they are not obliged to use our services. Despite this offer, we haven't undertaken any internal audits for Energetik during the past 3 years. In 2021-22 and 2023-24, audits were requested but these were subsequently cancelled at Energetik's request.

From the Council's perspective, we have undertaken the following Energetik related audits recently:

- 2022/23 – Energetik Loan Repayments and Connection Timelines (**Reasonable** assurance)
- 2021/22 – Oversight of Energetik (**Limited** assurance)
- 2021/22 – Finance and Governance Review. This audit included Commercial Management and Governance Arrangements over wholly owned companies, including Energetik (**Advisory**)

The full 2023-24 internal audit plan is attached at **Annex A**.

Completed Audits

Between the last meeting of this committee and 31 August 2023, 4 audits were completed:

Corporate Risk Reference	Department	Audit	Assurance Level
CR12	Cross Cutting	Supply Chain Risks	Reasonable

Corporate Risk Reference	Department	Audit	Assurance Level
CR12	Environment & Communities	Highways Inspections	Reasonable
Other	People	Freezywater St Georges CE Primary School	Limited
Other	People	Orchardside School	Reasonable

Internal Audit Plan – No and Limited Assurance Reports

The following summary from the audit report briefly explains the reasoning behind the **Limited** assurance opinion:

Freezywater St Georges CE Primary School

During this audit we also identified some areas for improvement classified as **1 high risk**, **6 medium risk** and **8 low risk** findings. We also identified 4 advisory items for management attention. This has resulted in an overall **Limited** assurance opinion.

The following **high risk** finding was identified:

1. The school moved to the BACs process in 2022. We were advised that verification checks for vendor change requests were not in place.

The following **medium risk** findings were identified:

1. The school does not have a business continuity and disaster recovery plan in place as required by the Schools Financial Value Standard (SFVS).
2. As the school's improvement plan referred to the current year only and was not linked to the 3 year budget plan, there is a risk around forward financial planning.
3. The Council's Contract Procedure Rules had not been fully followed for the award of the cleaning contract. Also, the IT contract was signed but not dated and so we were unable to confirm Governing Body approval had been received prior to the contract being signed.
4. Purchase orders and invoice certifications were not completed in full, with appropriate dates, to demonstrate there had been advance approval and that payments were made within 30 days.
5. We were unable to confirm starter and leaver videpay forms had been authorised by Executive Headteacher.
6. Staff additional hour claim forms were not authorised in 4 of the 5 forms tested.

2023-24 Internal Audit Quality Assessment

Performance of the Internal Audit service against agreed Key Performance Indicator (KPI)/quality metrics April 2023 to 31 August 2023 is:

KPI / Quality Metric	Target	Actual
Days from end of fieldwork to issue of draft report	15	17
Days from receipt of management comments to issue of final report	10	9
Level of satisfaction score with audit work	80%	93%*
% of the audit plan delivered to draft report stage (by 31 March)	95%	21%

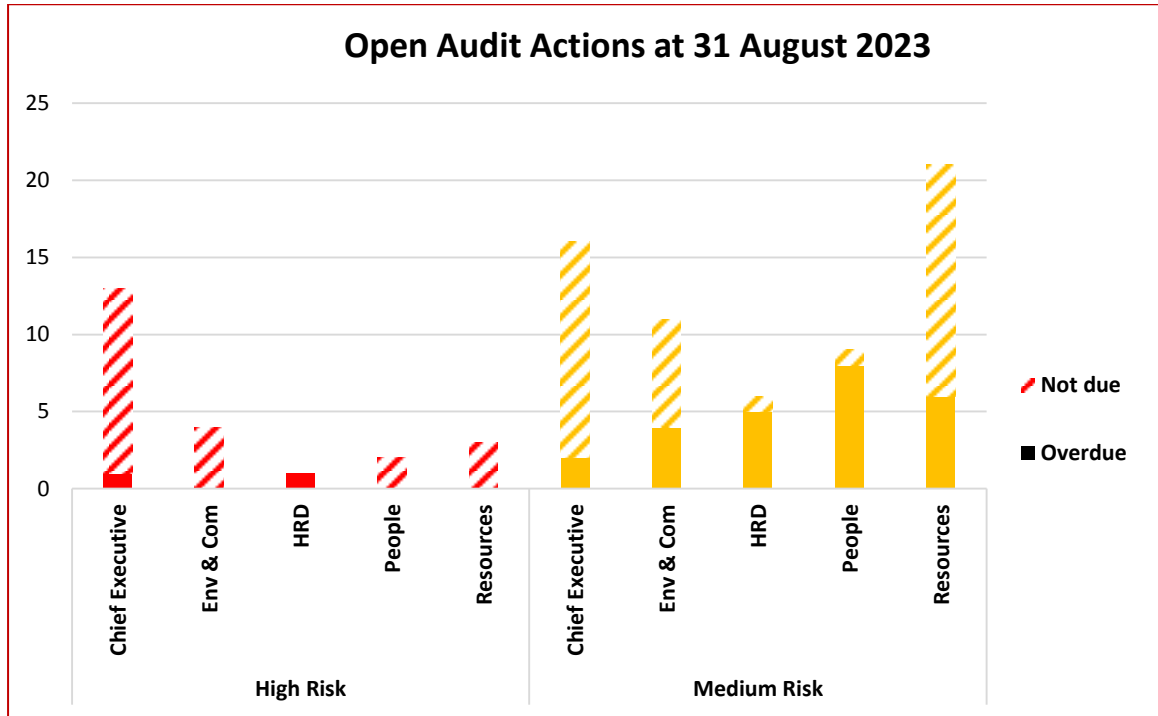
* The level of satisfaction with audit work is determined by way of client satisfaction surveys issued after finalising every audit. 3 survey responses have been received so far for 2023-24 audits.

Corporate Audit Actions Implementation

The Internal Audit and Risk Management team is responsible for tracking managers' progress with implementing internal audit actions.

As at 31 August 2023, the implementation rate (12-month rolling basis) for actions from high risk findings is 90% (2022: 78%) and for medium risk findings is 77% (2022: 82%).

85 actions from high and medium risk findings identified from corporate audits remained open. Of these, 30 actions (5 high risk and 25 medium risk) were not fully implemented by their original due date and are, therefore, classed as overdue. Overdue actions are shown by the solid coloured bars in the graph below:

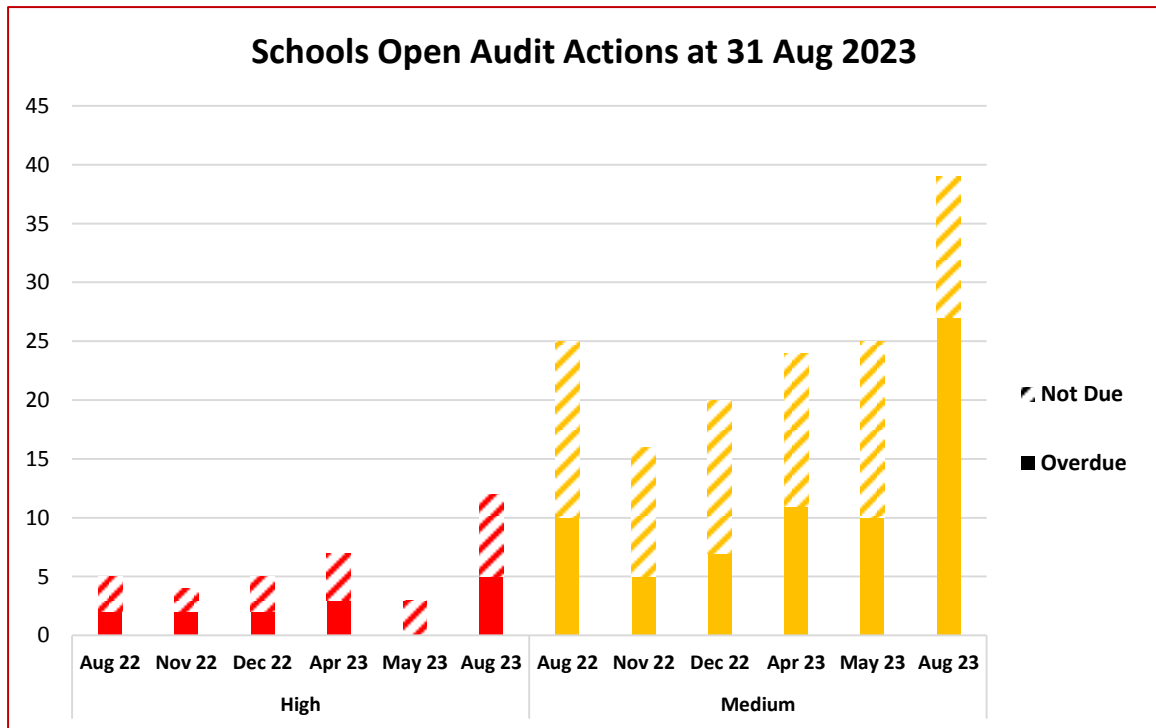


Details of the overdue corporate actions from high risk findings are provided in **Annex B**.

Invitations to the General Purposes Committee

Attendee	Reason for attending	Reference
Doug Wilson - Director of Adult Social Care	To provide an update on overdue actions agreed in the 2021-22 Financial Management of Bridgewood House audit.	Annex C

Schools' Actions Implementation



In line with our escalation policy, overdue schools' actions are regularly notified to the Director of Education.

Insurance

Key Performance Indicators

Performance of the Insurance team against 2023-24 KPIs is summarised in the table below:

KPI / Quality Metric	Target	Actual
% new claims responded to within 48 hours	95%	96%
Data accuracy - % of claims data correctly input into insurance database	90%	94%
Repudiation rate	65%	80%

Significant Claims

Current open high value claims (£250k and over) and high-risk claims are summarised below:

Policy type	Description	Number of claims	Total Reserve (£'000s)
Property	Escape of water	1	1,199*
Officials Indemnity	Cancellation of event	1	2,066^
Public Liability	Abuse	7	505
Public Liability	Failure to remove	5	600
TOTAL			4,370

**This claim has a £250 policy excess; the balance of the claim will be paid by our insurers*

^This claim has a £500,000 policy excess; the balance of the claim will be paid by our insurers

2024 Insurance Tender

The Council procures insurance on a 5 year basis with our current contracts expiring on 31 March 2024. During the 5 years, premiums are renewed on an annual basis.

We have already started preparing for the tender. It is becoming increasingly common across the insurance industry for insurers to request more detailed information than had been previously requested. We are finding this to be the case in comparison to our 2019 tender.

The insurance market continues to be hard –fewer insurers, higher premiums, and restrictions in cover. As a result, we are expecting premiums to be higher than currently with possible restrictions in cover.

In order to achieve the best possible success in tendering the contract we will be highlighting the sound risk management practices across the Council and our good claims experience to potential bidders.

We expect to publish the tender in November 2023.

ANNEX A: 2023-24 Audit Plan Status

Title	Audit Team	Audit Status	Assurance Level	Critical Risks	High Risks	Medium Risks	Low Risks
Insurance	PwC	Draft report issued	-	-	-	-	-
Dugdale Arts Centre - Capital Spend	In House	Draft report issued	-	-	-	-	-
Non-residential Licensing	In House	Cancelled [#]	-	-	-	-	-
Planning Enforcement	PwC	Cancelled	-	-	-	-	-
Bus Service Operator's Grant	In House	Planning	-	-	-	-	-
Supporting Families - Q1	In House	Cancelled	-	-	-	-	-
Supporting Families - Q2	In House	Not Started	-	-	-	-	-
Supporting Families - Q3	In House	Not Started	-	-	-	-	-
Supporting Families - Q4	In House	Not Started	-	-	-	-	-
Orchardside School Grant Certification - Alternative Provision Specialist Taskforces Programme	In House	Complete	N/A – Grant Certification	-	-	-	-
Highlands School - Schools Direct Grant certification	In House	Complete	N/A – Grant Certification	-	-	-	-
Family Hubs and Start for Life programme - Grant Certification	In House	Complete	N/A – Grant Certification	-	-	-	-
Turnaround Programme 2022-2025	In House	Planning	-	-	-	-	-
Treasury Management	PwC	Planning	-	-	-	-	-
Education Funding	In House	Fieldwork in progress	-	-	-	-	-
Adult Social Care Debt Collection	In House	Fieldwork in progress	-	-	-	-	-
Direct Payments	In House	Fieldwork in progress	-	-	-	-	-

Title	Audit Team	Audit Status	Assurance Level	Critical Risks	High Risks	Medium Risks	Low Risks
Data Protection	PwC	Cancelled	-	-	-	-	-
Freedom of Information Requests (Fol) and Subject Access Requests (SAR)	PwC	Cancelled	-	-	-	-	-
Unregulated Services for Adult Assisted Living	In House	Not Started	-	-	-	-	-
Post 16 Education	In House	Cancelled	-	-	-	-	-
Home Care Support	PwC	Planning	-	-	-	-	-
Cyber Security Strategy	PwC	Planning	-	-	-	-	-
Digital Maturity Assessment	PwC	Planning	-	-	-	-	-
Housing Repairs & Maintenance - Disrepairs	In House	Planning	-	-	-	-	-
Facilities Management and Compliance	In House	Planning	-	-	-	-	-
Property Services and Commercial Leases	PwC	Planning	-	-	-	-	-
Selective Licensing of Privately Rented Residential Properties	In House	Draft report issued	-	-	-	-	-
Housing Conditions	In House	Fieldwork in progress	-	-	-	-	-
Council Housing Fire Safety	PwC	Not Started	-	-	-	-	-
Housing Allocations	In House	Planning	-	-	-	-	-
Supply Chain Risks	PwC	Complete	Reasonable	-	-	2	1
PFI Streetlighting Contract	PwC	Planning	-	-	-	-	-
Highways Inspections	In House	Complete	Reasonable	-	-	1	5
PFI Contract Monitoring - Schools	PwC	Planning	-	-	-	-	-

Title	Audit Team	Audit Status	Assurance Level	Critical Risks	High Risks	Medium Risks	Low Risks
Procurement Bill Readiness	In House	Cancelled [#]	-	-	-	-	-
Energetik - Billing Reconciliation Process	PwC	Not Started	-	-	-	-	-
HGL - Temporary Accommodation Stock Transfer	PwC	Planning	-	-	-	-	-
Additional Payments	In House	Planning	-	-	-	-	-
Staff Productivity	In House	Fieldwork in progress	-	-	-	-	-
Youth Participation Policy	In House	Not Started	-	-	-	-	-
Climate Change	In House	Cancelled [#]	-	-	-	-	-
Gender and Ethnicity Pay Gap Reporting	PwC	Planning	-	-	-	-	-
Adult Social Care Budget Monitoring	In House	Planning	-	-	-	-	-
Goods Receipt/Invoice Receipt (GRIR) Process	PwC	Fieldwork in progress	-	-	-	-	-
Mayor of the London Borough of Enfield Appeal Fund Accounts 2022-23	In House	Planning	-	-	-	-	-
Freezywater St Georges CE Primary School	In House	Complete	Limited	-	1	6	8
Forty Hill CE Primary School	In House	Not Started	-	-	-	-	-
Garfield Primary School	In House	Planning	-	-	-	-	-
Our Lady of Lourdes Catholic Primary School	In House	Not Started	-	-	-	-	-
St John's CE Primary School	In House	Not Started	-	-	-	-	-
Orchardside School	In House	Complete	Reasonable	-	1	3	9

Title	Audit Team	Audit Status	Assurance Level	Critical Risks	High Risks	Medium Risks	Low Risks
Durants School	In House	Not Started	-	-	-	-	-

Pending approval from Assurance Board

ANNEX B: Overdue High Risk Actions

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
Chief Executives					
Staff Ethical Standards	Code of Conduct	We will review the Code of Conduct to ensure: - all embedded links are working; - only a single version is available to staff on the intranet, which is appropriately version controlled with next review dates included; - there is appropriate content and/or links related to the Seven Principles of Public Life;	31-May-2023	August 2023, Internal Audit Action remains progressed. 2 of the 3 parts are implemented. However, a search on the intranet still returns 2 versions of an Employee Code of Conduct. The one uploaded by Digital Services is out of date and should be removed to avoid doubt or confusion.	31-May-2023
Environment & Communities					
Oversight of Energetik Loan Repayments and Connection Timelines	Governance and Reporting	We will share the latest Operational Plan with the Cabinet.	30-Apr-2023	June 2023, Assurance Board We have been advised that the papers prepared for the April Cabinet meeting were withdrawn to allow further strategic work on the 40 year business plan to take place. The business plan update is not due to be sent to Cabinet until the end of the year. We propose to agree a new target date of December 2023 for the Operational Plan action.	31-Dec-2023
People					
Financial Management of Bridgewood House	Reconciliation Processes	We will seek support from our Finance Business Partner to ensure that appropriate financial controls are in place. This will include, but is not limited	30-Jun-2022	August 2023, Internal Audit Action remains progressed. Internal Audit were unable to validate this action from the documentation provided.	31-Aug-2022

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
		to: a) Monthly reconciliations undertaken between the bank statement and the resident's income and expenditure records. b) A summary of the individual resident account balances that make up the bank balance total. c) Monthly reconciliations of individual income and expenditure records for each resident against the supporting documentation held. d) All reconciliations independently reviewed and approved by a second member of staff to confirm their accuracy.		Further information has been requested.	
Financial Management of Bridgewood House	Reconciliation Processes	We will ensure that: a) All cash withdrawals from the resident bank account will be signed off by two authorised members of staff. This process will be included as a part of the home's procedure notes b) Appropriate records showing the approval of all cash withdrawals from the bank account will be retained and any cash change will be banked accordingly. These transactions will be recorded on the resident's income and expenditure records. c) Supporting documentation will be held demonstrating the appropriate approval, including that of the resident or an	31-Jul-2022	August 2023, Internal Audit Action remains progressed. Internal Audit were unable to validate this action from the documentation provided. Further information has been requested.	31-Oct-2022

Audit Name	Finding Title	Agreed Action	Original Due Date	Update	Revised Target Date
		<p>authorised family member, for all expenditure paid out.</p> <p>d) If authority has been granted to the home to manage a client's money, this will be clearly documented and delegated to named officers.</p> <p>e) When residents expense accounts are deducted for items such as podiatry charges, these reductions will be signed off by an approving officer.</p> <p>f) Details of the staff responsible for undertaking, completing and approving purchases and the corresponding supporting documentation required will be included in the home's written procedures.</p>			
Resources					
DWP Memorandum of Understanding	Governance Process	The governance procedures will be reviewed annually in line with the MoU to ensure they remain relevant and up to date.	31-Mar-2022	July 2023, The work instructions have been amended. The known non-compliance issues with the DWP MOU 23/24 won't affect the work instructions. These work instructions will be reviewed again once we've completed the DWP audit exercise and we've had our next meeting with Civica on Demand.	31-Aug-2023

ANNEX C: Financial Management of Bridgewood House

FINDING REF	RISK CATEGORY	AGREED ACTION	ACTION DUE BY
2	HIGH	<p>Reconciliation Processes</p> <p>Agreed Action 2.1</p> <p>We will seek support from our Finance Business Partner to ensure that appropriate financial controls are in place. This will include, but is not limited to:</p> <ul style="list-style-type: none"> - Monthly reconciliations undertaken between the bank statement and the resident's income and expenditure records. - A summary of the individual resident account balances that make up the bank balance total. - Monthly reconciliations of individual income and expenditure records for each resident against the supporting documentation held. - All reconciliations independently reviewed and approved by a second member of staff to confirm their accuracy. 	<p>Target date: 30 June 2022</p>
		<p>Agreed Action 2.2</p> <p>We will ensure that</p> <ul style="list-style-type: none"> - All cash withdrawals from the resident bank account will be signed off by two authorised members of staff. <p>This process will be included as a part of the home's procedure notes.</p> <ul style="list-style-type: none"> - Supporting documentation will be held demonstrating the appropriate approval, including that of the resident or an authorised family member, for all expenditure paid out. - If authority has been granted to the home to manage a client's money, this will be clearly documented and delegated to named officers. - When residents expense accounts are deducted for items such as podiatry charges, these reductions will be signed off by an approving officer. 	<p>Target date: 31 July 2022</p>

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London Borough of Enfield

Report Title:	Annual School Internal Audit Report 2022-23
Report to:	General Purposes Committee
Date of Meeting:	26 July 2023
Cabinet Member:	Cllr Tim Leaver, Cabinet Member for Finance and Procurement
Directors:	Terry Osborne, Director of Law & Governance
Report Author:	Gemma Young, Head of Internal Audit & Risk Management Gemma.Young@Enfield.gov.uk
Wards affected:	All
Classification:	Part I Public

Purpose of Report

1. This report summarises the findings from school audits undertaken in 2022-23. **Annex A** contains a draft letter due to be sent to the Headteachers, Chairs of Governors and Chairs of Finance/Resources highlighting key statistics and areas for improvement identified during the audits.
2. This letter provides Headteachers and Governors with information on common audit findings which can be used to identify risks in their own schools and helps as a prompt when completing their 2023-24 Schools Financial Value Standard returns for submission to the Department for Education (DfE).

Recommendations

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| <ol style="list-style-type: none"> I. To note the contents on the Annual School Audit Report 2022-23. The report will be shared with Headteachers and Governors at the start of the new academic year. |
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Appendices

Annex A –Annual School Internal Audit Report 2022-23

Background Papers

None

CE23/003



All Headteachers
All Chairs of Governors
All Chairs of Finance/Resources

Please reply to: Gemma Young

E-mail: gemma.young@enfield.gov.uk

Phone: 07900 168938

Textphone:

Fax:

My Ref:

Your Ref:

Date: July 2023

Dear Headteacher, Chair of Governors and Chair of Finance/Resources

Annual School Internal Audit Report 2022-23

As part of the 2022-23 Internal Audit Plan approved by the Council's General Purposes Committee, Internal Audit carried out 7 full scope governance and financial audits in schools across the borough.

In addition, we conducted a Schools Cyber Security audit and 2 school grant certifications.

Full scope audits

The full scope audits reviewed major processes in schools to ensure:

- compliance with the Scheme for Financing Schools,
- compliance with the Council's Finance Manual for Schools, including the Contract Procedure Rules (CPRs),
- good financial, data security, asset management and business continuity practices were in place.

The Council's school internal audit programme follows the Department for Education's Schools Financial Value Standard (SFVS) headings. The scope areas are detailed in **Appendix 1** and can also be viewed on the School Audit Framework ('Framework') available on the Schools' HUB.

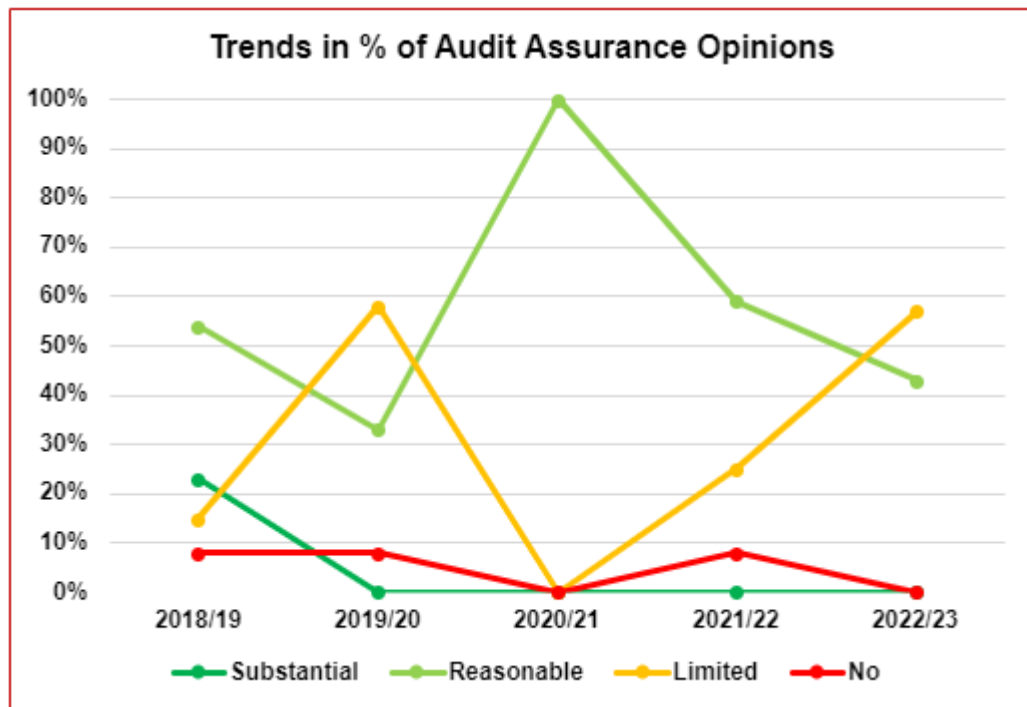
We hope schools continue to find the Framework useful and that School Leadership Teams will use the Annual School Internal Audit Report 2022-23 to identify potential risk areas in their school, or opportunities to make improvements. It may also help as

a prompt when completing the 2023-24 SFVS return for submission to the Department for Education.

The Framework is updated annually to ensure it remains a relevant and useful reference for schools.

Full scope audits - overall report opinions

The trends in assurance opinions over the past five years, are shown in the charts below:



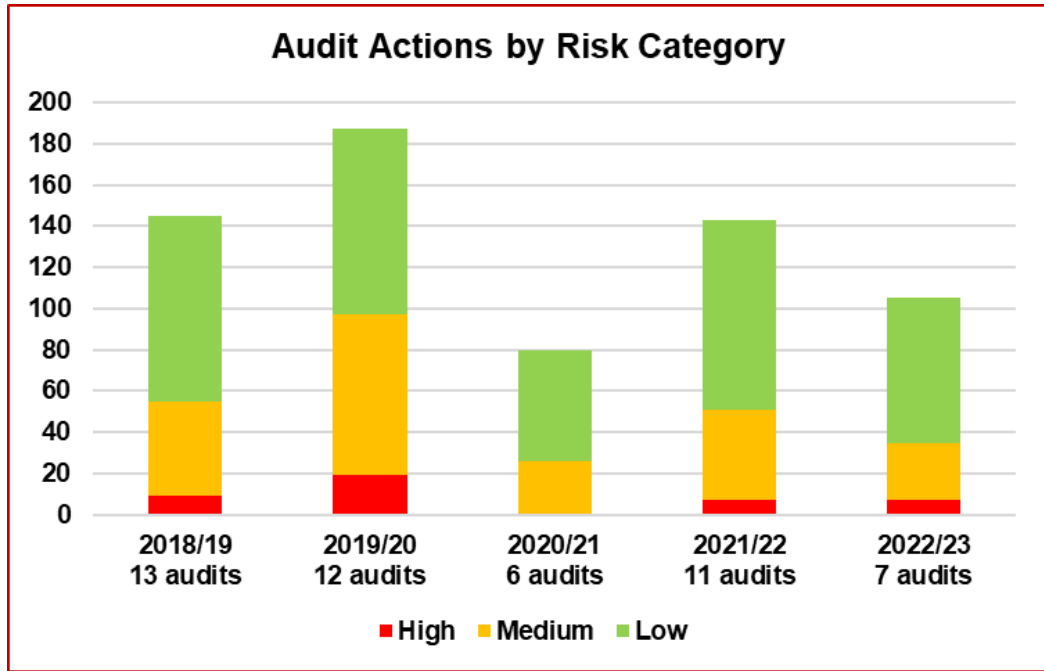
The increase in negative assurance opinions during 2022-23 is a result of weaker controls in the schools tested.

Definitions of risk categories and assurance opinions are detailed in **Appendix 2**.

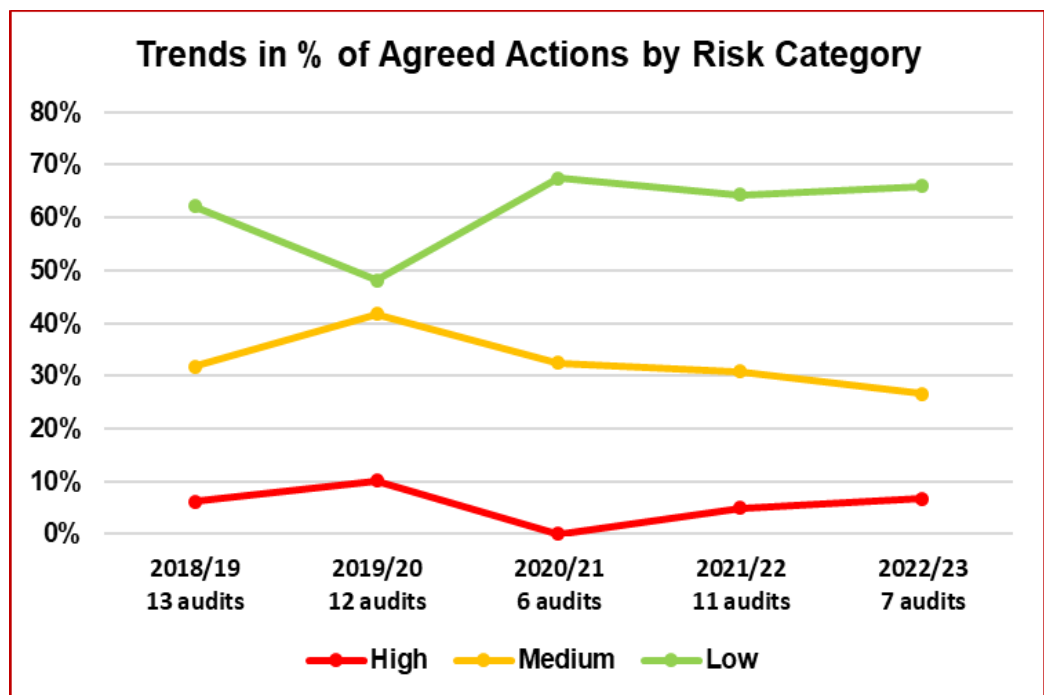
Full scope audits - analysis of actions

As part of our process, actions to address the risks identified by our audits are agreed with Headteachers and School Business Managers. The total number of actions agreed in 2022-23 decreased to 105 from 143 in 2021-22, which is in line with expectations as fewer full scope audits were carried out in 2022-23.

The number of audit actions raised in full scope audits since 2018-19 is shown in the chart below:

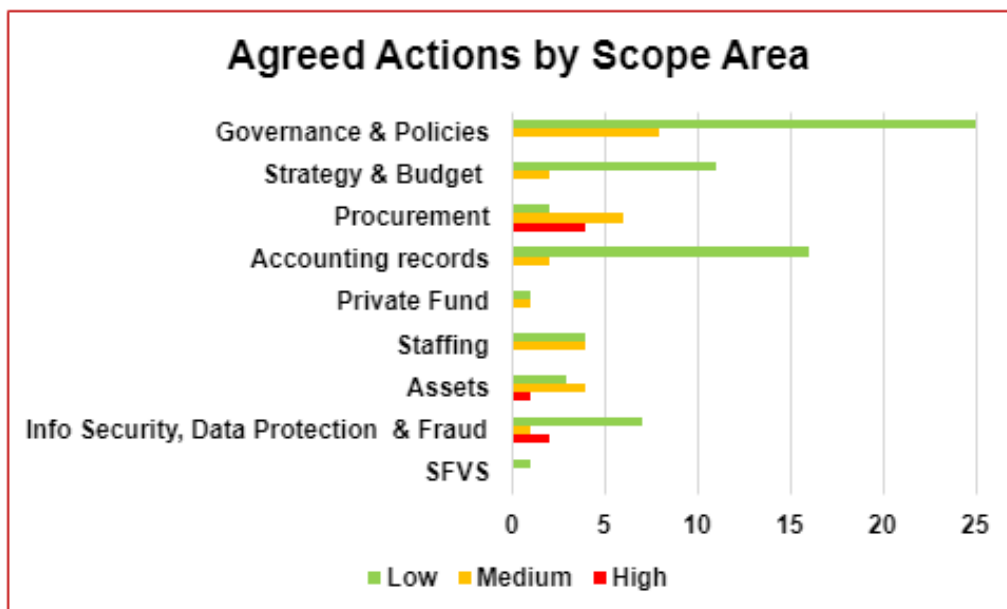


The graph below demonstrates that the proportion of high risk actions agreed is increasing despite the number of audits reducing:



Full scope audits - summary of findings

The chart below summarises the number of agreed actions identified during 2022-23 by scope area:



The main themes and key exceptions identified during our 2022-23 audits are detailed below. We recommend that Governing Bodies review this table against current practices in their schools to ensure, with respect to these common areas, there is compliance with the SFVS requirements.

Theme	Key exceptions identified
Governance	
Business Continuity and Disaster Recovery Plan	<ul style="list-style-type: none"> Disaster recovery plans were either not in place, not approved or regularly reviewed, or were lacking in key details and review dates.
Delegated Authority	<ul style="list-style-type: none"> <i>Organisational Arrangements</i> were not completed fully, were out of date or were still in draft form and not properly approved. <i>Schemes of Delegation (SoD)</i> did not cover all financial responsibilities, including in some cases the BACs payment process, lacked clear segregation of duties for some key financial processes and were not properly approved.
Register of Business Interests	<ul style="list-style-type: none"> Governor business interest forms were not completed or were out of date. Business interest forms had not been completed by staff with financial responsibilities Information published on the school website was out of date
Minutes of Governing Body Meetings	<ul style="list-style-type: none"> Several key decisions were not clearly recorded in Governing Body Meeting Minutes.

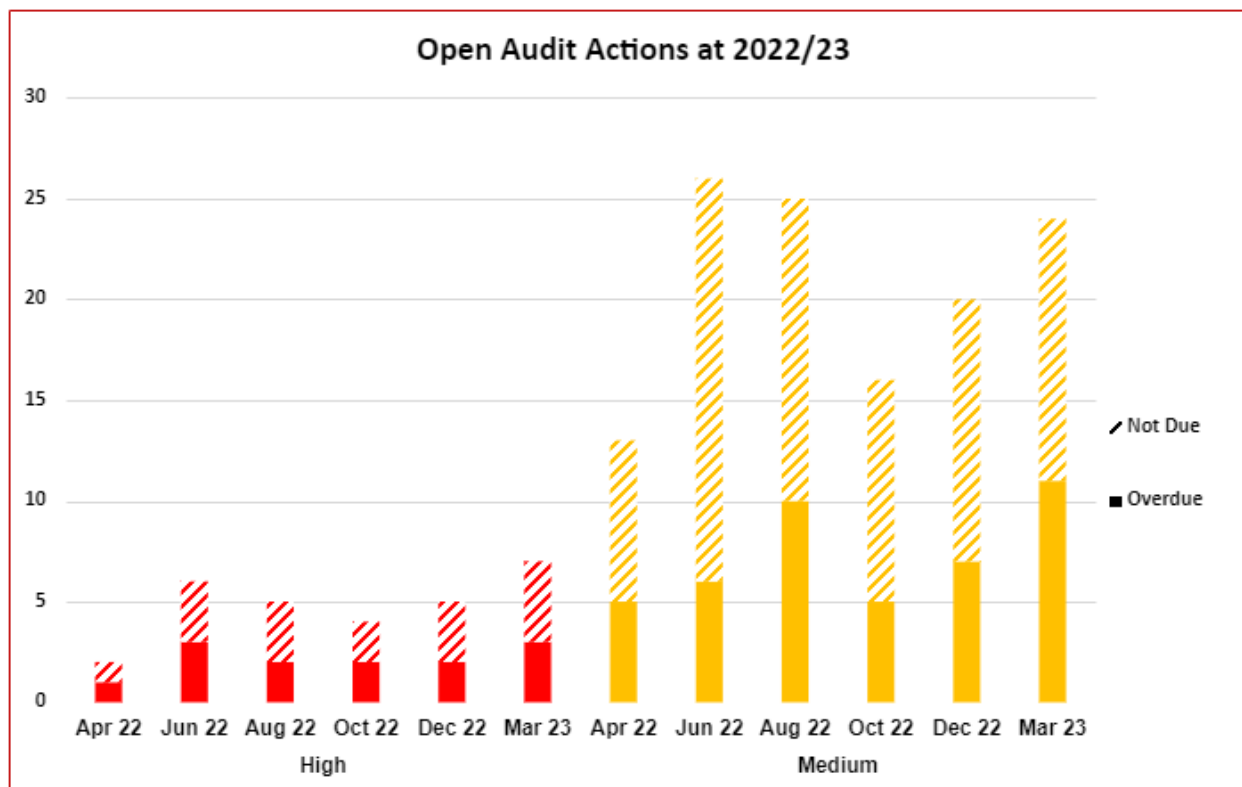
Theme	Key exceptions identified
Policies	<ul style="list-style-type: none"> • Policies that schools are required to have in place had not been reviewed and approved in line with the requirements. • Information that the Department for Education (DfE) requires to be published was not available on the school website.
Strategy & Budget	
Budget Monitoring	<ul style="list-style-type: none"> • We were unable to fully reconcile the quarterly CFR returns to the underlying finance system records.
School Development Plan	<ul style="list-style-type: none"> • The Plan did not cover at least a three year period. • The Plan did not include sufficient financial information to demonstrate that it was aligned to the three year budget.
Staffing Structure	<ul style="list-style-type: none"> • The staffing structure had not been discussed with the governing body in the last 2 years.
Procurement	
Related Party Transactions	<ul style="list-style-type: none"> • Governing Body approval of related party transactions was not recorded in the minutes. • Work was directly awarded without alternative quotes sought to ensure value for money was being achieved.
Contracts	<ul style="list-style-type: none"> • The Council's Contract Procedure Rules had not been adhered to. • Minutes did not reflect that the Governing Body had approved contracts with a value over the Headteacher's delegated limit. • Contracts, signed by both parties, were not in place.
Purchase Testing	<ul style="list-style-type: none"> • Order forms had not been raised or were raised retrospectively. • Order and invoice authorisations were not dated to confirm completion in a timely manner. • Invoices were paid after the due date, with no reasonable explanation noted. • Commercial card transactions were not authorised in advance. • A reconciliation of the commercial card statement to purchases made was not completed and signed.

Theme	Key exceptions identified
Accounting records	
BACs	<ul style="list-style-type: none"> • BACs reports were not signed by the required 2 signatories and signatures were not dated to confirm authorised prior to payment. • Invoices were approved after BACs payments made
Reconciliations	<ul style="list-style-type: none"> • Reconciliations were not completed regularly or where completed there was no evidence of independent review. • Unrepresented cheques more than 6 months old were not investigated.
Staff reimbursements	<ul style="list-style-type: none"> • A large float was issued to a member of staff, but no receipts or invoices were supplied with the returned balance to support expenditure incurred. • Claim vouchers were not properly completed. • High value items were reimbursed, but these items should have been purchased through the school's usual purchasing processes.
Lettings	<ul style="list-style-type: none"> • No signed agreements were in place for long-term and ad hoc lets. • We could not confirm appropriate insurance arrangements were in place. • Agreements were not signed by the school's delegated officer(s).
Private fund	
Accounting records	<ul style="list-style-type: none"> • An annual audit had not been completed and approved by the governing body.
Staffing	
Starters and leavers	<ul style="list-style-type: none"> • Pre-employment checks were not completed in full prior to employment commencing. • There was no written evidence of who had carried out and verified pre-employment checks. • Videpay forms for leavers and starters were not supplied to the Schools Personnel Service in sufficient time to ensure necessary action could be taken.
Additional hour claims	<ul style="list-style-type: none"> • Additional hours claim forms were not completed in full,

Theme	Key exceptions identified
	totalled correctly nor appropriately authorised and dated.
Assets	
Fixed Assets	<ul style="list-style-type: none"> • Assets were recorded in two different systems, which did not interface, with inconsistencies in the information recorded in each. • A list of IT equipment collected by a disposal company was not retained so we could not that all items had been disposed of appropriately. • The fixed asset register did not capture key information including acquisition dates, purchase costs or disposal details. • There was no evidence that annual fixed assets checks had been carried out. • Formal records were not kept or were not updated of assets loaned to staff. • Assets were not appropriately security marked.
Information Security, GDPR & Fraud	
Physical and data security	<ul style="list-style-type: none"> • Records of fob access to the school were poorly maintained. • A high number of anomalies were identified between records of fob access and management information system access when compared to staff lists. • No process or mechanism was in place to prevent staff from using unencrypted removable media on school equipment. • There was no requirement to ensure passwords were changed regularly or had sufficient complexity.

Full scope audits - action implementation

Schools have continued to make progress on action implementation. Progress made is shown in the following chart:



The Council takes the implementation of internal audit actions seriously and overdue actions are reported to both the Assurance Board and the General Purposes Committee.

Therefore we follow up with schools to confirm that all actions are implemented within the agreed target dates. Also:

- findings from the internal audit reports given a Limited or No assurance opinion are reported to the Assurance Board and the Council's General Purposes Committee.
- follow up emails and/or visits are undertaken in accordance with the target dates agreed within the report.
- if timely and appropriate responses are not received, this is escalated to the Audit and Risk Manager and if necessary, to the Director of Education.
- if it is deemed that sufficient responses have not been received, and/or satisfactory progress has not been made, the Director of Education is informed. Actions taken are reported to the Assurance Board.

The Director of Education also considers whether the Headteacher and/or the Chair of Governors should attend the Assurance Board. Attendance would be to advise the Assurance Board of action being taken to address the findings.

Schools Cyber Security audit

Due to the nature of the audit (a questionnaire sent to the 55 maintained schools), we did not form an audit opinion and instead issued a management letter outlining our findings. The management letter has been shared with all Headteachers and has been referenced in the Summer Termly Pack for Governors

The audit was designed to assess the schools' knowledge of, and ability to avoid, identify, or respond to a cyber-attack. The questionnaire was based on:

- the Department for Education standards on schools' cyber security, user accounts and data protection; and
- the National Cyber Security Centre Cyber Essentials

The questionnaire covered:

- security measures currently in place
- cyber security training undertaken
- any cyber-attacks/ breaches experienced
- cyber security concerns generally

We received 54 completed surveys, a response rate of 98%.

A number of concerning control weaknesses were identified. This poses a risk not only to individual schools, but also to the wider Council network given the digital links, close working and constant communication between schools and Council services.

The key findings were:

- 87% of schools had not undertaken phishing attack exercises
- 84% of schools did not have a Data Governance and Cyber Security Risk Register in place
- 61% of schools did not give regular updates to the governing body and believed the governing body did not understand the current state of cyber security awareness in the school
- 46% of schools did not conduct any cyber training for staff
- 43% of schools did not feel adequately prepared in the event of a cyber attack
- 48% of schools did not have a Business Continuity and Disaster Recovery Plan in place
- 30% of schools did not have an IT Cyber Security policy or plan in place

We also noted that 12% of schools had experienced a malware infection including viruses or ransomware.

We recommend that each school:

1. presents and discusses the report at a governing body meeting.

2. reviews their own arrangements against:
 - The Department for Education standards on schools' cyber security, user accounts and data protection; and
 - The National Cyber Security Centre Cyber Essentials.
3. develops an action plan for improvement that is monitored regularly by the governing body.

The full Schools Cyber Security report can be found at **Appendix 3**.

Training

We offer audit and fraud training for both Governors and School Business Managers. The training includes an overview of the Council's Internal Audit and Counter Fraud services. Training is delivered by experienced officers and provides:

- an overview of internal audit scope areas
- the importance of good controls
- key fraud risks faced by schools, with a particular focus on cybercrime.

Further information can be found on the Schools' HUB.

Acknowledgement

We would like to take this opportunity to thank those schools who were included in the 2022-23 internal audit programme. We recognise the additional work and effort involved during an internal audit and the support of you and your teams in ensuring the process runs smoothly is appreciated.

Should you have any comments on this report, require further clarification, or wish to raise any concerns, the Internal Audit team would be happy to discuss these with you (please see below for contact details).

Yours sincerely,

Gemma Young
Head of Internal Audit and Risk Management



APPENDIX 1 – Internal Audit Scope Areas

Scope area:	To ensure that:
Governance	<ul style="list-style-type: none"> • Appropriate Governance structures are in place; are appropriately resourced; and operate in line with Council regulations and best practice. • Relevant policies are in place; are reviewed and up to date; and are available on the school’s website. Website content complies with DfE requirements. • The school has up to date business continuity and disaster recovery plans in place.
Strategy and Budget	<ul style="list-style-type: none"> • The school has a realistic, sustainable and flexible financial strategy in place for at least the next 3 years which has a demonstrable link to the school development plan. • The school sets a well-informed and balanced budget each year and this budget is scrutinised and approved by the Governing Body. The budget includes realistic assumptions and can be flexed if required. • Performance against budget is monitored throughout the year; variances are investigated; and remedial actions are taken where necessary.
Procurement	<ul style="list-style-type: none"> • All expenditure incurred: <ul style="list-style-type: none"> ○ Is necessary for the running of the school; ○ Complies with the Council’s Finance Manual for Schools’ and the Council’s Contract Procedure Rules (CPRs); and ○ Is appropriately authorised and is supported by appropriate documentation.
Accounting Records	<ul style="list-style-type: none"> • All transactions are authorised and are supported by appropriate documentation. • Regular reconciliations are made between the accounting records and supporting information. • Payments are made within agreed timescales; are made in line with policy; and are appropriately authorised. • All adjustments to the financial records are appropriately recorded and authorised. • VAT is appropriately accounted for.

Scope area:	To ensure that:
	<ul style="list-style-type: none"> Income is fully accounted for and is banked promptly. Debts are reviewed to ensure t payment is received promptly.
Private Fund	<ul style="list-style-type: none"> The standard for the governance of the private fund is as rigorous as that for the administration of the school's delegated budget and complies with the Council's Finance Manual for Schools
Staffing	<ul style="list-style-type: none"> The school reviews and challenges its staffing structure regularly to ensure it is the best structure to meet the needs of the school whilst maintaining financial integrity. Staff are adequately vetted to ensure their suitability for employment. Payments to permanent, supply and agency staff are valid and are appropriately authorised. IR35 assessments are carried out as necessary.
Assets	<ul style="list-style-type: none"> Fixed assets and stock are properly accounted for; are kept securely; and are periodically checked for existence and condition.
Information Security, GDPR and Fraud	<ul style="list-style-type: none"> Access to the school's systems and data is well controlled. The school complies with GDPR legislation and best practice. All appropriate steps are taken to reduce the likelihood of fraud.
SVFS and Risk Assessment Returns	<ul style="list-style-type: none"> The Governing Body has approved the final checklist and dashboard. Follow up actions have been identified and actioned. Approved returns are submitted to the Council by the required deadlines.

APPENDIX 2 - Definition of Risk and Assurance Ratings

Risk rating	
<p>Critical</p> <p>●</p>	<p>Life threatening or multiple serious injuries or prolonged workplace stress. Severe impact on morale & service performance. Mass strike actions etc.</p> <p>Critical impact on the reputation or brand of the organisation which could threaten its future viability. Intense political and media scrutiny i.e. front-page headlines, TV. Possible criminal, or high profile, civil action against the Council, members or officers.</p> <p>Cessation of core activities, Strategies not consistent with government's agenda, trends show service is degraded. Failure of major Projects – elected Members & SMBs are required to intervene</p> <p>Major financial loss – Significant, material increase on project budget/cost. Statutory intervention triggered. Impact the whole Council; Critical breach in laws and regulations that could result in material fines or consequences</p>
<p>High</p> <p>●</p>	<p>Serious injuries or stressful experience requiring medical many workdays lost. Major impact on morale & performance of staff.</p> <p>Significant impact on the reputation or brand of the organisation; Scrutiny required by external agencies, Audit Commission etc. Unfavourable external media coverage. Noticeable impact on public opinion</p> <p>Significant disruption of core activities. Key targets missed; some services compromised. Management action required to overcome med – term difficulties High financial loss Significant increase on project budget/cost. Service budgets exceeded. Significant breach in laws and regulations resulting in significant fines and consequences</p>
<p>Medium</p> <p>●</p>	<p>Injuries or stress level requiring some medical treatment, potentially some workdays lost. Some impact on morale & performance of staff.</p> <p>Moderate impact on the reputation or brand of the organisation; Scrutiny required by internal committees or internal audit to prevent escalation. Probable limited unfavourable media coverage.</p> <p>Significant short-term disruption of non-core activities. Standing Orders occasionally not complied with, or services do not fully meet needs. Service action will be required.</p>




	Medium financial loss - Small increase on project budget/cost. Handled within the team. Moderate breach in laws and regulations resulting in fines and consequences
Low 	<p>Minor injuries or stress with no workdays lost or minimal medical treatment. No impact on staff morale</p> <p>Internal Review, unlikely to have impact on the corporate image. Minor impact on the reputation of the organisation</p> <p>Minor errors in systems/operations or processes requiring action or minor delay without impact on overall schedule. Handled within normal day to day routines.</p> <p>Minimal financial loss – Minimal effect on project budget/cost. Minor breach in laws and regulations with limited consequences</p>
Advisory 	Advisory findings or observation that would help to improve the system or process being reviewed or align it to good practice seen elsewhere.

Level of assurance

Substantial



No significant improvements are required. There is a sound control environment with risks to key service objectives being well managed. Any deficiencies identified are not cause for major concern.

Reasonable 	Scope for improvement in existing arrangements has been identified and action is required to enhance the likelihood that business objectives will be achieved.
Limited 	The achievement of business objectives is threatened and action to improve the adequacy and effectiveness of the risk management, control, and governance arrangements is required. Failure to act may result in error, fraud, loss or reputational damage.
No 	There is a fundamental risk that business objectives will not be achieved, and urgent action is required to improve the control environment. Failure to act is likely to result in error, fraud, loss or reputational damage.

APPENDIX 3 – Schools Cyber Security Internal Audit

Internal Audit of Cyber Security in Schools

This review was undertaken as part of the 2022-23 Internal Audit programme agreed by the Council's General Purposes Committee.

Background

A Cyber Security Breaches survey (2022) conducted by the Department for Digital, Culture, Media & Sport (DCMS) found 41% of primary schools and 70% of secondary schools surveyed had identified cyber breaches or attacks during 2021-2022. Secondary schools saw a significant increase in identified breaches or attacks in 2022 over 2021 with 70% reporting breaches in 2022 compared to 58% in 2021.

Schools hold a substantial amount of personal, and often sensitive, data on their staff, pupils and their families. They may also hold information on behalf of volunteers, contractors and other partners. Schools also have key digital links with many Council departments. In a climate of pressured budgets, schools may not always consider cyber security as a priority when faced with challenging budget choices for safeguarding, staffing and academic achievement.

The purpose of this review was to understand the current position in Council maintained schools in Enfield ('maintained schools') with regards to the cyber security preparedness.

Objectives, approach, and scope

The audit was designed to assess the current understanding of maintained schools regarding their knowledge of, and ability to avoid, identify, or respond to a cyber-attack.

A Microsoft Forms survey was issued to all 55 maintained schools to cover:

- Security measures currently in place
- Cyber security training undertaken by the school
- Any cyber-attacks/ breaches the school has experienced
- Cyber security concerns the school has.

Executive Summary

We received 54 completed surveys, a response rate of 98%.

The key findings were:

- 87% of schools had not undertaken phishing attack exercises
- 84% of schools did not have a Data Governance and Cyber Security Risk Register in place

- 61% of schools did not give regular updates to the Governing Body and believed the Governing Body did not understand the current state of cyber security awareness in the school
- 48% of schools did not have a Business Continuity and Disaster Recovery Plan in place
- 46% of schools did not conduct any cyber training for staff
- 43% of schools did not feel adequately prepared in the event of a cyber attack
- 30% of schools did not have an IT Cyber Security policy or plan in place
- 12% of schools had experienced a malware infection including viruses or ransomware.

A summary of all responses received can be found in **Appendix A**.

Conclusion

There are a number of concerning control weaknesses in schools around cyber security. This poses a risk not only to individual schools, but also to the wider Council network given the digital links, close working and constant communication between schools and Council services.

Every school leadership team has a responsibility to ensure their school has robust cyber security measures in place. This report is being shared with all headteachers and governing bodies to highlight areas of concern and to act as tool for reviewing circumstances in their own school.

Recommendations

1. Each school should present and discuss this report at a governing body meeting.
2. Each school should review their own arrangements against:
 - the Department for Education standards on schools' cyber security, user accounts and data protection; and
 - The National Cyber Security Centre Cyber Essentials

Following these actions, an action plan for improvements should be developed and monitored regularly by each school's governing body. We will follow up that these actions have been taken as part of our schools Internal Audit programme.

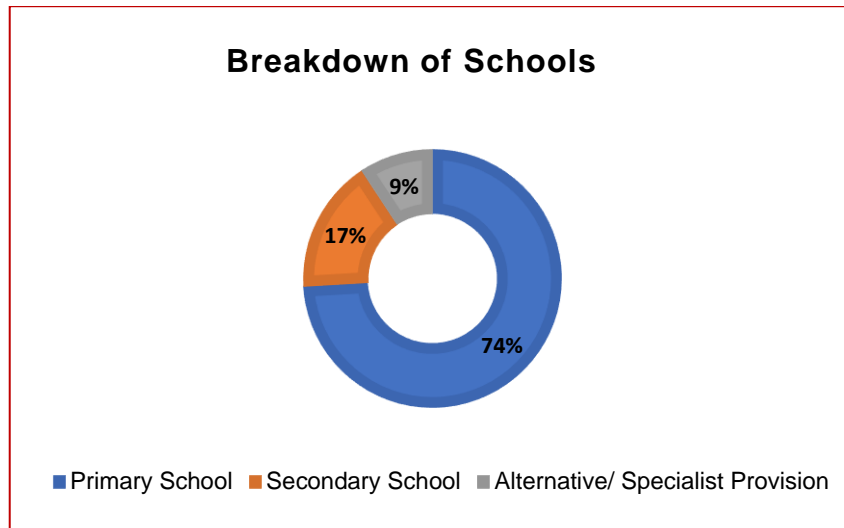
Additional sources of information and advice can be found in **Appendix B** and a glossary of terms can be found in **Appendix C**.

Appendix A – Survey Results

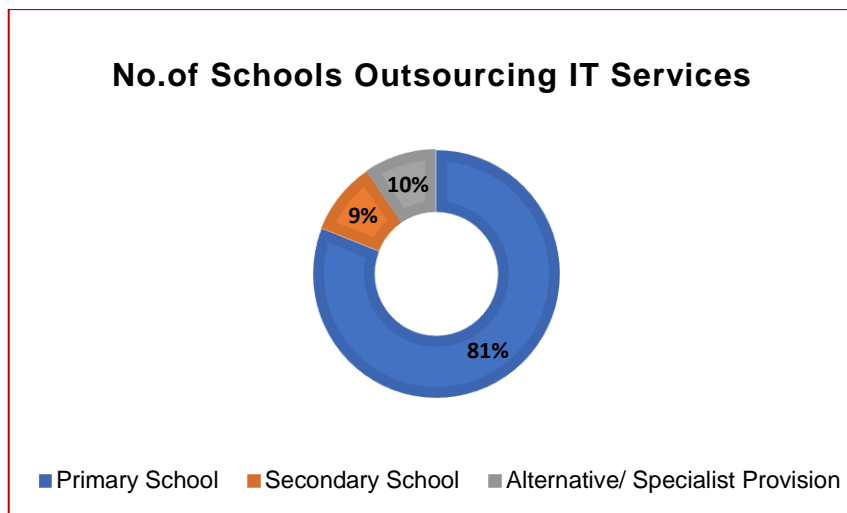
The survey was sent to all 55 maintained schools. Responses were received from 54 schools.

1. Breakdown of responses received

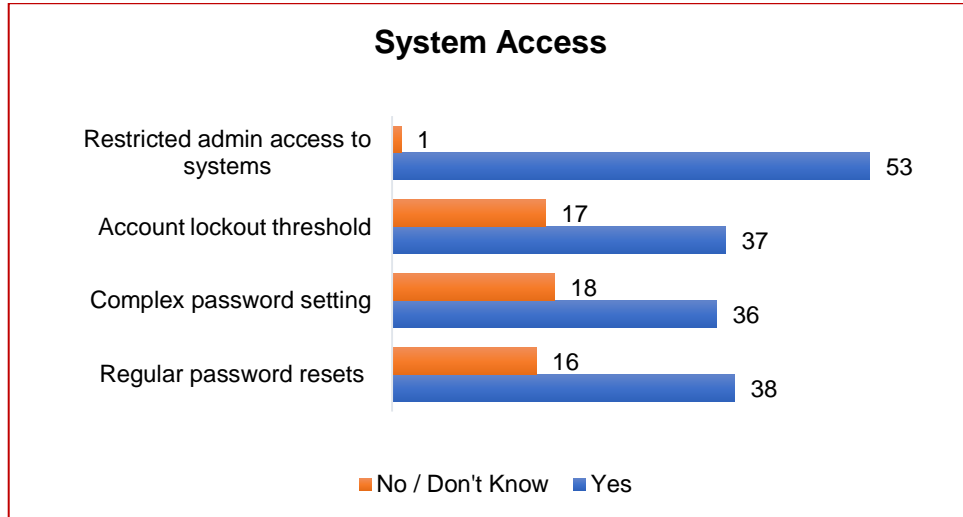
a) Number of schools who completed the Survey



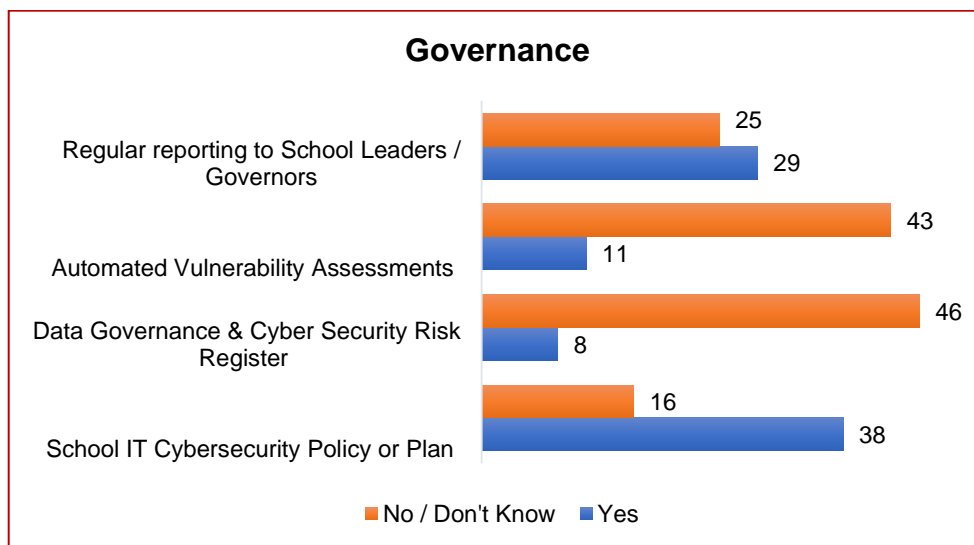
b) Of these 54 schools, 42 outsourced their IT services



2. School Cyber Security Measures



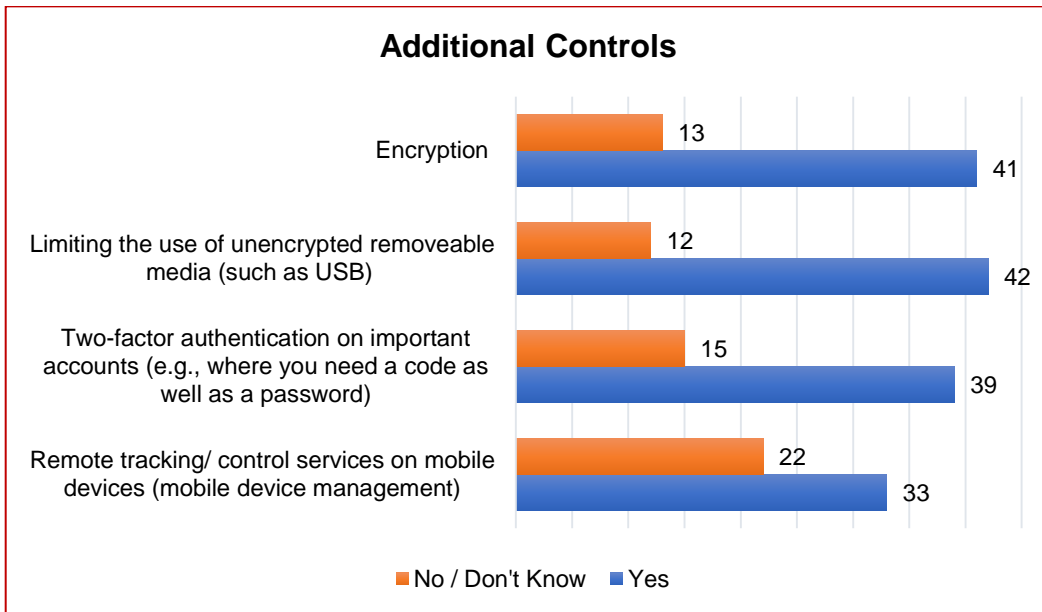
- Most schools had restricted admin access to systems
- 50% of the schools who did not carry out regular password resets, also did not enforce complex password settings.



Most schools had some governance security measures in place. However, the areas of concern included:

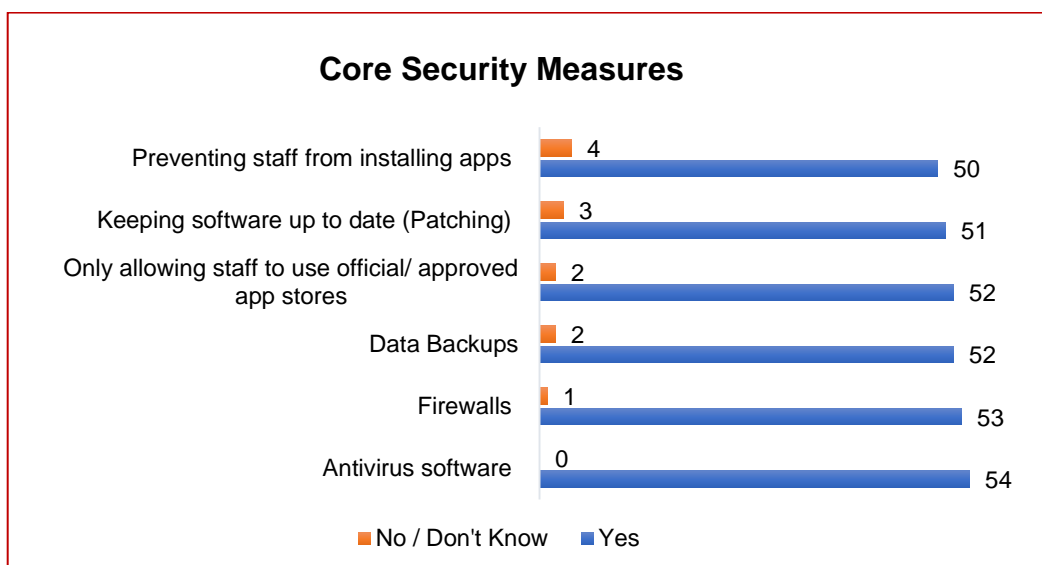
- 85% of schools did not have a Data Governance and Cyber Security risk register

- 80% of schools had not undertaken an automated vulnerability assessment
- 46% of schools did not provide regular reporting to school leaders / governors



We noted that:

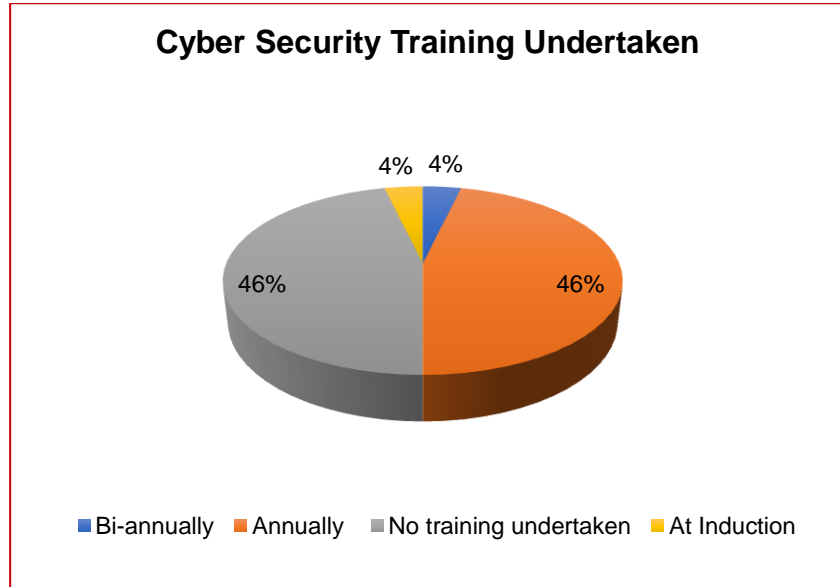
- 24% of schools did not encrypt their data
- 22% of schools did not limit the use of unencrypted removable media (such as USB and/or memory cards)
- 28% of schools did not have two-factor authentication on important accounts
- 41% of schools did not control services on mobile devices/ device management



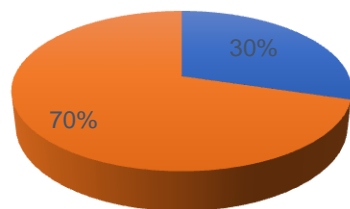
Although most schools had these core security measures in place, there was a minority of schools who did not prevent staff from installing apps onto school devices, keep software up to date, allow staff to only use official or approved app stores, or backup data.

3. Cyber Security Training

46% of schools did not require staff to undertake any cyber security training.



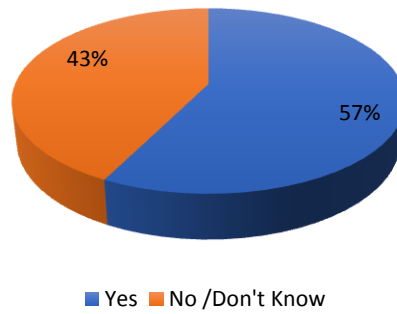
Requires all staff to complete Cyber Security training at the point employment commences



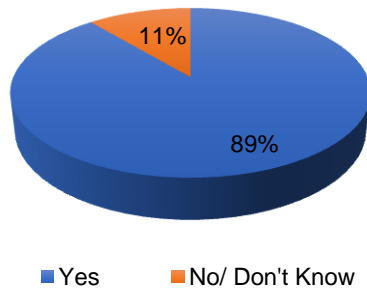
70% of schools did not require staff to complete cyber security training at the point employment commenced.

43% of schools did not feel adequately prepared in the event of a cyber incident

Do you feel the school is adequately prepared in the event of a cybercrime ?



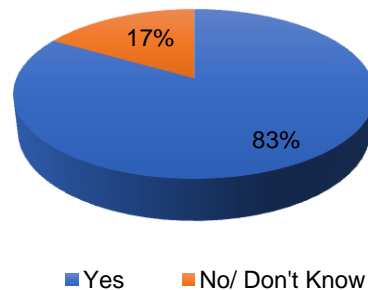
In the event of a data breach, do you know what to do ?



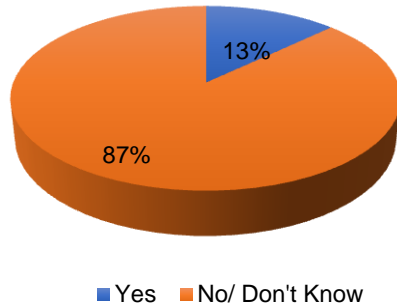
11% of schools said they did not feel that they would know what to do in the event of a data breach

17% of schools said they did not know who to contact in the event of a cyber incident such as a virus or ransomware attack

In the event of a cyber incident such as a virus or ransomware attack, do you know who to contact



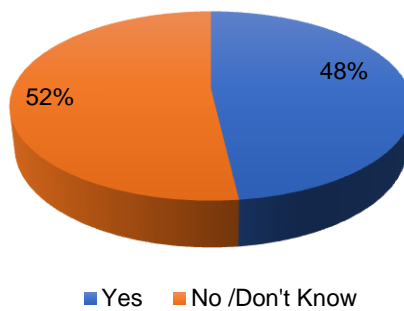
Has your school undertaken a phishing attack exercise to test robustness of cyber security measures ?



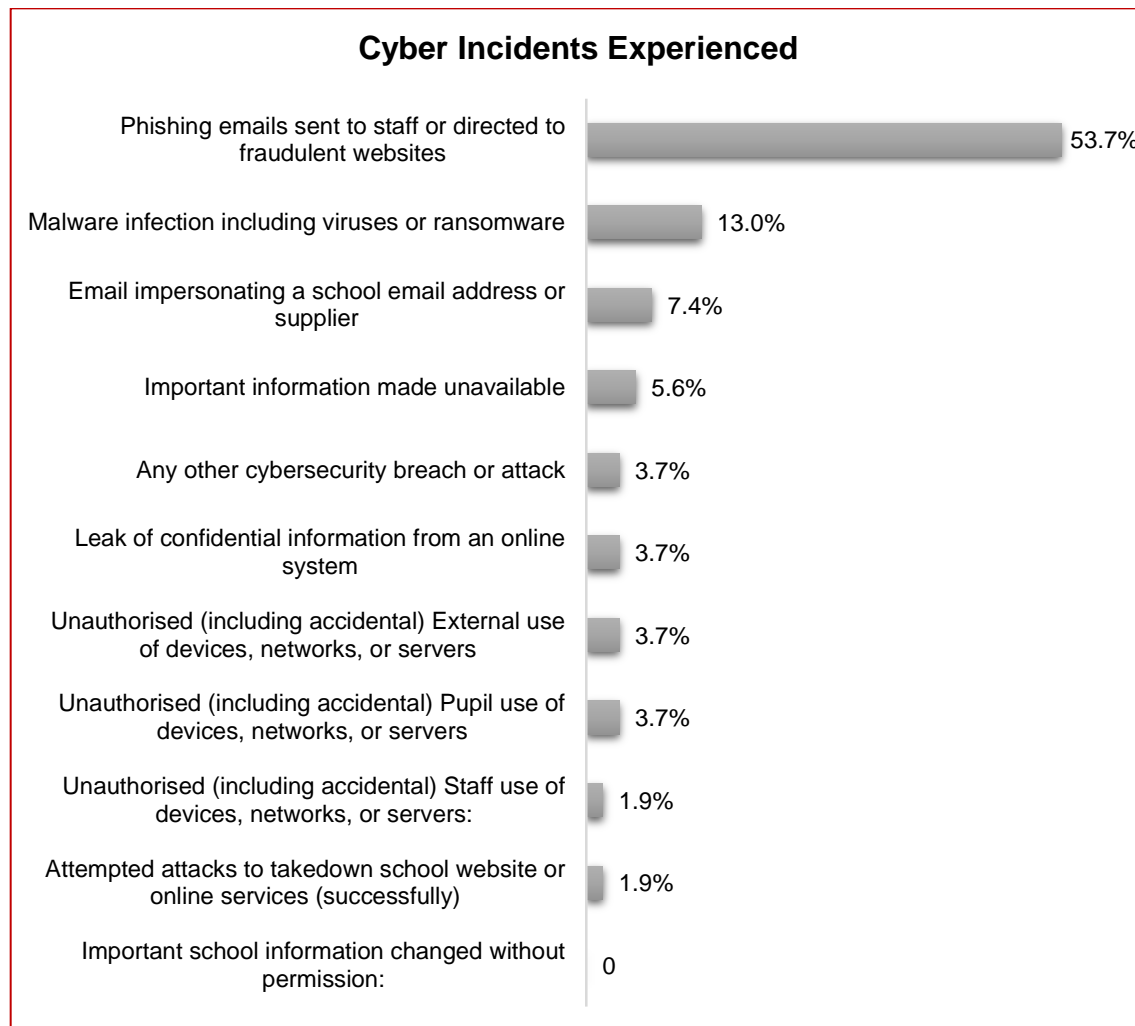
87% of schools had not undertaken a phishing attack exercise to test robustness of cyber security measures

52% of schools were unaware that the National Cyber Security (NCSC) offered free cyber security training to schools. Of the 48% of those schools that were aware of this training, 65% had not taken advantage of this

Awareness of National Cyber Security Centre (NCSC) free cyber security training for schools

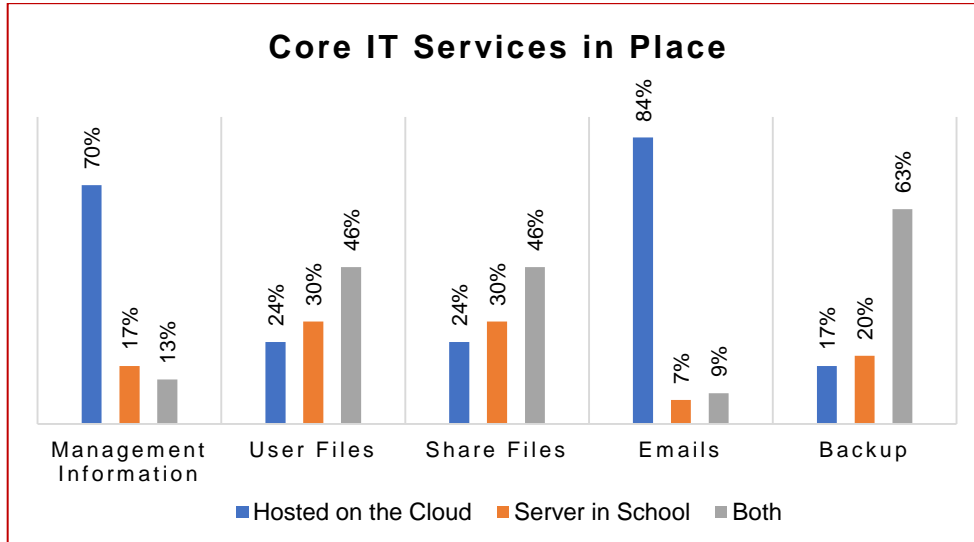


4. Breakdown of incidents experienced by schools



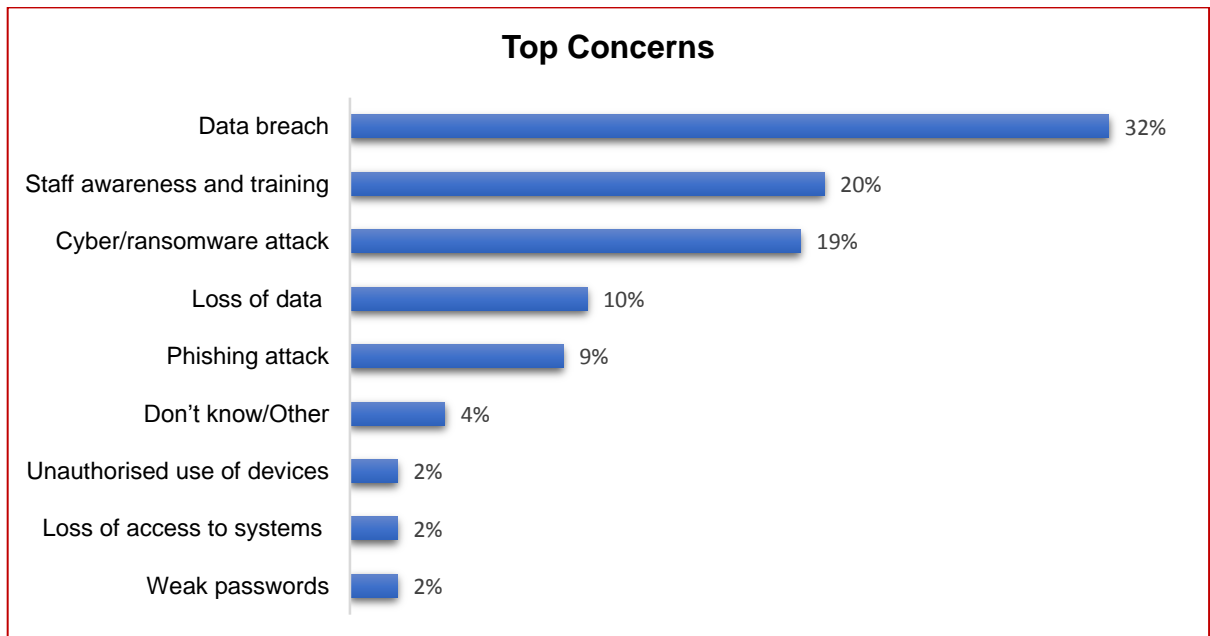
- 29 of the 54 schools had received a phishing email sent to staff, or directed to a fraudulent website
- 7 schools had experienced a malware infection including a virus or ransomware; 6 of these were also a target of phishing.
- 4 schools received an email impersonating a school's email address or supplier.
- 3 schools had experienced important information being made unavailable as a result of a cyber incident.

5. Breakdown of Core IT Services



- 70% of schools management information systems were hosted on the cloud; 80% of schools also hosted emails on the cloud
- 63% of schools hosted backups on both the cloud and the school server

6. Schools' Concerns



7. Government Risk Protection Assurance

We understand that a number of schools are insured through the Government's RPA scheme which includes emergency assistance in the event of a cyber incident. These schools should be aware that in the event of a claim the school must be able to evidence the following conditions:

- Offline backups are in place and are tested appropriately to ensure data can be recovered
- All employees or governors who have access to the management information technology system must undertake National Cyber Security Centre training.
- The school is registered with Police CyberAlarm
- The school has a Cyber Response Plan in place.

Appendix B – Useful Links

For further information, help and support to help improve cyber security arrangements in your school:

- **DFE- Digital and Technological Standards**

<https://www.gov.uk/guidance/meeting-digital-and-technology-standards-in-schools-and-colleges/cyber-security-standards-for-schools-and-colleges>

- **Cyber Essentials – National Cyber Security Centre**

<https://www.ncsc.gov.uk/cyberessentials/overview>

- **The National Cyber Security Centre**

<https://www.ncsc.gov.uk/>

- **London Grid for Learning CyberSafe**

<https://www.lgfl.net/learning-resources/summary-page/cybersafe>

- **Government's Risk Protection Arrangement (RPA)**

For schools insured with the Risk Protection Arrangement (RPA)
<https://therga.org.uk/wp-content/uploads/2022/04/RPA-Cyber-Guidance.pdf>

- **Enfield Council Digital Services Security Team**

DSSecurity@Enfield.gov.uk

Appendix C – Glossary

Antivirus

A software designed to detect, prevent, and remove viruses, malicious software, and viruses.

Allowed List

An authorised approved list of applications for use to protect systems from potentially harmful applications.

Automated Vulnerability Assessment

Automated processes of detecting defects in an organisation's security

Breach

An incident where data, applications, computer networks or systems are accessed or affected in a non-authorised way.

Cloud

Shared resources are available to be accessed remotely through the internet.

Cyber Attack

Any kind of malicious attempt to collect, damage, disrupt, destroy or gain unauthorised access to computer systems, networks or devices.

Cyber Incident

A breach of a system's security policy in order to affect its integrity or availability and/ or the unauthorised access or attempt access to a system or systems.

Cyber Security

The process of protecting information by preventing, detecting, and responding to attacks.

Encryption

A function that protects information by making it unreadable by everyone except those with the key to decode it.

Firewall

Hardware or software which uses a defined rule set to constrain network traffic to prevent unauthorised access to or from a network.

Malware

A malicious software that includes viruses, trojans, worms, or any code or content that could have an adverse impact on organisations or individuals.

Network

A group of two or more computers or other electronic devices that are interconnected for the purpose of exchanging data or resources.

Patching

Applying updates to firmware or software to improve the security and or enhance functionality

Phishing

Mass emails sent to users requesting sensitive information or encouraging them to visit fake websites.

Ransomware

A malicious software used to prevent users from accessing data or systems usually by encryption, in exchange for a payment.



London Borough of Enfield

Report Title	Annual Corporate Complaints Report 2022-2023
Report to:	General Purposes Committee
Date of Meeting:	25 th October 2023
Directors:	Simon Pollock – Executive Director of Environment & Communities Eleanor Brown – Director of Customer & Communications
Report Author:	Will Wraxall – Complaints, MEQs and Corporate Functions Manager Will.Wraxall@enfield.gov.uk
Ward(s) affected:	All wards
Key Decision Number	N/A
Implementation date, if not called in:	N/A
Classification:	Part 1 Public

Purpose of Report

1. This report presents the outcome of the annual review of the Council's corporate complaints received during 2022/23; learning from these and that of the Local Government Ombudsman and the Housing Ombudsman Service letters, and the improvement actions for implementation arising from both.

Recommendations

- I. To note the Annual Complaints Report 2022/23, the actions proposed for improvement, and the findings from the Local Government and Social Care Ombudsman's and the Housing Ombudsman Service annual letter.

Background

2. This Corporate Complaints Annual Report covers the period of 1st April 2022 to 31st March 2023. It focuses on the nature of complaints received by the Council, handling performance and learning elicited to shape future service improvements. It also provides insight into compliments received during the same period.
3. The report content has changed compared to previous years to provide improved insight and learning such as additional year trend analysis, and upheld rates.
4. In addition, the Annual Local Government and Social Care Ombudsman (LGSCO) Complaints Report and the Housing Ombudsman Service letter are now incorporated into the Annual Corporate Complaints Report to provide a holistic overview of complaints and learning.
5. The Annual Statutory Complaint reports for Adults and Children Social Care are produced separately to the Corporate Complaints report as these complaints are processed and monitored under a specific statutory framework. The Children's Social Care report has been produced and the Adults Social Care report is nearing completion. These will be presented to the relevant Scrutiny Panels by the end of November 2023.
6. Serving circa 330,000 residents (6th highest in London) Enfield Council's initial customer contact volumes alone are significant. During 2022/23, the organisation received nearly 530,000 calls, handled over 62,000 web chats and supported 41,000 customers face-to-face. Over 8.5 million webpages were viewed and over 169,000 online service request and payment forms submitted by customers.
7. Additionally, the Council collected approximately 840,000 bins per month (all waste types - refuse, recycling, food & garden); managed 10,044 social housing properties; processed 84,000 Housing Benefit changes and 196,000 Council Tax Support changes; supported 7,750 households regarding benefit and debt assistance; and processed 3,470 homelessness applications.

Corporate Complaints Performance Summary

8. During 2022/23, Enfield Council received 1,999 complaints, of which 153 progressed to final stage. Complaint volumes have marginally decreased from the previous year.
9. The average annual complaint response rate was 72% within 10 working days. As the Council's complaint response time performance target is 95% within 10 working days, this Key Performance Indicator (KPI) was not achieved.

10. Compared to the previous year, response performance time has decreased. However, this is in part due to an in-year halving of the Council's response targets from 20 to 10 working days. This marked the return to best practice following a temporary target time which had been enacted due to Covid-19. Therefore, KPI comparisons to the previous two years is difficult to achieve.
11. In terms of late responses, overall these were either 1-5 days late (34%), 6-10 days late (19%) or over 25 days late (22%). Compared to the previous year, there were fewer responses over 25 days late.
12. Due to technology improvements, the annual report also includes the number of complaints upheld, partially upheld and not upheld for the first time. This enhances the Council's ability to focus on targeted improvement actions regarding service faults. Of the first stage complaints received: 792 (43%) were upheld, 424 (23%) were partially upheld and 627 (34%) were not upheld.

Complaint Themes

13. The majority of complaints related to service quality and delays.
14. High volume service areas (100 complaints or more) were Waste Services, Council Housing Repairs and Council Tax. These service areas are mostly reflected in the high volumes from the previous year and represent high contact service areas as referenced in paragraph 7.
15. However, both Waste Services and Council Housing Repair complaint volumes have decreased compared to the previous year. Waste Services has reduced from 661 in 2021/22 to 132 in 2022/23; whilst Council Housing Repairs has decreased from 264 in 2021/22 to 199 in 2022/23.
16. These improvements can be apportioned to the implemented actions included in the previous annual report. This year's improvement actions will build on these successes.
17. In terms of complaints upheld, Council Tax, Waste Services and Council Housing Repairs are also the highest upheld complaint areas.
18. For Council Tax 25 complaints were upheld. These related to refund delays, charging/liability errors, errors updating account information and liabilities.
19. For Waste Services, 35 complaints were upheld. These related to missed bin collections (including both repeat and one-off missed bin collections), staff conduct, timing of collections and general service quality.
20. For Council Housing Repairs, 59 complaints were upheld. These related to repair delays, compensation delays, staff conduct, major works and unsatisfactory repairs.

21. There was some correlation with Member Enquiries (MEQs) raised during 2022/23. Notably, Council Housing Repairs received the second highest volume of MEQs (311). High volume MEQs relating to Waste Services, included street cleansing which received the highest volume of MEQs (329) and fly-tipping which received the sixth highest volume (221).

Ombudsman Complaints

22. The Local Government and Social Care Ombudsman (LGSCO) received 129 complaints relating to Enfield Council and investigated 28 of these. Both decreased in volume compared to the previous year. The Ombudsman upheld 22 complaints, a slight increase in upheld rate from the previous year. However, this is due in part to the LGSCO targeting investigation work more narrowly as highlighted in their annual letter:

“Over the past two years, we have reviewed our processes to ensure we do the most we can with the resources we have. One outcome is that we are more selective about the complaints we look at in detail, prioritising where it is in the public interest to investigate. While providing a more sustainable way for us to work, it has meant that changes in uphold rates this year are not solely down to the nature of the cases coming to us. We are less likely to carry out investigations on ‘borderline’ issues, so we are naturally finding a higher proportion of fault overall.”

23. The LGSCO acknowledged an improvement in Enfield Council’s response times. However, a number of responses required extensions of time agreed with the Ombudsman. These extensions have decreased compared to the previous year, and work is ongoing to continue to reduce these extensions over the coming year.
24. Of the 22 upheld complaints, LGSCO recommended improvement actions centred on reviewing policies and procedures as well as providing further training and guidance to staff. The LGSCO annual performance letter noted 100% satisfaction that Enfield Council had implemented these recommendations accordingly.
25. Although Housing Ombudsman Service (HOS) has issued a draft annual performance letter, the final version will be issued on 17th October 2023. This is after this report is published in advance of the Committee meeting. Therefore, summary findings are based on the current draft letter for the purposes of this report. Any changes will be discussed at the Committee meeting and minuted accordingly.
26. During 22/23, there was an increase in complainants escalating requests to the Housing Ombudsman Service (HOS) compared to the previous year. Of the 37 complaints received, HOS chose to investigate 11 of these regarding Council Housing Repairs, anti-social behaviour and tenancy issues. 4 were upheld.
27. Additionally, Enfield Council has improved its response time performance compared to the previous year. There were fewer time extension requests made and agreed with HOS.

Complaints Learning & Improvement Actions

28. Complaints learning from 2022/23 has informed a series of specific service level action plans to improve response times, quality and service delivery, linked to the three areas referred to above. These include enhanced staff training and induction programmes, service redesigns, recruitment drives and improved customer communication processes to enhance service delivery and reduce the initial complaints received.
29. This year's improvement actions again also build on actions that were implemented from the previous report, during 21/22.
30. For Council Housing Repairs, the service is implementing a number of actions to improve their handling of complaints, response times and ensuring a holistic approach to resolving problems and complex cases. Customer communication templates have been revised and additional staff training is underway to improve customer experience. The service have also strengthened processes to review complaints learning and enhance targeted improvement actions.
31. For Council Tax, communicating to customers how complex processes such as recovering arrears and raising awareness on new financial support schemes is a key priority. In addition to regular updates online (website and social media), the service is improving their customer correspondence to ensure clarity of messaging and processes. Comprehensive training for new officers is ongoing and refresher training is now available as required. Additionally, future technology improvements currently planned will provide customers with greater ability to self-serve at their own convenience.
32. For Waste Services, a customer experience transformation project has delivered a number of improvements, particularly in relation to repeat missed bin collections. These include embedding technology to ensure real-time reporting from crews to customers and the Contact Centre regarding individual collections and reasons as to why some bins are not collected. Better access to information has highlighted where there are issues preventing collections on a frequent basis and informed actions by the service to address these. Residents can now report their bin as missed at any point on their collection day, rather than waiting until 4pm to do so, improving the customer experience and reducing avoidable contact. Bulky waste missed collections have also reduced due to improved IT system integrations.
33. At an organisational level, changes to staff structures, processes and systems have been made over the year 2022-23. These changes were designed to improve resilience and ownership of service development and increase performance through further targeted improvements in specific service areas and the Complaints team will continue to have oversight of these.

Relevance to Council Plans and Strategies

24. Complaints incoming to the Council indicate where the Council is not achieving its plan and vision, or where its strategy has not had the desired effect on the resident experience. The analysis within the annual report has enabled the Council to present action plans for improvement in areas where residents are not receiving the level of quality service the Council aspires to.

Financial Implications

25. There are no specific financial implications.

Legal Implications

26. The Government Ombudsman can investigate allegations of maladministration in connection with the exercise of a local authorities' administrative function, allegations regarding a failure in a service which it is the local authorities function to provide, an allegation or an apparent failure to provide such a service pursuant to the Local Government Act 1974 as amended. However, it would usually be involved after an individual has complained to the council and remains dissatisfied with the outcome.

27. Complaints concerning Adult Social Care and Children's Social Care fall under separate statutory complaint procedures. It is a legal requirement to produce annual reports for these areas and understand that the Council will produce a separate report for these specific complaints.

Equalities Implications

28. Addressing complaints can ensure fair and inclusive services for everyone in Enfield.

29. System developments to enhance equalities monitoring for complaints is expected to be made available during 23/24.

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Appendices

Appendix 1 – Annual Corporate Complaints Report 2022-23

Appendix 2 – LGSCO Annual Letter

Enfield Council

Corporate Complaints Annual Report 2022 - 2023

Contents

Executive Summary	p.3
1. Introduction	p.4
2. Complaints Procedure	p.4-5
2.1 Corporate Complaints	p.4
2.2 Ombudsman	p.4-5
3. Corporate Complaints Analysis – 2022/23	p.5-13
3.1 Overall Complaint Volume	p.5-6
3.2 Response Timescale Performance	p.6-7
3.3 Service Level Volumes & Themes	p.7-11
3.4 Complaints Upheld	p.11-13
4. Ombudsman Complaints	p.13-20
4.1 Local Government and Social Care Ombudsman	p.13-19
4.2 Housing Ombudsman	p.19-20
5. Learning from Complaints & Improvement Actions	p.20-25
5.1 Council Housing Repairs Service	p.20-21
5.2 Council Tax	p.21-23
5.3 Waste Services	p.23-24
5.4 Response Timescale Performance	p.24-25
6. Compliments	p.25
7. Conclusion	p.26

Author: Will Wraxall, Complaints Team Manager

Date: September 2023

Suitable for publication

Executive Summary

Introduction

During 2022/23, London Borough of Enfield received 1,999 corporate complaints. Adults & Children's Social Care complaints are not included in this figure as annual statutory reports are produced separately for those.

For corporate complaints, response time performance targets were not achieved and there was a decrease of 5 percentage points in performance (72% on time responses) compared to 21/22. However, the Council did halve its target response time for first stage complaints from 20 to 10 working days during 22/23. Consequently, complainants generally received responses quicker than in previous years.

Findings

When comparing 4 year-trends, complaint volumes have remained steady, with a very fractional decrease year-on-year in both first and final stage complaints. Complaint response performance time has decreased for 22/23 as a result of the change in response timeframe target described above.

In terms of complainant satisfaction with Enfield Council's handling of their initial complaint, there was a reduction in escalations from first to final stage complaints. Additionally, complainants escalated fewer complaints to the Ombudsman, although the proportion of upheld complaints by the Ombudsman did increase.

In terms of high-volume service area complaints, these remained broadly in line with last year's report: Waste Services, Council Housing Repairs, and Council Tax. However, compared to 21/22, there was also a significant reduction in the complaints received for these service areas attributed to the implementation of improvement actions over the past 12 months. It should also be noted that these represent high contact service areas (e.g. bin collections and council housing repairs) and experience significant demand.

Ombudsman upheld complaints identified development opportunities to reduce service delays and improve documentation processes.

Improvement Actions

A series of corporate and individual service improvements are underway to improve response times, quality and service delivery. At an organisational level, changes to resources, structures, processes and systems have been embedded throughout 22/23 to reduce initial complaint handling delays and provide better insight informing targeted service improvements. Following an initial drop with the halving of the corporate response target, performance has consistently improved across the third and fourth quarters of the year. Actions identified for implementation in 23/24 include staff training, enhanced action tracking, web page improvement and improved case management processes to enhance service delivery and reduce the initial complaints received.

1. Introduction

This is London Borough of Enfield's Annual Corporate Complaints report for the period of 1st April 2022 to 31st March 2023. It focuses on the nature of complaints received by the Council, handling performance and the learning elicited to shape future service improvements.

In addition, the report includes a summary of performance, decisions and learning from the Local Government and Social Care Ombudsman (LGSCO) and Housing Ombudsman Service (HOS) complaints during the same period.

Complaints regarding Adult and Children's Social Care are processed and monitored under a specific statutory framework. Consequently, these annual reports are produced separately and not included in this report.

2. Complaints Procedures

2.1 Corporate Complaints

A complaint can be wide-ranging but is broadly defined as an expression of dissatisfaction with a service provided, or lack of action by the Council or its staff which requires a response. Generally, issues brought to the Council for the first time are dealt with as a service request and are not processed as a complaint. However, these are escalated to a formal complaint if the resident/customer remains unsatisfied.

London Borough of Enfield has a two-stage internal complaints process:

- **First Stage:** We aim to resolve the complaint as soon as possible and within 10 working days of acknowledgement. This is a decrease from the previous 20 working days.
- **Final Stage:** If a complainant is unsatisfied with the response, they can escalate their complaint to the final stage for further consideration. We aim to provide a response within 30 working days. If the complainant remains dissatisfied, they can escalate their complaint to the relevant Ombudsman.

2.2 Ombudsman

Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman (HO) are independent organisations providing impartial reviews of citizen complaints. Whilst most complaints come under the LGSCO's remit, HO deals with social housing related complaints. The Ombudsman decision is final, bringing the complaint to a close.

There are 2 stages for Ombudsman complaints:

- **Preliminary Enquiry:** Ombudsman requests original complaint and LBE responses (first and final stages). Depending on their findings they may decide to investigate the complaint further (see below).
- **Investigation Request:** Ombudsman conducts investigation (often escalation from Preliminary Enquiry stage) resulting in Ombudsman final decision, actions for Local Authority etc.

3. Corporate Complaints Analysis – 2022/23

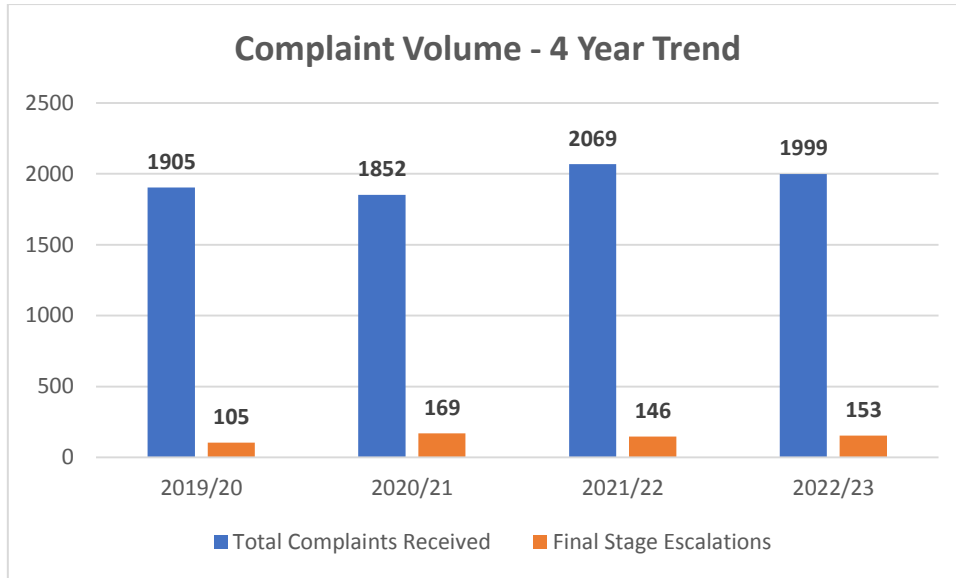
Customer Contact Context

Serving circa 330,000 residents (6th highest in London) initial customer contact volumes alone are significant. During 2022/23, the organisation received nearly 530,000 calls, handled over 62,000 web chats and supported 41,000 customers face-to-face. Over 8.5 million webpages were viewed and over 169,000 online service request and payment forms submitted by customers.

In addition, the organisation collected approximately 840,000 bins of all waste streams (refuse, recycling, food & Garden) per month; managed 10,044 social housing properties; processed 84,000 Housing Benefit changes and 196,000 Council Tax Support changes; supported 7,750 households regarding benefit and debt assistance; and processed 3,470 homelessness applications.

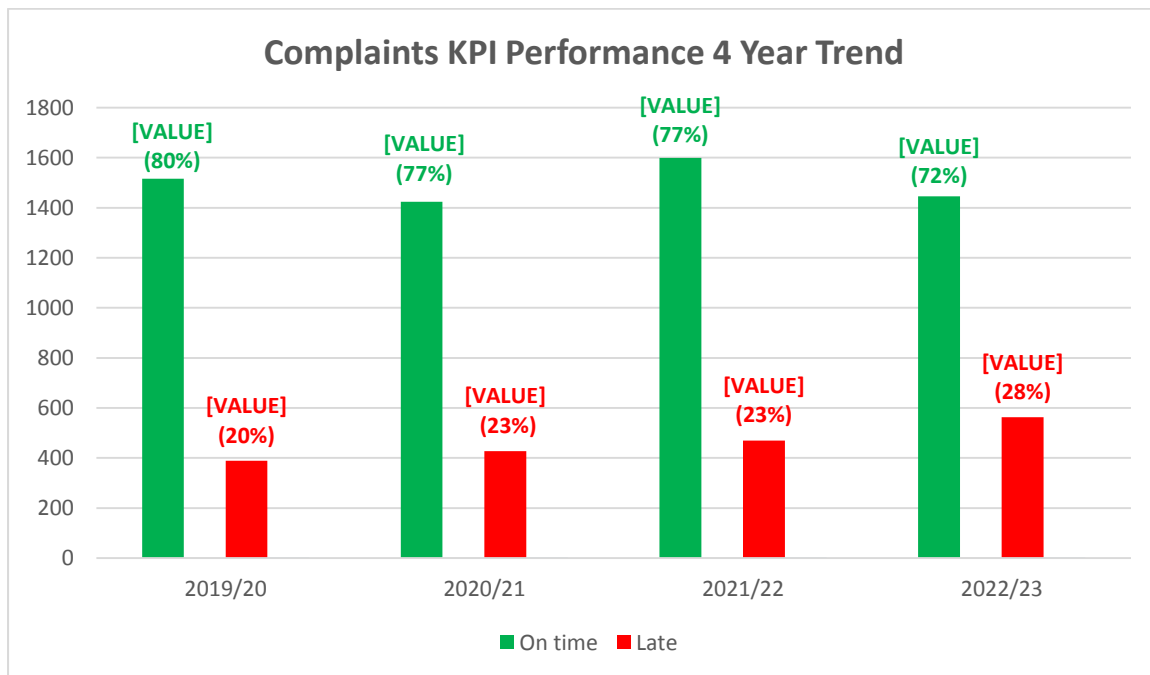
3.1 Overall Complaint Volume

In 2022/23, the Council received a total of 1,999 complaints. This included 1,846 first stage complaints, of which 153 progressed to final stage. Compared to previous years, first stage complaint volumes have decreased to the lowest figure in four years, returning to a fractionally lower level than 2020-21 from a high of 2,069 in 2021-22. Final stage escalations, however, have increased by a small amount; although they remain below the high of 169 in 2020-21.



3.2 Response Timescale Performance

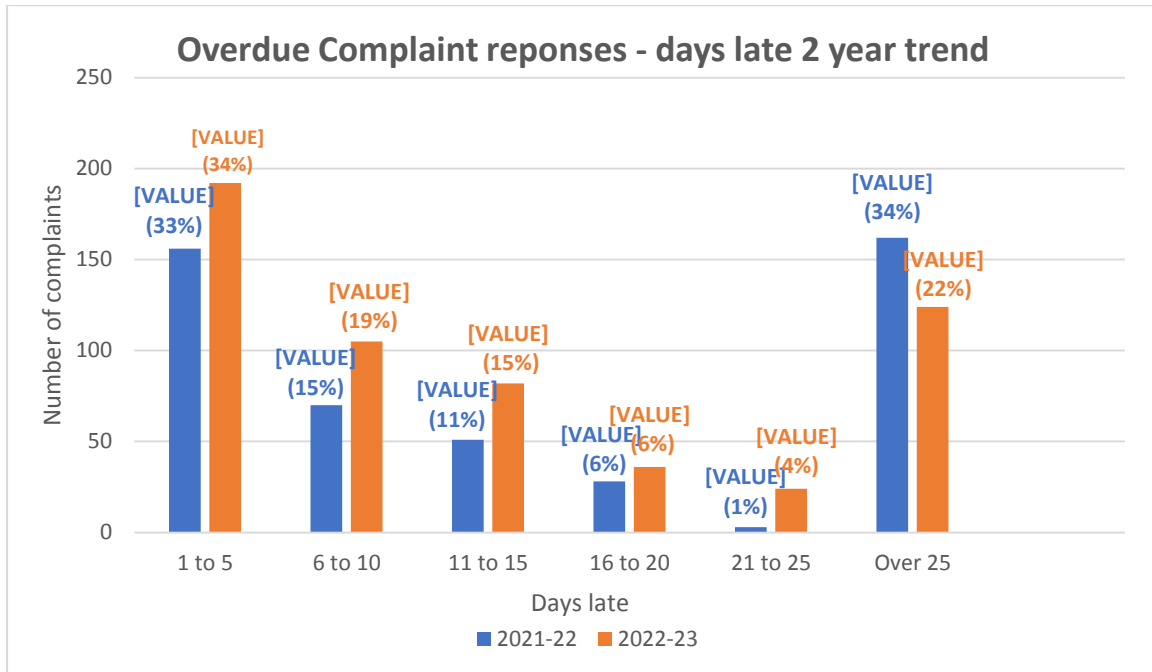
The Council aims to answer 95% of complaints on time.



72% of complaints were responded to on time which is below the performance target (95%) and represents a decrease on three previous years (all 77-79%).

However, during 2022/23, the Council halved its first stage response time from 20 working days to 10 working days. This marked the return to best practice following a temporary target time which had been enacted due to Covid-19. This change in KPI target limits meaningful comparison between 2022/23 and the previous two years. However, performance remains below 2019-20.

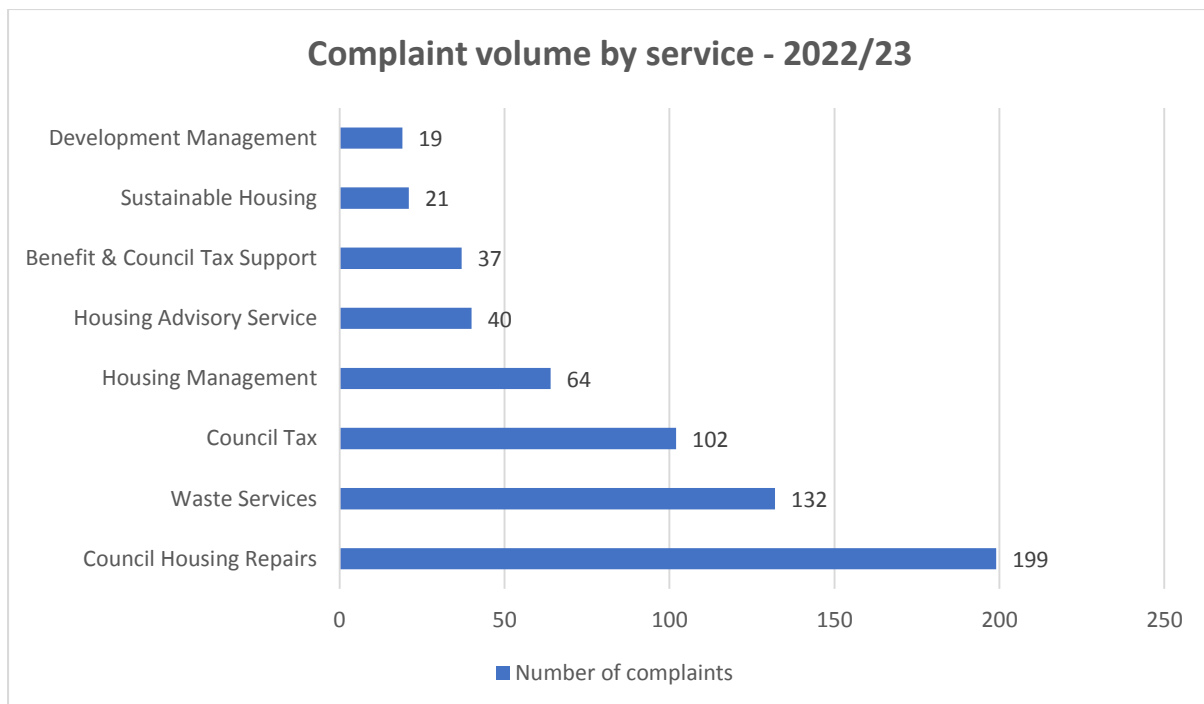
The below graph provides further analysis regarding the extent of late responses.



Overall, during 2022/23, responses were mostly either 1-5 days late (34% of late responses), 6-10 days late (19%) or over 25 days late (22%). Comparison between the two years is difficult due to the change in target responses time; a customer whose complaint was 5 days late in 2021-22 would have received a response in 25 days, whereas in 2022-23 it would be received in 15 days due to the reduction to a 10-day target. Consequently, although there were more complaint responses between 1-5 days late, there were fewer complaint responses over 25 days late. Those taking longer were more complicated or detailed cases such as co-ordinated complaints, or complaints with complex issues.

3.3 Service Level Complaint Volumes & Themes

The below graph shows services which received at least 1% of total complaints. Any other services had very few complaints individually and are therefore not included in the graph.



There are three service areas that have a high volume (over 100) of complaints: Waste Services, Council Housing Repairs, and Council Tax. These three service areas also experience high volumes of service usage:

- Council Tax administers 127,000 live accounts
- Waste Services collects the refuse of a similar number of households
- Council Housing Repairs covers 10,000 social properties as well as leaseholders in some instances.

All of these three categories were also high volume services in the previous year (2021-22). It is also important to note that complaints in all three service areas have decreased from the previous year, due to the effect of improvement actions identified and implemented through the previous year's annual report. Notably, Waste Services complaint volumes have decreased from 661 in 21/22 to 132 in 22/23; Council Housing Repairs has decreased from 264 in 21/22 to 199 in 22/23.

The below table shows the complaint themes of all the services which received at least 1% of total complaints:

Area	Theme	Proportion	Number
Council Housing Repairs	Delays to repair	61.8%	123
	Unsatisfactory repair	16.7%	33
	Delay in compensation	2.0%	4
	Staff Conduct	7.8%	16

	Major Works	2.4%	5
	Other	9.3%	18
Council Tax	Delay updating liability	32.3%	33
	Refund delay	6.9%	7
	Error updating account	4.9%	5
	Charging/liability dispute	26.5%	27
	Other	29.4%	30
Waste Services	Repeated missed collection	65.2%	86
	Bulky Waste service	2.3%	3
	Replacement bin	4.5%	6
	Staff conduct	10.6%	14
	Timing of collections	5.3%	7
	Other	12.1%	16
Housing Management	Anti-Social Behaviour	12.5%	8
	Cheshire House	3.1%	2
	Communal Access	4.7%	3
	Major Works	12.5%	8
	Compensation delay	3.1%	2
	Overgrown trees	3.1%	2
	Housing Suitability	6.3%	4
	Staff Conduct	14.1%	9
	Neighbour dispute	7.8%	5
	Other	32.8%	21
Housing Advisory Service	Condition of temporary accommodation	57.5%	23
	Housing applications &	20%	8

	register		
	Other	22.5%	9
Development Management	Trees	10.5%	2
	Planning Enforcement	42.2%	8
	Planning Application process	36.8%	7
	Other	10.5%	2
Sustainable Housing	Evictions	14.3%	3
	Staff Conduct	33.3%	7
	Housing Suitability	14.3%	3
	Temporary Accommodation	23.8%	5
	Other	14.3%	3
Benefit & Council Tax Support	Assessment delay	27.0%	10
	Delay updating account	5.4%	2
	Incorrect account update	5.4%	2
	Disputed assessment	27.0%	10
	Staff Conduct	8.1%	3
	Other	27.0%	10

Except for Housing Management and Sustainable Housing, analysis shows clear central issues in each category:

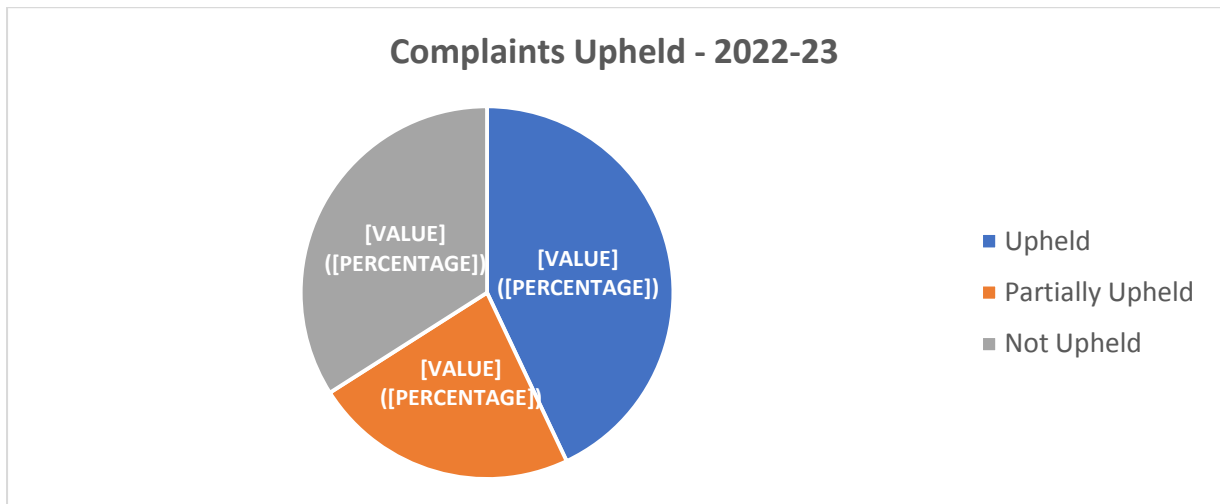
- Council Housing Repairs: delays to the completion of repairs
- Waste Services: repeated missed collections
- Council Tax: liability issues, either disputes or delays updating liability
- Housing Advisory Service: condition of temporary accommodation
- Development Management: applications for and enforcement of planning permission processes
- Benefit and Council Tax Support: assessments, either via delays to completion or disputed outcomes.

All complaint levels are taken very seriously however Section 5 outlines learning and improvement actions addressing the three highest volume categories which are currently under way and scheduled for implementation during 2023/24.

3.4 Complaints Upheld

Data and case management software improvements have permitted the Council to report on the number of complaints upheld for the first time, an enhancement over previous years. However, this does mean there is no previous data to measure progress against.

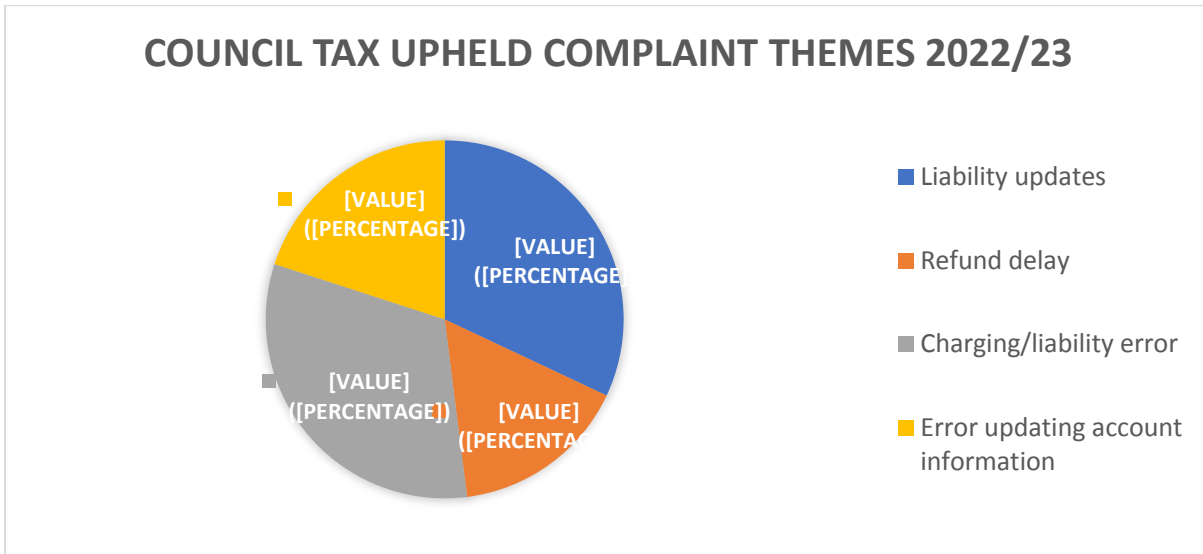
Measuring upheld complaints allows the Council to be more focused and targeted in directing improvement actions where service faults have been identified, enhancing the efficiency and effectiveness of actions identified to provide better quality customer experience.



The highest fully upheld complaint areas were Council Tax, Waste Services and Council Housing Repairs. The following charts show the reasons for upheld complaints in the relevant areas:

Council Tax

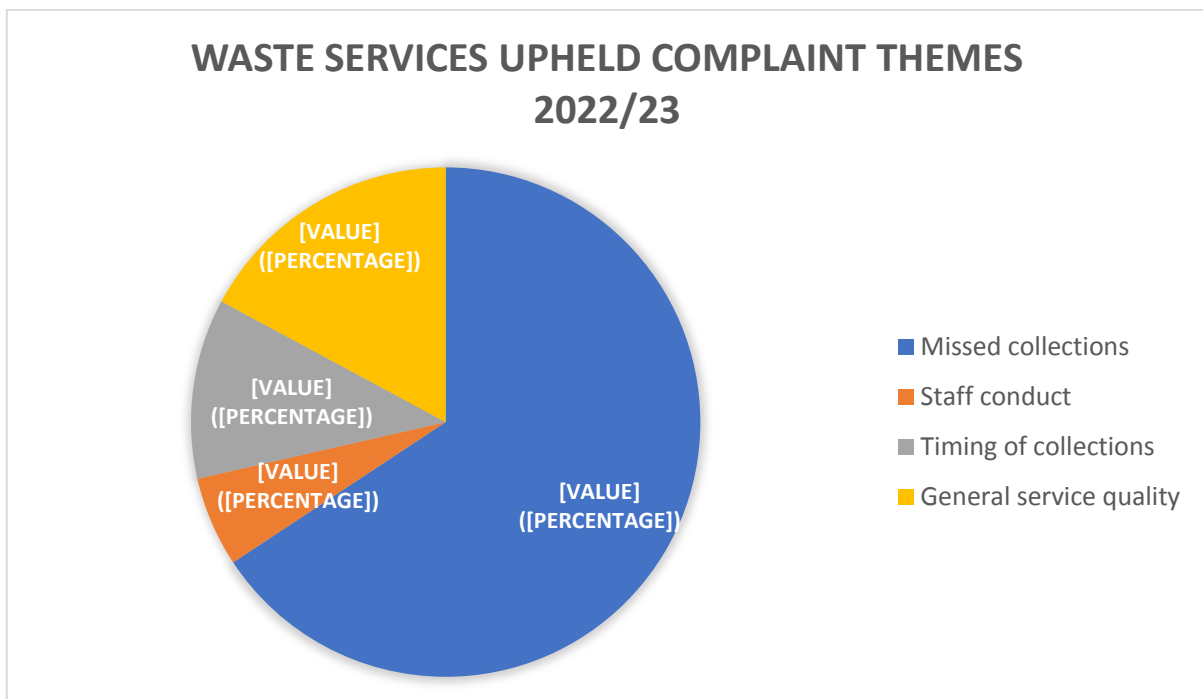
In absolute numbers, 25 complaints were upheld as follows:



This is within the context of the Council currently administrating 127,678 live council tax accounts within the borough (Similar to last years). Although these volumes are relatively small compared to the total received, Enfield Council recognises that such errors can cause individuals significant stress and inconvenience, and section 6 details proposed improvement actions to address the above areas.

Waste Services

In absolute numbers, 35 complaints were upheld as follows:

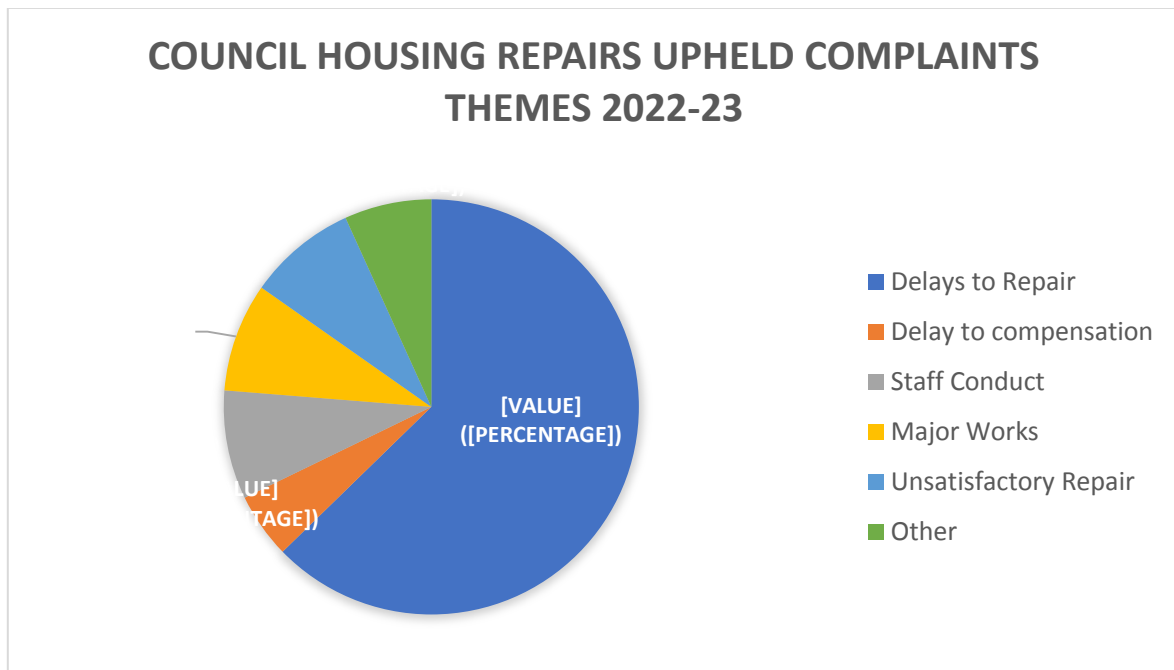


*Missed Collections may include both repeated missed collections, or individual missed collections which were reported and still not collected.

There is a clear identifiable main issue of missed collections. Section 6 details proposed improvement actions to address this.

Council Housing Repairs

In absolute numbers, 59 complaints were upheld as follows:



Similar to Waste Services, there is a clear lead issue accounting for around two thirds of upheld complaints, relating to delays. Section 5 details proposed improvement actions to address this.

4. Ombudsman Complaints

4.1 Local Government and Social Care Ombudsman

The following table summarises the data available on Enfield Council's LGSCO complaints received and decided in 22/23 compared to 21/22.

It should be noted that LGSCO complaints may run across multiple years depending on the time taken by LGSCO for assessment and (where relevant) investigation of the complaint. Therefore, the number decided may not equal the number received. This is consistent with LGSCO's published figures.

	Received		Decided		Upheld		Compliance	
	21-22	22-23	21-22	22-23	21-22	22-23	21-22	22-23
Enfield	137	129	144	132	27 (73%)	22 (79%)	100%	100%
London average	117	112	118	114	19 (71%)	23 (77%)	99.4%	99%
National average	44	43	46	44	7.5 (66%)	8.5 (74%)	99.7%	99.3%

4.1.1 Complaints Received

During 2022/23, there was a small decrease of 8% in complaints referred by complainants to the LGSCO compared to the previous year. This is at least in part due to a return to more 'normal' service levels following a Covid-19 LGSCO case backlog which caused a sharp increase in volume in 2021-22., This is consistent with average reductions in complaints across the board. However, the reduction for Enfield is higher than the average London decrease of 4%, meaning that some of the decrease is likely due to improved service and complaint handling by the Council.

Enfield Council receives a high rate of absolute LGSCO enquiries compared to both national and London averages. However, this is mostly due to the Borough's high population. Indeed, Enfield had the eighth highest number of Ombudsman complaints in London, which is consistent with what would be expected according to population.

Complaints received by LGSCO are not always referred to the Council for input. LGSCO may issue a decision without the need to request any further information from the Council, depending on the information provided to them by the complainant. The number of complaints referred to Enfield Council for officer input in 2022-23 was 77. This is consistent with the previous year's figure of 72.

Of the 77 complaints referred to Enfield for action, the Ombudsman elected to further investigate 28 (the remaining the Ombudsman decided not to investigate). Out of these, the Ombudsman upheld 22 complaints (73%). The previous year, 72% were upheld. However, the Ombudsman has commented in his annual letter to Enfield Council (dated 19th July 2023) that:

“Over the past two years, we have reviewed our processes to ensure we do the most we can with the resources we have. One outcome is that we are more selective about the complaints we look at in detail, prioritising where it is in the public interest to investigate. While providing a more sustainable way for us to work, it has meant that changes in uphold rates this year are not

solely down to the nature of the cases coming to us. We are less likely to carry out investigations on ‘borderline’ issues, so we are naturally finding a higher proportion of fault overall.”

This is consistent with Enfield Council’s analysis of LGSCO complaints. The number of investigations is significantly lower than the previous year’s figure of 37. 22 complaints were not investigated by the Ombudsman, because based on assessment of initial information, they were determined to contain insufficient evidence of possible fault by the Council to warrant full investigation.

The table below identifies complaints received by directorate, as per the Ombudsman’s classifications.

Dept.	Area	Complaints			Percentage		
		20-21	21-22	22-23	20-21	21-22	22-23
Chief Executive	Corporate Services	7	9	4	6.6%	6.6%	3.1%
People	Adult Care Services	11	17	14	10.4 %	22.6%	22.5%
	Education & Children’s Services	9	14	15			
Place	Highways & Transport	14	19	8	59.4 %	62.0%	62.0%
	Environmental Services	13	24	10			
	Housing*	27	29	39			
	Planning & Development	9	13	23			
Resources	Benefits & Tax	10	12	13	9.4%	8.6%	10.1%
Unknown – listed null or other		6	0	3	5.6%	0%	2.3%
TOTAL		106	137	129	100%	100%	100%

**Relates to Temporary Accommodation, Housing Allocations and Private Sector Housing. Tenancy related complaints are addressed by the Housing Ombudsman Service.*

This mix by directorate has remained extremely consistent, with the percentage divide remaining similar to the previous year. However, within the Place department, Environmental Health and Highways complaints have decreased while Housing and Planning have substantially increased; this may relate to increased service demand.

4.1.2 Complaints Decided and Upheld

The following complaints were decided by the LGSCO within 2022-23 compared to the previous year:

Decision	Number			Percentage		
	2020-21	2021-22	2022-23	2020-21	2021-22	2022-23
Advice Given	9	7	7	8.9%	4.9%	5.3%
Closed following preliminary enquiries	35	40	45	34.3%	27.7%	34.1%
Incomplete/Invalid	7	4	5	6.9%	2.8%	3.8%
Referred back to LBE (premature complaint to Ombudsman)	31	56	47	30.4%	38.9%	35.6%
Not Upheld	3	10	6	2.9%	6.9%	4.5%
Upheld	17	27	22	16.7%	18.8%	16.7%
TOTAL	102	144	132	100%	100%	100%

LGSCO decided on 8.3% fewer complaints compared to 2021-22, consistent with the similar decrease in complaints received. Again, this was consistent with a national average decrease, although Enfield's decrease was higher than the national average of 4%.

The rate of complaints decided per capita is consistent with Enfield's population, having the ninth highest number of complaints decided amongst London boroughs. However, for complaints upheld, Enfield Council placed fourteenth among London boroughs, indicating that a smaller proportion of Enfield complaints were upheld compared to some other boroughs.

This is supported by the improved figure in complaints closed before investigation, of which 22 were closed due to insufficient evidence of any fault by the Council. This is an improvement compared to previous year's figure of 16.

This table further identifies that the largest single reason for refusal was complaints referred back to Enfield Council as premature, i.e. the complainant had not completed the Council's internal complaints process before referring their complaint

to the Ombudsman. This represented almost a third of complaints decided. This is a continuing feature from previous years. Improvements to the Council's complaint response templates have been made to increase the number of complainants completing the Council's internal process before referring their complaint to the Ombudsman should they still wish to do so. Further enhancement work will be undertaken this year.

The Ombudsman records 22 complaints as investigated and upheld, with 6 not upheld. This gives an upheld percentage of 79%, slightly above the comparable average of 77%. It is also an increase over the previous year's result of 72% however this is due in part to the LGSCO targeting investigation work more narrowly, as per the Ombudsman's letter¹.

The LGSCO reports that satisfactory remedy has now been made in all 22 cases where actions were required by 31st March 2023.

The 22 upheld cases related to the following services:

Service	Number	Percentage
Housing	8	36.4%
Adult Social Care	3	13.6%
Education	4	18.2%
Environmental Services	3	13.6%
Corporate & Other Services	1	4.5%
Council Tax & Benefits	1	4.5%
Planning & Development	2	9.1%

Agreed remedies occurred across the 22 complaints as follows (some complaints may have more than one remedy type):

Remedy Type	Number	Percentage
Apology	19	86.5%
Compensation	19	86.5%
Review Case	6	27.3%
Provide services	5	22.7%

¹ Available at: <https://www.lgo.org.uk/your-councils-performance/london-borough-of-enfield/annualletters/>

Agreed service improvement recommendations were as follows:

Improvement	Number
Review policy or procedure	7
Provide training and guidance to staff	6

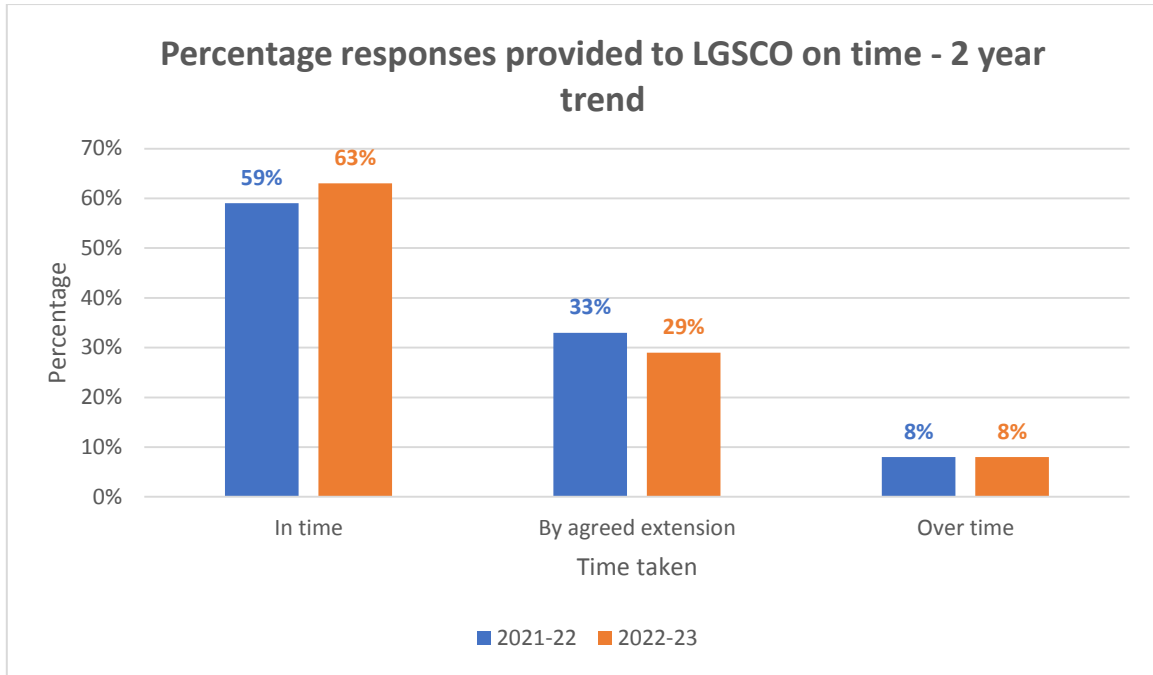
By service area these were broken down as follows:

	Adult Social Care	Tax & Benefits	Corporate Services	Education	Housing	Environment	Planning
Apology	3	1	1	3	6	1	1
Compensation	4	1	1	2	6	1	1
Training for staff	2		1	2	1		
Policy or procedure review	2	1	1	1	2		
Provide services	1	1	1	1		1	1
Review case	1			2	2		

In the LGSCO's annual performance letter, it noted 100% satisfaction that Enfield Council had implemented the Ombudsman's recommendations.

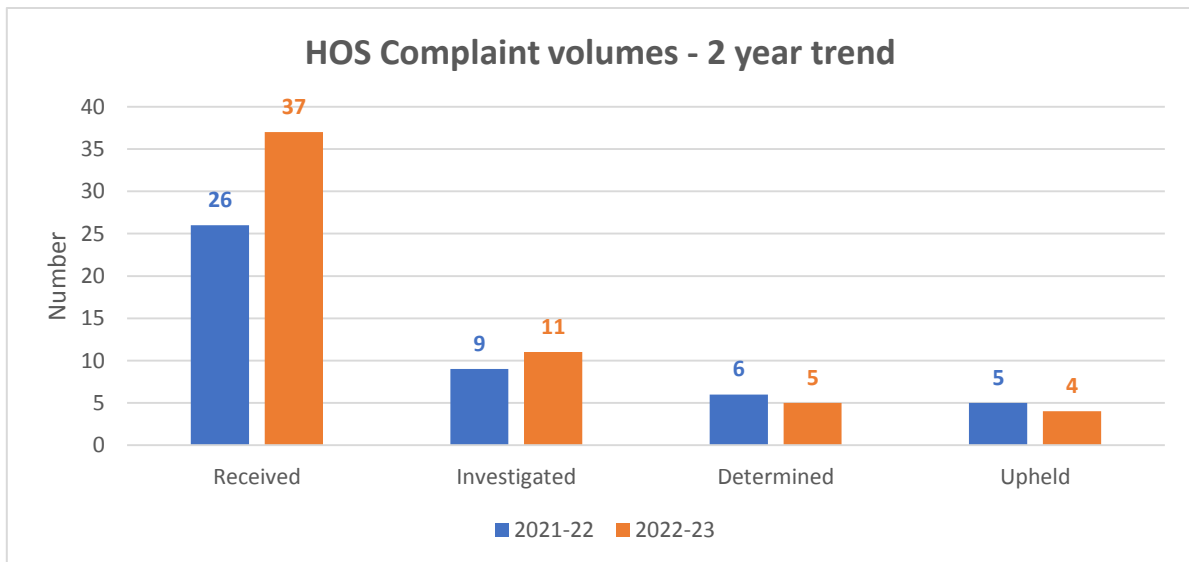
4.1.3 Response Time Performance

Response time performance has continued to improve from previous years. Although very few responses remain late, there were a number of deadline extensions agreed with the Ombudsman indicating complexity of cases and staff capacity. The Ombudsman acknowledged improvement in Enfield's response times within his annual letter, however, in line with his comments the Council's Complaints and Information team will continue to work with services over the coming year to avoid requesting extensions in timelines.

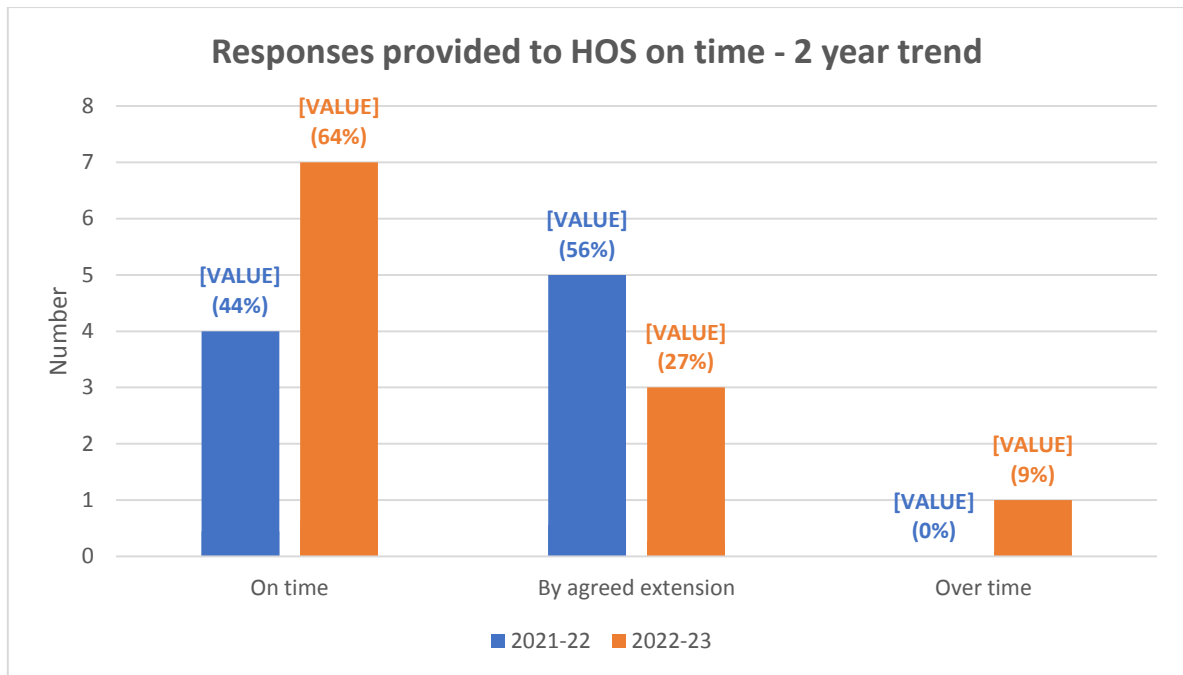


4.2 Housing Ombudsman

During 22/23, complainants escalated 37 complaints to the Housing Ombudsman Service (HOS), a substantial increase on the year before. This is likely to be due to a previous backlog at the HOS, which it appears is now being resolved. The below graph only shows a 2-year trend due to the availability of HOS data.



Of the 37 complaints received by the Ombudsman, they chose to investigate 11 of these which resulted in 5 determinations. In total 4 of these were upheld by the Ombudsman, a rate of 80%, consistent with the 21-22 rate of 83%.



There has been an overall response time improvement compared to the previous year. More requests were responded to within the initial time frame and fewer time extension requests were made by Enfield Council to HOS. However, it should be noted that one case did overrun, compared to 2021/22 where there were no such cases.

Regarding the investigations, eight related to Council Housing Repairs, two related to anti-social behaviour and one to a tenancy issue.

5. Learning from Complaints & Improvement Actions

This next section combines learning from complaints received by both Enfield Council and those investigated by the Ombudsmen in order to improve future service provision. Focusing on the three highest complaint volume service areas, it details further context and ongoing improvement actions. It concludes with improvements taking place throughout 23/24 designed to improve corporate response time performance.

5.1 Council Housing Repairs Service

The Council Housing Repairs Service has updated their repair response times and are now responding to emergencies within a period between 4 hours and 24 hours, depending on the priority and completing routine repairs within 30 days. In the last year, a webform has been introduced enabling customers to report routine repairs online, increasing both ease and speed of repair reporting to improve customer

experience. Additionally, the website has been updated with more information about repairs responsibilities to improve expectations and improve speed of resolutions.

Improvement Actions

- The complaints process is continuously being reviewed and updated with improvements. Recent developments include: calling the customer when the complaint is received to understand the resolution sought; full background checks to understand the history of the complaint and the whole issue, thereby ensuring a holistic approach across multiple teams when resolving the issue). The process has been updated to include an action timeline to ensure that our responses are sent to the customer in time. This has resulted in an increase in the number of complaints responded to on time.
- Case conference meetings have been introduced to discuss complex complaints with Supervisors and to agree next steps to resolve the issues. Working closely with the Housing Management Team ensures that we are providing additional support to our vulnerable residents.
- Weekly meetings between Housing the Corporate Complaints Team are held to discuss co-ordinated complaints and agree joint responses to complex issues.
- Our complaints letter templates have been updated so that we have a consistent and customer friendly response.
- The team have completed the Housing Ombudsman complaints training on resolving complaints. They have also received training on assessing requests for compensation and offering compensation in line with Enfield Council's corporate policy.
- Learning is being identified and shared with the wider team to ensure that we are continuously improving our service for residents.
- Progressed from the previous annual report:
 - o Follow on actions and progress are now tracked to ensure that the repair is completed. This has assisted with a reduction in the number of complaints escalated to Enfield Council's final stage and ultimately to the Housing Ombudsman. Over 90% of first stage complaints have been resolved.
 - o Repairs Operations Team are continuing to carry out post inspections to check the quality of the works and address issues thereby improving repair quality and reducing number of complaints.

5.2 Council Tax

This has been a complex year for the Council Tax services, as cost of living pressures have increased the number of changes and households facing financial difficulties. The Council Tax team administers approximately 127,000 live accounts, while reducing complaints from the previous year. However, given the challenges

faced by many households, the Council continues to work to minimise complaints further through the following actions.

Last year the service administered a large number of Energy Rebates for individual households. As a result, the website required a higher frequency of updates. As well as this, further clarity on the support available to residents and businesses during the cost of living crisis was constantly updated on the website. This impacted communication and transparency to residents reflected in the complaints received in this area. The service saw increased demand from customers getting into debt for the first time due to the current economic situation.

Regarding council tax payment complaints, a greater understanding is essential for residents and businesses regarding the processes we have to follow to recover arrears and the legislation to support this. The service has been making longer payment arrangement with residents according to their ability to pay after we have awarded all benefits, discounts, or reliefs available to maximise their income.

2022-23 was particularly challenging. The Government offered Energy Rebates and grants which were delivered by the team during this year in addition to the normal service delivery. Although the Service tried to adapt processes and bring in more staff, recruitment and training takes time. Some complaints were therefore due to customers needing to chase and having to wait too long for a response. More staff were recruited with new and existing staff extensively trained in new procedures designed to increase agility when responding to changes and as a result the backlog of correspondence was cleared, and the Team are now more up to date position. Enforcement agents work on the Service's behalf advising of any issues raised at the doorstep. Regarding Benefits, some complaints are due to resident dissatisfaction with the decision, or the criteria applied. This may result in a reassessment or further explanation about the assessment criteria or advice about discretionary support that the resident can access even if they do not meet the criteria of the benefit they had applied for.

Improvement Actions:

- Communication & transparency: website updates have increased in frequency and new initiatives are being updated in a timely manner. The service has learned to ensure the information on new schemes such as the Household Support Fund is on various social media platforms, website etc. A review of correspondence is underway with the focus on clearer messages and details of the processes in practice (which are also published on the website to improve transparency).
- Council tax payments: The Service is working with residents to assist with longer payment arrangements and support with multiple debts. Comprehensive training provided for new Council Tax Officer recruited at the beginning of 2022/23 has been completed with on-going refreshers given as needed. A review of systems technology is on-going with Digital Services and a customer Portal will be introduced shortly which will assist customers in being able to self-serve where possible and give customers

more ownership of their accounts. Customers self-serving will also free up staff time to work on other collection initiatives.

- Service Quality: The Team are supported by external CIVICA on Demand resource which assists in maintaining a good service. An additional 2 Enforcement companies are now collecting and we are now in a position to recycle debt that could not be collected by one enforcement agent to another.

5.3 Waste Services

Improvement Actions

A customer experience transformation project has been underway for the past 12 months designing and delivering solutions to reduce the number of repeated missed collections received. Intensive shadowing of our waste crews has taken place which has allowed us to understand the crucial dependencies including resident communications, back-office operations, policy, supervision, technology, and other resources and how all these factors are required to deliver an excellent service. Various engagement methods with residents and internal users has taken place in order to understand pain points and how we can improve our waste services has occurred.

Rounds have been route optimised (replanned and balanced). This has required additional extra crews to stabilise and manage increased waste and recycling volumes. This increase is due to changes in resident behaviour and increased home working resulting from cultural shifts post Covid-19. This has caused a financial pressure to the service.

This work has led to a positive impact on the reduction of missed collections, these include:

- Removal of 4pm missed collection reporting constraint making it easier for customers to report missed collections (any time on the collection day rather than only after 4pm). This has reduced customer contact failure demand for reporting missed bin collections.
- Better customer experience as residents receive real time information at first point of contact. For example, reason why a bin was not collected such as contamination, or bin not left out.
- Reduced missed collections for bulky waste as crews now receive correct and complete list of requested collections daily.
- Increased supervisor availability to investigate customer complaints, carry out sites visits and support crews during their rounds.
- Better data accuracy for clinical waste collection ultimately improving services to customers. By cleansing the data we eliminate the risk of visiting a property that no longer requires the service and avoids any unnecessary distress to residents if their loved ones have passed away. In addition, this is saving both service time and reducing fuel consumption.

- Customers are better assisted when calling the Council regarding a waste collection issue as Customer Service Agents have improved access to back-office systems and real time reporting from refuse vehicles.
- Improvements to data synchronization between website and back office systems ensure residents always access the correct collection data for their property using 'Find my collection day'.
- Camera integration into the back-office enables faster access of video replay footage. This enables a quicker resolution to complaints investigations, where clear footage is available, and going forward this tool will help us reinforce the policy.
- Better understanding of pain points and opportunities to improve customer experience across the different ways residents communicate with the Council (telephone, webchat and online self-serve). This is being used to improve our website and an online policy documentation.
- Resolution of technology issues also supports the reduction of missed collections.
- Reviewed service areas and rationalised service provision. In line with these findings, recruitment is currently underway to reduce dependency on agency staff which will support improved service delivery.

5.6 Response Timescale Performance

In addition to specific service complaints, timeliness response performance across the organisation requires further improvement. As referenced in the previous annual report, Enfield Council installed a new case management system in July 22 to reduce manual processes and provide greater data and performance insight on complaint handling. Post installation, there were a number of software issues affecting the processing and data quality of case monitoring, meaning that complaints were more likely to go overdue. These have now been rectified. Additionally, as referred to in section 3.2, the first stage response timescales reverting from 20 to 10 working days post Covid-19 have contributed towards a temporary decrease in on time responses. Across the year, this has improved as services have adjusted to the new target.

Improvement Actions:

The following actions will be implemented during 2023/24:

- Enhancements and developments to the case management IT system to further extend the effectiveness of data analysis and monitoring is on-going;
- Reviewing and improving procedures for co-ordinating responses to complex, cross-departmental complaints
- As advised in the previous report, new resources structures were implemented to improve performance. However, further corporate restructures have since taken place and learning from the previous resourcing changes regarding complaints are informing further resource refinements during 23/24. These changes are designed to improve resilience and

ownership of service development and increase performance through further targeted improvements in specific service areas.

6. Compliments

In 22/23, the Council logged 257 compliments centrally, a decrease of 30 compared to the previous year, though still significantly higher than 142 recorded in 2020-21.

Some of these compliments are provided below.

"I would like to thank him for going above and beyond to help my mum. I really appreciate this as he didn't have to, but treated us with compassion and like individuals and not just a problem."

"A huge thank you to the dustmen who came round this morning in Norfolk Avenue. I put out the wrong dustbin last night (blue, not black) and someone from the crew came into my drive, took the correct bin to be emptied and even put it back. I am so grateful, as I am unwell at the moment and I got really confused about what bin day it was. Such a small act of kindness made such a big difference."

"There are 3 guys blowing and sweeping leaves outside our flat in the Dickens Estate. They are doing a really mad good job. Working hard and very efficient."

"Just wanted to thank you for the swift response to my request on Friday 02/06/23. A mattress has been dumped at the junction. The mattress was collected by your staff at 6.09am then next day. Thank you!"

"Now my loneliness has diminished and my depression has all but disappeared. Since attending Park Avenue Resource Centre Ground Floor sessions, my health has improved, not cured, but improved because I now have a reason to get up in the morning. My day is now brighter, I not only have a reason to get up, I now get a proper night's sleep (Almost!)"

"I just wanted to say thank you SO much X for ALL your work on this study. It is really, really appreciated. You have been absolutely amazing! Without you, it would have been impossible."

"I recently had cause to contact Customer Services to book an appointment to register a death. I wanted to feed back the excellent manner that X dealt with the enquiry. I fed back to him a compliment and advised I would let the team leaders know. He clearly is passionate about his job which came across professionally in a friendly caring manner. He is definitely the right person taking calls of that nature representing excellent customer service."

7. Conclusion

2022/23 saw a slight decrease in the volume of Complaints compared to the previous three years, and challenges regarding on time response performance primarily due to the change in response time target of 20 to 10 working days. Although this change has decreased performance, complainants are mostly receiving a quicker response time to their initial complaint compared to the previous two years. The number of complaints referred to the Ombudsman have also reduced in the period. However, further improvements are needed to reduce time extensions and respond to the Ombudsman within the initially requested timeframe.

From a customer perspective, there were high complaint volumes regarding waste management, housing repairs, and Council Tax. These are broadly the same highest three service areas compared to 21/22. However, the volumes of complaints in these areas have decreased significantly since the previous year, particularly waste services. This is a result of the improvement actions identified in the 21/22 report.

Informed by complaints learning during 22/23, a number of actions plans are underway at an individual service level designed to continue with these service improvements. These include enhanced staff training and induction programmes, service redesigns, recruitment drives and improved customer communication processes to improve service delivery and reduce the initial complaints received.

19 July 2023

By email

Mr Davies
Chief Executive
London Borough of Enfield

Dear Mr Davies

Annual Review letter 2022-23

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2023. The information offers valuable insight about your organisation's approach to complaints. As always, I would encourage you to consider it as part of your corporate governance processes. As such, I have sought to share this letter with the Leader of your Council and Chair of the appropriate Scrutiny Committee, to encourage effective ownership and oversight of complaint outcomes, which offer such valuable opportunities to learn and improve.

The end of the reporting year, saw the retirement of Michael King, drawing his tenure as Local Government Ombudsman to a close. I was delighted to be appointed to the role of Interim Ombudsman in April and look forward to working with you and colleagues across the local government sector in the coming months. I will be building on the strong foundations already in place and will continue to focus on promoting improvement through our work.

Complaint statistics

Our statistics focus on three key areas that help to assess your organisation's commitment to putting things right when they go wrong:

Complaints upheld - We uphold complaints when we find fault in an organisation's actions, including where the organisation accepted fault before we investigated. We include the total number of investigations completed to provide important context for the statistic.

Over the past two years, we have reviewed our processes to ensure we do the most we can with the resources we have. One outcome is that we are more selective about the complaints we look at in detail, prioritising where it is in the public interest to investigate. While providing a more sustainable way for us to work, it has meant that changes in uphold rates this year are not solely down to the nature of the cases coming to us. We are less likely to carry out investigations on 'borderline' issues, so we are naturally finding a higher proportion of fault overall.

Our average uphold rate for all investigations has increased this year and you may find that your organisation's uphold rate is higher than previous years. This means that comparing uphold rates with previous years carries a note of caution. Therefore, I recommend comparing this statistic with

that of similar organisations, rather than previous years, to better understand your organisation's performance.

Compliance with recommendations - We recommend ways for organisations to put things right when faults have caused injustice and monitor their compliance with our recommendations. Failure to comply is rare and a compliance rate below 100% is a cause for concern.

Satisfactory remedy provided by the authority - In these cases, the organisation upheld the complaint and we were satisfied with how it offered to put things right. We encourage the early resolution of complaints and credit organisations that accept fault and find appropriate ways to put things right.

Finally, we compare the three key annual statistics for your organisation with similar authorities to provide an average marker of performance. We do this for County Councils, District Councils, Metropolitan Boroughs, Unitary Councils, and London Boroughs.

Your annual data, and a copy of this letter, will be uploaded to our interactive map, [Your council's performance](#), on 26 July 2023. This useful tool places all our data and information about councils in one place. You can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

Your organisation's performance

I welcome that your Council agreed to, and implemented, the recommendations we made in 19 cases during the year, however, it is disappointing that in seven of those cases recommendations were not completed within the agreed timescales. Such delays compound the injustice already experienced by the complainant and reduces the confidence residents have in the Council when it fails to act within the timescales agreed. Disappointingly, the same concern was raised in last year's letter.

In addition, there were several occasions during the year when our investigations were delayed by your Council's failure to respond in a timely way to our requests for information. However, I do appreciate the proactive effort officers made on most of those cases to seek extensions to deadlines, and it was positive to see those extended deadlines were largely met.

I invite the Council to review its arrangements for liaising with this office to ensure responses are on time and to consider how it might reduce delays in complying with agreed recommendations. I hope to see an improved performance in the year ahead.

Supporting complaint and service improvement

I know that complaints offer organisations a rich source of intelligence and insight that has the potential to be transformational. These insights can indicate a problem with a specific area of service delivery or, more broadly, provide a perspective on an organisation's culture and ability to learn. To realise the potential complaints have to support service improvements, organisations need to have the fundamentals of complaint handling in place. To support you to do so, we have continued our work with the Housing Ombudsman Service to develop a joint complaint handling code that will provide a standard for organisations to work to. We will consult on the code and its implications prior to launch and will be in touch with further details.

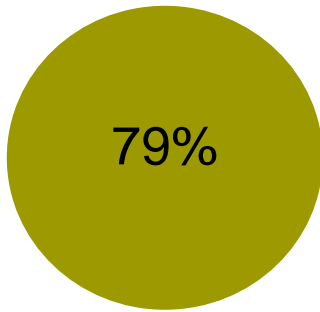
In addition, our successful training programme includes practical interactive workshops that help participants develop their complaint handling skills. We can also offer tailored support and bespoke training to target specific issues your organisation might have identified. We delivered 105 online workshops during the year, reaching more than 1350 people. To find out more visit www.lgo.org.uk/training or get in touch at training@lgo.org.uk.

Yours sincerely,



Paul Najsarek
Interim Local Government and Social Care Ombudsman
Interim Chair, Commission for Local Administration in England

Complaints upheld



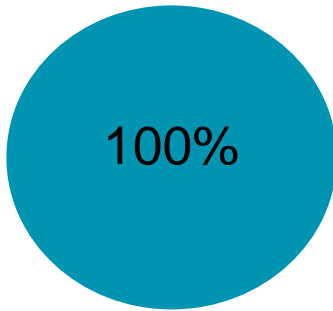
79% of complaints we investigated were upheld.

This compares to an average of **77%** in similar organisations.

22
upheld decisions

Statistics are based on a total of **28** investigations for the period between 1 April 2022 to 31 March 2023

Compliance with Ombudsman recommendations



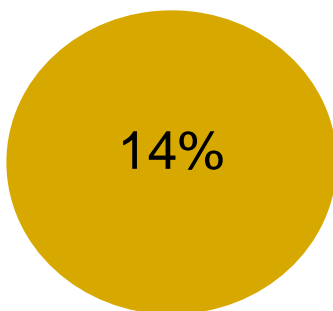
In **100%** of cases we were satisfied the organisation had successfully implemented our recommendations.

This compares to an average of **99%** in similar organisations.

Statistics are based on a total of **19** compliance outcomes for the period between 1 April 2022 to 31 March 2023

- Failure to comply with our recommendations is rare. An organisation with a compliance rate below 100% should scrutinise those complaints where it failed to comply and identify any learning.

Satisfactory remedy provided by the organisation



In **14%** of upheld cases we found the organisation had provided a satisfactory remedy before the complaint reached the Ombudsman.

This compares to an average of **15%** in similar organisations.

3
satisfactory remedy decisions

Statistics are based on a total of **22** upheld decisions for the period between 1 April 2022 to 31 March 2023



London Borough of Enfield

Report Title	Review of Polling Districts and Polling Places
Report to:	General Purposes Committee
Date of Meeting:	Wednesday 25 October 2023
Cabinet Member:	N/A
Directors:	Ian Davis
Report Author:	Lee-Marie Matthews
Ward(s) affected:	Arnos Grove Enfield Lock Lower Edmonton New Southgate Ridgeway Enfield Town Grange Park
Key Decision Number	N/A
Classification:	N/A
Reason for exemption	N/A

1. Purpose of Report

To seek the approval of the panel to the list of proposed new polling buildings/locations to be designated as polling stations.

Recommendations

- I. That the panel agrees the list of proposed changes to the polling places for any elections held in year 2023/2024.
- II. That the Electoral Registration Officer is authorised to take the necessary measures as soon as possible to give effect to parliamentary constituency changes, ensuring that the register reflects existing and new constituencies, until the boundaries are fully in force

2. Background

The Elections Act, which received Royal Assent in April 2022, makes a range of changes. The Act introduces several significant changes which will apply at the following election types:

- a. UK Parliamentary Elections in Great Britain
- b. Local elections in England – including mayoral elections
- c. Police and Crime Commissioner elections in England and Wales

There are several new measures introduced by the Election Act relating to polling stations, which is to:

- a. Improve accessibility and support for voters with disabilities
- b. To provide a private area for residents with face coverings to reveal their identity for ID checks.

The following definitions may be helpful when reading the report and Appendices.

- “Polling districts” are geographical electoral areas into which wards, and constituencies may be sub-divided.
- “Polling places” are the buildings or areas designated by the council where electors in a polling district go to vote in person.
- “Polling stations” are the number of issuing desks in the building or area that is the designated polling place.

The Electoral Administration Act 2006, as amended, introduced a duty on all local authorities in Great Britain to review their polling districts and polling places at least once every five years.

Under section 18C of the Representation of the People Act 1983, the next compulsory review must be undertaken within a 16-month window between 1 October 2023 and 31 January 2025.

The intention of the legislation was reviews would be completed by the January before a UK parliamentary general election. However, since the repeal of the Fixed Term Parliaments Act 2011, there is no longer any certainty as to when the next general election will be.

The Dissolution and Calling of Parliament Act 2022 means:

- the UK Parliament can be dissolved by the King on request of the Prime Minister, at any time within the 5 years of the life of the Parliament
- the next general election must take place before Tuesday 28 January 2025, but it could happen at any point before then

- there is no longer a link between the timing of the compulsory polling district and places review falling in a 16-month period ending 3 months before a scheduled general election.

In addition, the Boundary Commission for England has now published its final recommendations, and Orders for the new parliamentary constituency boundaries will be made by 1 November 2023.

Once the Orders for new parliamentary constituencies have been made, the new boundaries will be used for the next general election. If a parliamentary by election is called in the meantime, it would be run on existing boundaries.

These issues mean it is important that the polling district and places review is carried out as early as possible, so that Enfield Council has agreed polling districts and places to be used for the next parliamentary election and has a polling scheme in place which reflects the new constituencies.

3. Review Process

Legal requirements

The process for a polling district and places review is set out in Schedule A1, Representation of the People Act 1983.

The Council must:

- publish a notice of the holding of a review
- consult the (Acting) Returning Officer ((A)RO) for every parliamentary constituency which is wholly or partly in its area
- publish all representations made by an (A)RO within 30 days of receipt by posting a copy of them at the local authority's office and in at least one conspicuous place in their area and, if the authority maintains a website, by placing a copy on the authority's website
- seek representations from such persons as it thinks have expertise in relation to access to premises or facilities for persons who have different forms of disability. Such persons must have an opportunity to make representations and to comment on the representations made by the (A)RO(s).

On completion of the review, the council must give reasons for its decisions and publish:

- all correspondence sent to an (A)RO in connection with the review
- all correspondence sent to any person whom the authority thinks has particular expertise in relation to access to premises or facilities for persons who have different forms of disability
- all representations made by any person in connection with the review
- the minutes of any meeting held by the council to consider any revision to the designation of polling districts or polling places within its area as a result of the review
- details of the designation of polling districts and polling places within the local authority area as a result of the review
- details of the places where the results of the review have been published

4. Implementing parliamentary boundary changes

The Boundary Commission for England recently undertook a review of parliamentary constituency boundaries. They have published their final

recommendations, and Orders for the new parliamentary constituency boundaries will be made by 1 November 2023.

Once the Orders for new parliamentary constituencies have been made, the new boundaries will be used for the next general election.

If a parliamentary by election is called in the meantime, it would be run on existing boundaries.

This means the Register of Electors needs to be able to reflect both the existing and new constituencies.

Work can be done to prepare the register in the background before then, so that once the Order for the new parliamentary constituencies is made, the register can be re-arranged or adapted as necessary to give effect to the Order. This would allow any snap general election in November 2023 to be run on the new constituencies.

This can be achieved by creating future administrative areas within the Election Management system. The Head of Electoral Services, on behalf of the Electoral Registration Officer, will liaise with the software supplier to implement this. This work is now concluded and is pending the publication of the 1 December 2023 Electoral Registers.

It is recommended that the Electoral Registration Officer is authorised to take the necessary measures as soon as possible to give effect to parliamentary constituency changes, ensuring that the register reflects existing and new constituencies, until the boundaries are fully in force.

5. Preliminary Review

Electoral Services has already completed a preliminary review on the current polling districts and polling places in Enfield to assess their suitability.

This involves:

- Compiling details of current polling places with a summary of their suitability
- Checking the continued availability of polling places
- Reviewing feedback from stakeholders at previous elections
- Identifying potential alternative buildings where appropriate
- Ensuring that polling places can support the requirements of the Elections Act, for example with sufficient space to undertake Voter ID checks, and to accommodate equipment to assist disabled voters
- Seeking advice and guidance from local disability groups and local authority experts around accessibility
- Preparing council proposals and drafting (A)RO comments, including explanations for “no changes”

At the end of the risk assessment, we have identified six changes to the current polling places and no changes to the current polling districts. The panel is invited

to consider the following recommendations in respect of the designation of specific polling stations listed

6. ARO Recommendation

The Acting Returning Officers (ARO) review of polling districts did not identify any areas that require amendment. However, the risk assessment review identified several changes to the current polling scheme. The reasons for these changes including recommending alternative venues to use as a polling venue is set out below. The risk assessment report summary can also be viewed in **Appendix (A)**.

ARNOS GROVE

The ARO recommend that we use **Our Lady of Lourdes Church** as a polling station to replace the current polling station **Bowes Road Library**, which is currently serving two polling districts (AGDY and NSBY). After the May 2022 elections, feedback from polling staff and the assigned Polling Station Inspector was that this venue is too small to accommodate and serve to two polling districts. With the additional requirement required under the Election Act 2022, we looked at alternative venues within the AGDY area. The risk review of the area identified **Our Lady of Lourdes Church** to serve residents in polling district AGDY. This new venue is large enough to comfortably accommodate additional Voter ID equipment as well as the venue being DDA compliant. Please note that **Bowes Road Library** will continue to serve residents in NSBY polling district only.

Polling District	Polling Station	2022 Electorate In Person Voters
AGDY	Bowes Road Library	788
NSBY	Bowes Road Library	437
Proposed new changes		
AGDY	Our Lady of Lourdes Church	788
NSBY	Bowes Road Library	437

ENFIELD LOCK

Prior to the start of the risk assessment, the ARO initially received a request from a member of the public and from Feryal Clark MP to seek an additional polling station in polling district ELEX, due to the high voter electorate already assigned to **Prince of Wales School**.

Polling District	Polling Station	2022 Electorate In Person Voters
ELEX	Prince of Wales School	2144
Proposed new changes		
ELEX PP41	Prince of Wales School	1194 approx
ELEX PP42	Portacabin (Wetlands)	950 approx

After reviewing the voter electorate figures for ELEX, the ARO recommends adding an additional polling station within this polling district. This will reduce the pressure to polling staff administering the poll from Prince of Wales School and prevent residents from Aldridge Avenue, Arnold Avenue, Somerset Road and Ordnance

Road to cross over Mollison Avenue highway to vote at Prince of Wales School. Adding a new temporary polling building, this will give residents easier access to a polling station. Please refer to **Appendix (B)**.

LOWER EDMONTON

The ARO recommend using **Westbourne Hall** to serve polling district LECZ because at the next scheduled elections in May 2024, the polling day falls on a religious week, where the current polling station **St Demetrious Church Hall** will not be able to accommodate us for hire on polling day.

NEW SOUTHGATE

The ARO recommend using **Bounds Green Bowls & Tennis Club** to replace **Bowes Primary School**. After the May 2022 elections, the school expressed their request to not be used for future elections, due to students missing a day of school. Currently this school is forced to shut on polling day.

RIDGEWAY

The ARO recommend using **The Jolly Farmers Public House** as a replacement for the **portacabin building** to be inserted (**between Bitcote Road and Foxmead Close**). This is due to the high cost associated with hiring portacabins. Portacabins are extremely expensive, and we currently hire 15 portacabins.

As part of our yearly review of polling stations, I will be reviewing hire charges, particularly the hire of portacabins, with the view to cost save by seeking alternative polling buildings to replace portacabins where suitable.

GRANGE PARK AND ENFIELD TOWN

The ARO recommend using Enfield Baptist Church as a replacement for Our lady of Mount Carmel and St George R.C Church. This is due to receiving notification from the current venue that the venue will be undergoing refurbishment works during the election period at the next scheduled election. Enfield Baptist church was identified, and risk assessed as a replacement venue, which is within a 5-minute walking distance from the current venue. This venue fulfils all the criteria set out in this report and provides two rooms to host a polling station. This is essential has this venue will be serving two polling districts in two different parliamentary constituencies which are Enfield Town and Grange Park.

Polling District	Recommended Polling Station	Parliamentary Constituency
GPAY	Enfield Baptist Church	Enfield Southgate
TWEX, TWHY	Enfield Baptist Church	Enfield North

SOUTHBURY

The ARO recommend that due to the unavailability of **Charles Baggage House car park area**, the alternative temporary location identified is **Enfield Playing Fields Car Park**. The ARO recommends that additional signage, security, and

Marshals be allocated to this site. If you refer to **Appendix A** page 47 (PP86), the map shows a yellow box to indicate the exact location of the alternative site.

7. Financial Implications

This review has incurred expenditure, which totals to the following amount:

Campaign/Description	Designer	Cost	Status
Polling District and Polling places - poster, social media, clear channel, ads, PPT, email banner, e-newsletter header, intranet desktop	Enza	£354.00	Complete
Printing	Internal Print	£30.00 approx	Complete
Total:		£384.00	

This has been recharged to Electoral Services CS0149.

This has been forwarded to the Finance Impact team for review. No comments have been received.

8. Legal Implications

The report sets out the basis upon which recommendations may be made by the General Purposes Committee for implementation by the Returning Officer. The Council and the Returning Officer have legal obligations within an existing statutory framework to implement changes introduced by the Elections Act 2022. The recommendation in this report will help ensure that the Council and the Returning Officer continue to meet those obligations. The legislation governing the review of Polling Districts and Places are as follows:

- Representation of the People Act s.18A, 18C and Schedule A1
- Elections Act 2022
- Electoral Administration Act 2006

This has been reviewed by the Legal Impact team with no comments.

9. Equalities Implications

The 1st draft of the equalities impact assessment has been completed and reviewed by the Equality Impact team. Please refer to Appendix (D). There will be additional information to add to this assessment once the consultation period comes to an end on the 22 October. The EQIA report will be signed off once the supplementary information is added to the report on the 23 October.

Report Author: [Lee-Marie Matthews]
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 [Tel No: 0208 132 0978]

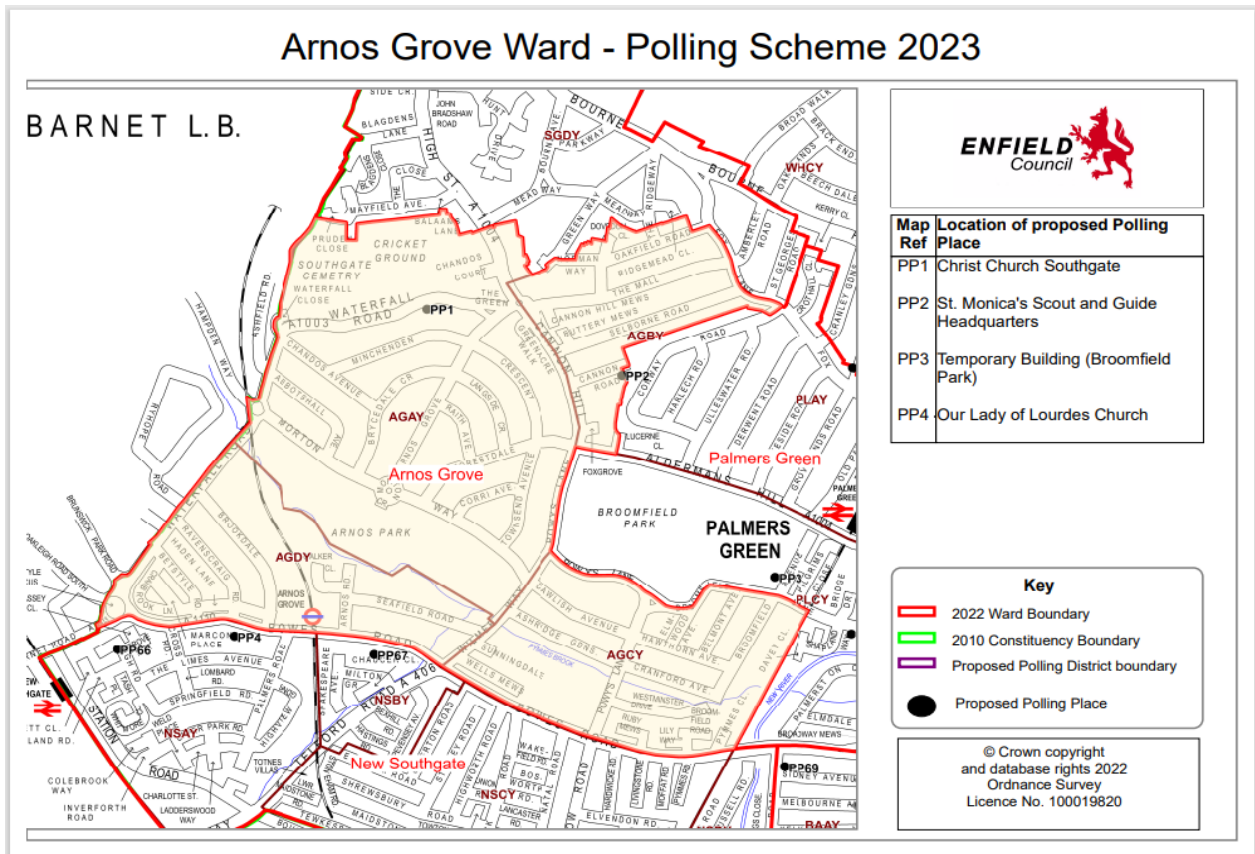
Appendices

- Appendix (A) – Polling Districts and Polling Places Recommendation including ward maps
- Appendix (B) – Map of additional new temporary polling building.
- Appendix (C) – Proposed Polling Scheme 2023
- Appendix (D) - EQIA

Departmental reference number, if relevant: CE 23/005

APPENDIX A – Polling Districts and Polling Places Recommendation Report

ARNOS GROVE WARD



No.	PD	Ward	Polling Station	Commentary
PP1	AGAY	Arnos Grove	Christ Church Southgate The Green Arnos Grove London N14 7EG (Hire Main Church)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

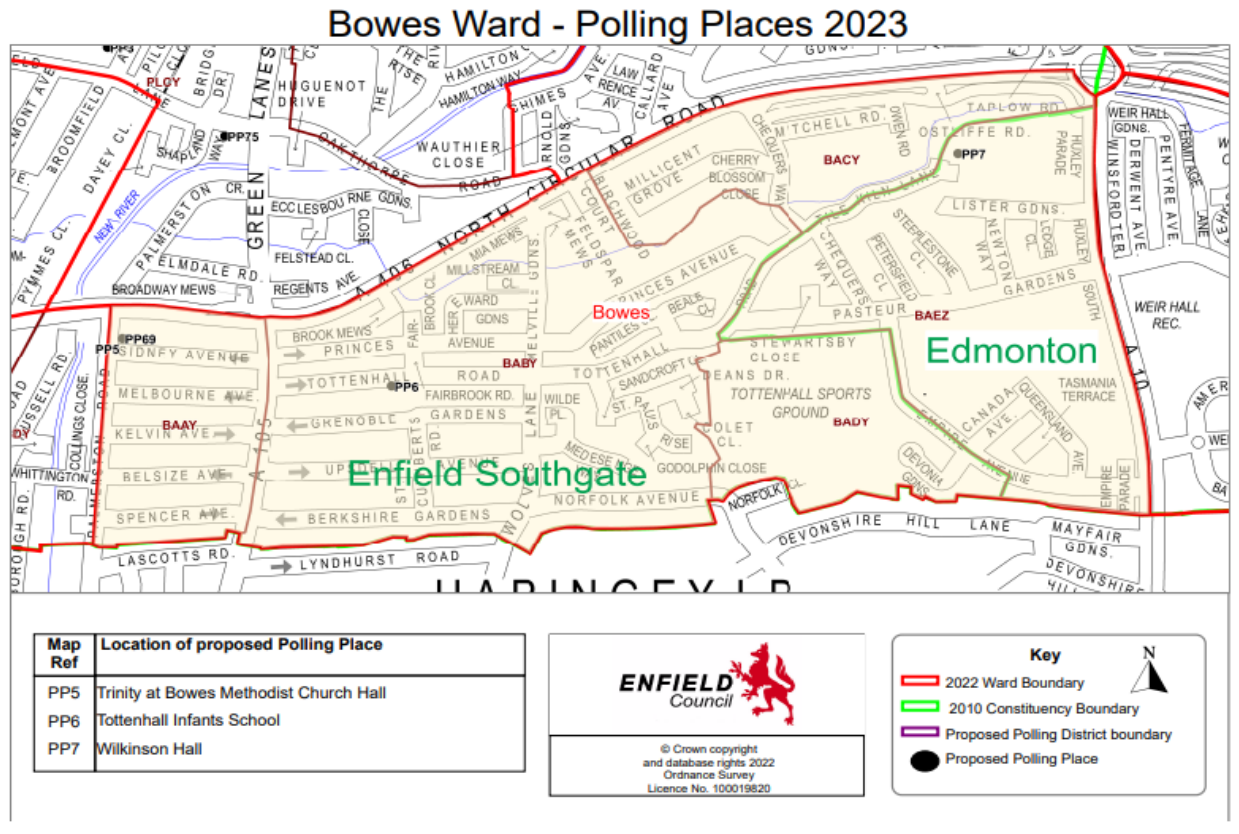
No.	PD	Ward	Polling Station	Commentary
PP2	AGBY	Arnos Grove	St Monica's Scout & Guide Headquarters Cannon Road Southgate N14 7HE (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP3	AGCY	Arnos Grove	Temporary Building (Broomfield Park) Broomfield Park Palmers Green London N13 4HB	May 2022 Election Feedback - Will need additional signage to cover the multiple entrances to Broomfield Park. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP4	AGDY	Arnos Grove	New Venue Our Lady of Lourdes Church 373 Bowes Road Arnos Grove London N11 1AA Bowes Road Library Ground Floor Meeting Room Bowes Road New Southgate N11 1BD	May 2022 Election Feedback – Bowes Road Library too small to accommodate 2 polling stations. The Risk Assessment confirmed this. Our Lady of Lourdes Church will be used to replace Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use Our Lady of Lourdes Church as a replacement.	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

BOWES WARD



No.	PD	Ward	Polling Station	Commentary
PP5	BAAY	Bowes	Trinity at Bowes Methodist Church Hall Palmerston Road London N22 8RA (Hire Sports Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

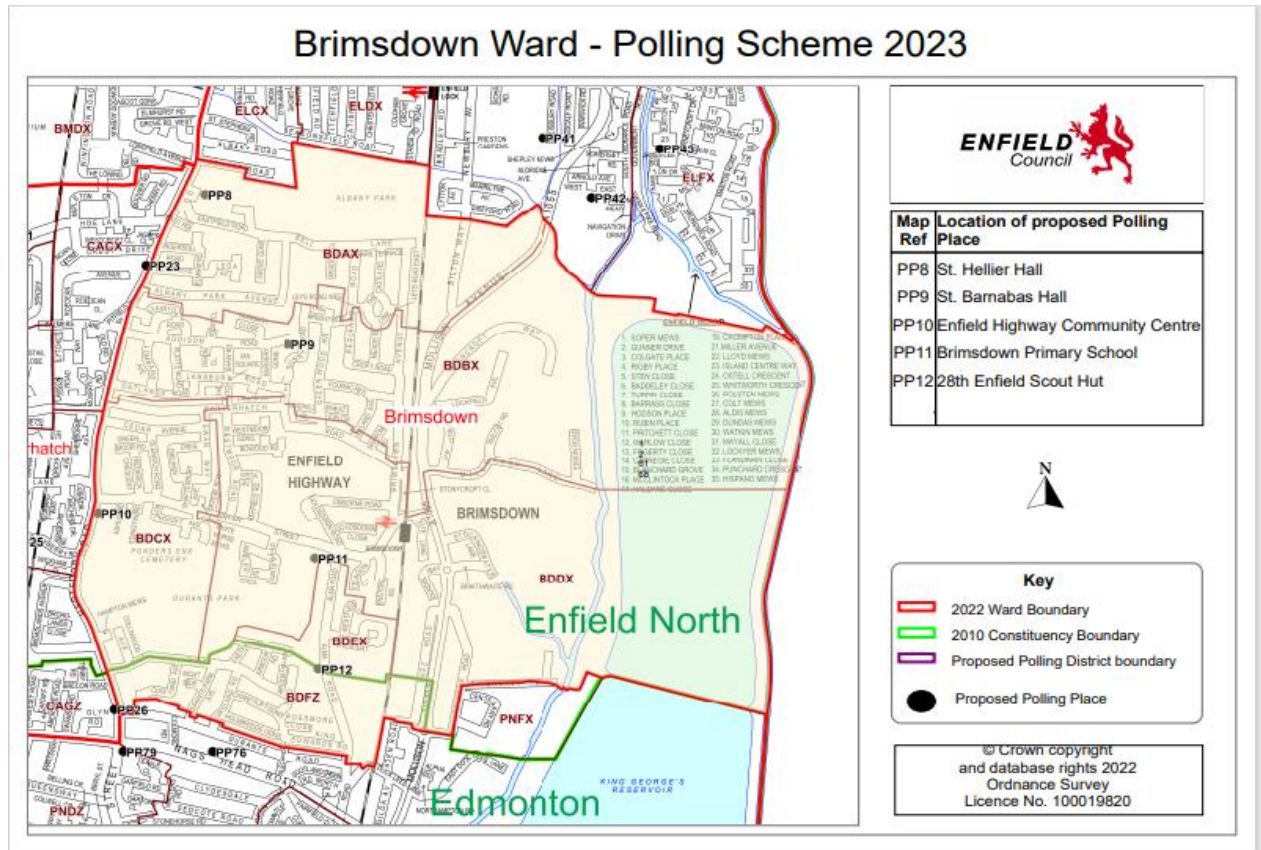
APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP6	BABY	Bowes	Tottenham Infants School Tottenham Road Palmers Green London N13 6HX (Hire PE Hall/Dining)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP7	BACY BADY BAEZ	Bowes	Wilkinson Hall 24 th Edmonton Scout Group Tile Kiln Lane London N13 6BY (Hire Large Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

BRIMSDOWN WARD



No.	PD	Ward	Polling Station	Commentary
PP8	BDAX	Brimsdown	St Helier Hall 12 Eastfield Road Enfield Middlesex EN3 5XF (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP9	BDBX	Brimsdown	St. Barnabas Hall 165 Addison Road Enfield Middlesex EN2 5LE (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP10	BDCX	Brimsdown	Enfield Highway Community Centre 117 Hertford Road Enfield Middlesex EN3 5JF (Hire Meeting Room Small Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

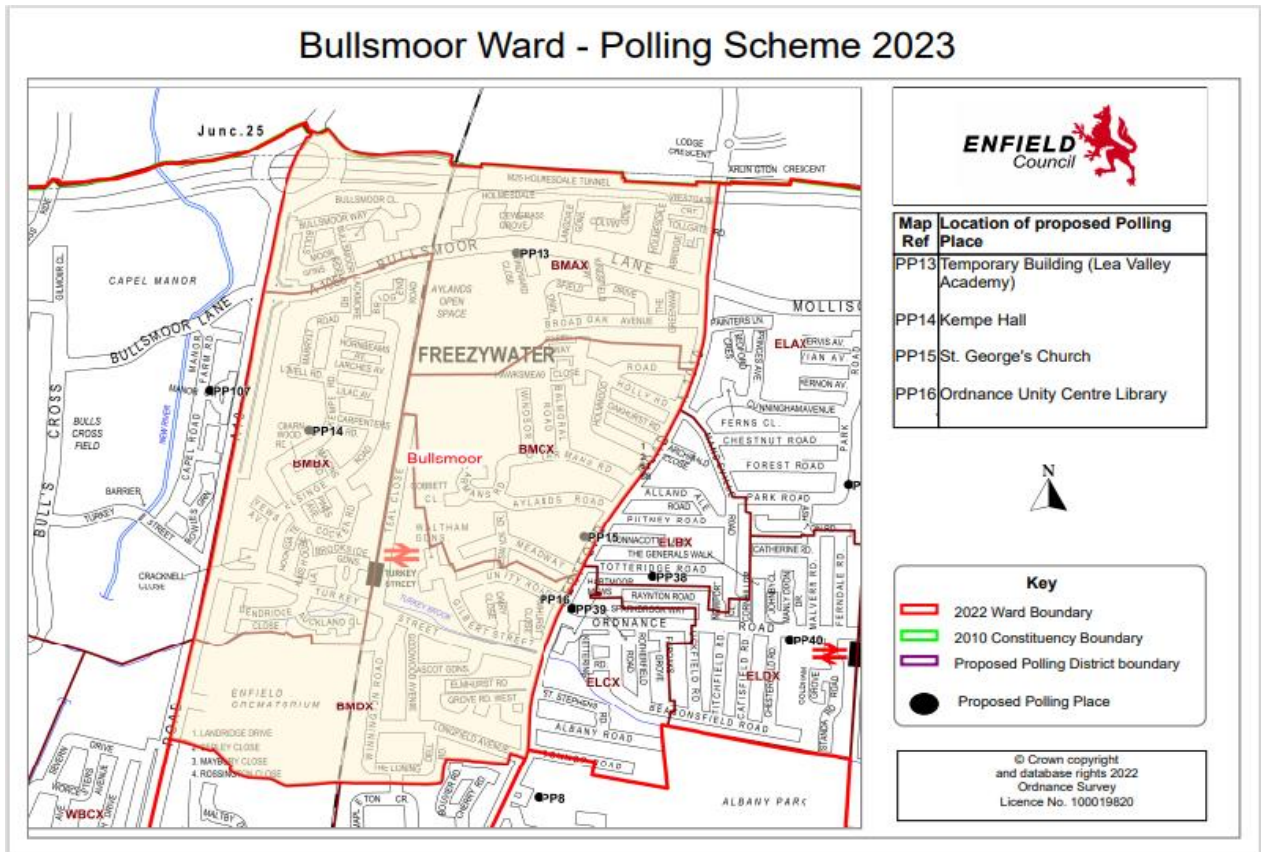
No.	PD	Ward	Polling Station	Commentary
PP11	BDDX	Brimsdown	Brimsdown Primary School Green Street Enfield Middlesex EN3 7NA (Hire Galaxy Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP12	BDEX BDFZ	Brimsdown	28th Enfield Scout Hut 288 Alma Road Enfield Middlesex EN3 7BB (Hire Main Hall)	May 2022 Election Feedback – Needs extra signage. The risk assessment confirmed extra signage needed outside. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

BULLSMOOR WARD



No.	PD	Ward	Polling Station	Commentary
PP13	BMAX	Bullsmoor	Temporary Building (Lea Valley Academy) Bullsmoor Lane Enfield Middlesex EN3 6TW	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

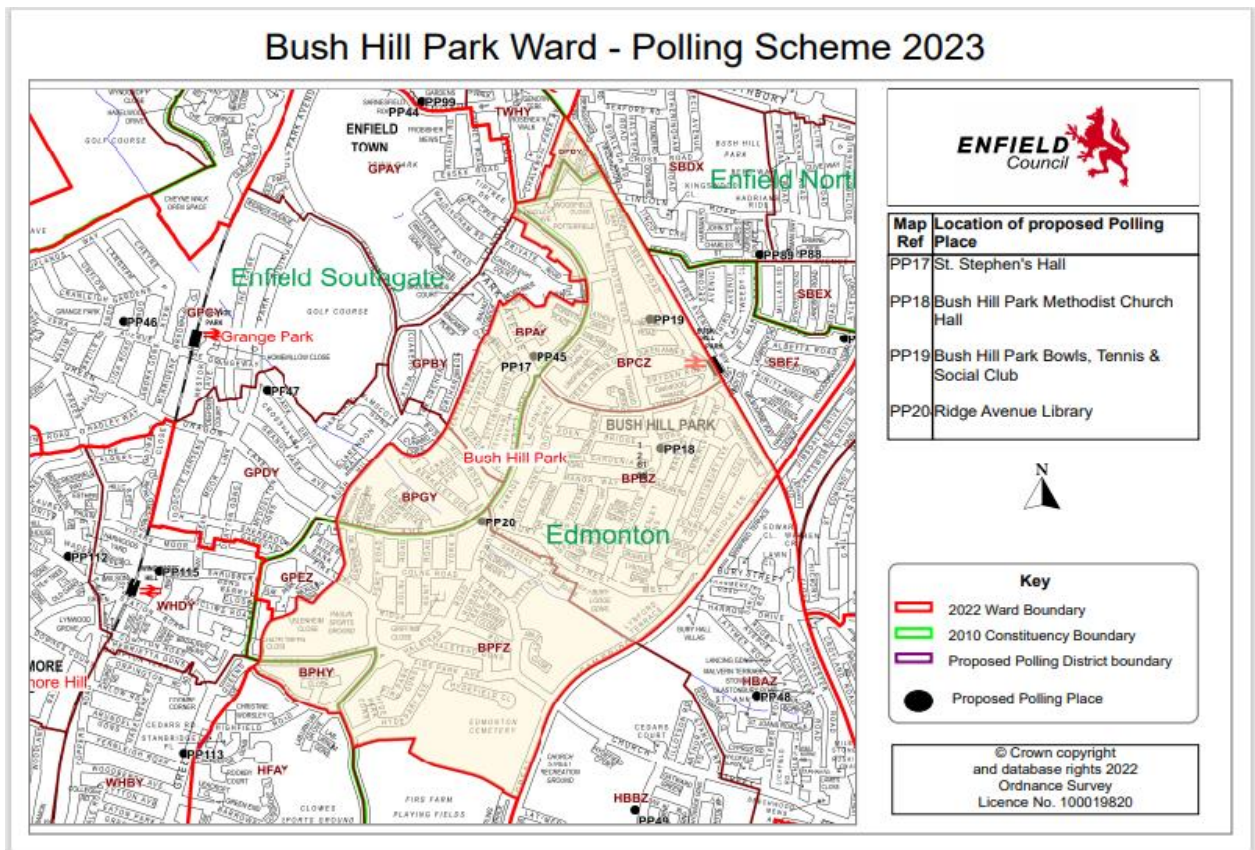
No.	PD	Ward	Polling Station	Commentary
PP14	BMBX	Bullsmoor	Kempe Hall 46 Kempe Road Enfield Middlesex EN1 4QS (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP15	BMCX	Bullsmoor	St. George's Church 706 Hertford Road Enfield Middlesex EN3 6NR (Hire Main Church Building)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP16	BMDX	Bullsmoor	Ordnance Road Library 645 Hertford Road Enfield Middlesex EN3 6ND (Hire GF Library Area)	May 2022 Election Feedback - 2 stations was a little cramped, not much room for booths. The risk assessment reported booths and desks will need to be set out in a specific way to accommodate both Polling Station (see evaluation checklist for layout). Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

BUSH HILL PARK WARD



No.	PD	Ward	Polling Station	Commentary
PP17	BPAY	Bush Hill Park	St. Stephen's Hall Park Avenue Enfield Middlesex EN1 2BA (Hire Large Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP18	BPBZ	Bush Hill Park	Bush Hill Park Methodist Church Hall Wellington Road Enfield Middlesex EN1 2RS (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

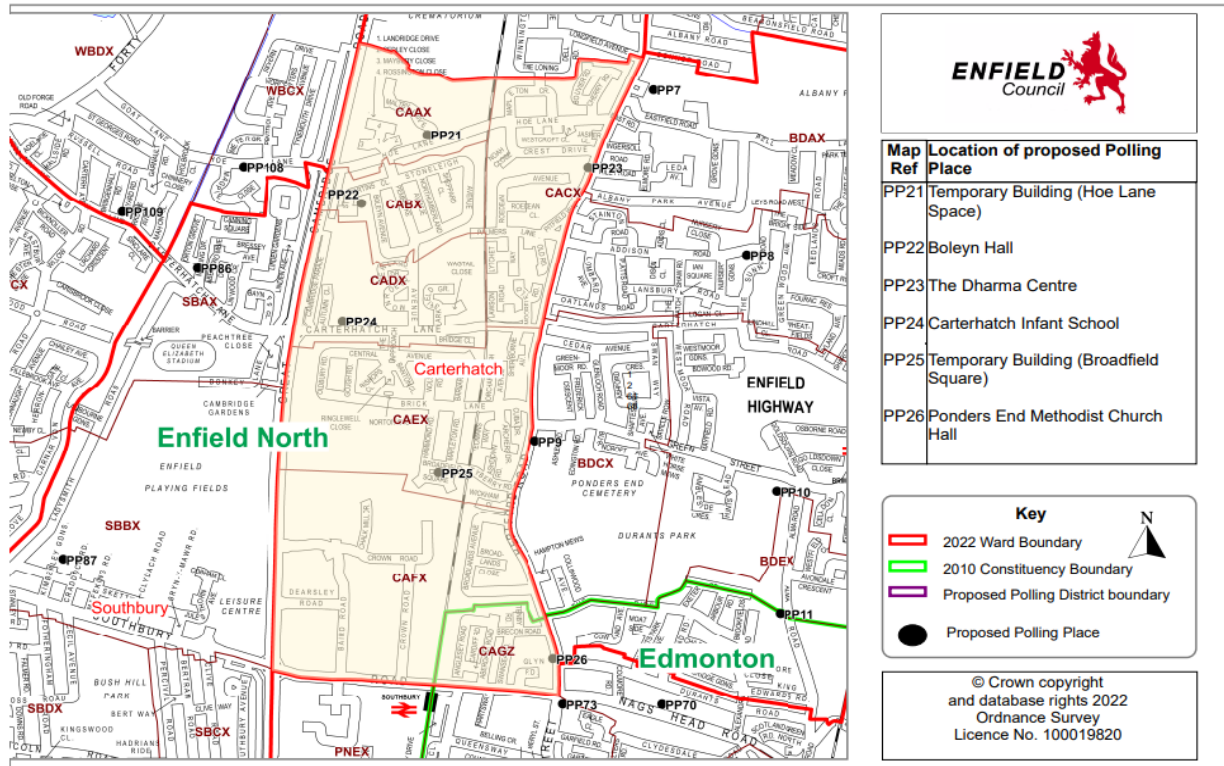
No.	PD	Ward	Polling Station	Commentary
PP19	BPCZ BPDY BPEY	Bush Hill Park	Bush Hill Park Bowls, Tennis and Social Club Abbey Road Enfield Middlesex EN1 2QP (Hire Main Hall)	May 2022 Election Feedback – Disability access was an issue. The risk assessment reported permanent ramp in place for Disability access. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP20	BPFZ BPGY BPHY	Bush Hill Park	Ridge Avenue Library Ridge Avenue London N21 2RH (Hire Main Library)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

CARTERHATCH WARD

Carterhatch Ward - Polling Scheme 2023



No.	PD	Ward	Polling Station	Commentary
PP21	CAAX	Carterhatch	Temporary Building (Hoe Lanes Open Space) Hoe Lane Open Space London EN1 4EU	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP22	CABX	Carterhatch	Boleyn Hall St. Martin's Close London EN1 4EU (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP23	CACX	Carterhatch	The Dharma Centre 442-446 Hertford Road Enfield Middlesex EN3 5QH (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP24	CADX	Carterhatch	Carterhatch Infant School Carterhatch Lane Enfield Middlesex EN1 4JY (Hire Infant Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

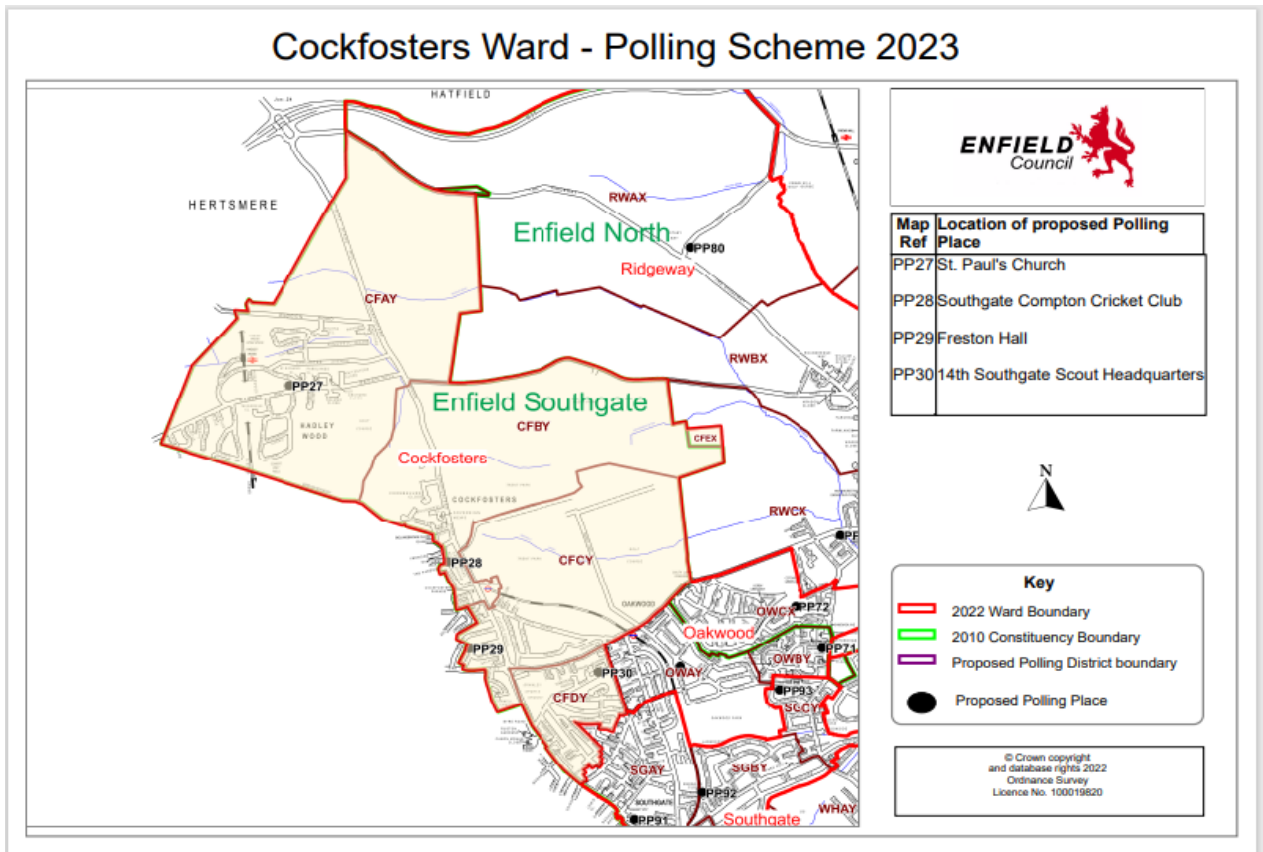
APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP25	CAEX	Carterhatch	Temporary Building (Broadfield Square) Broadfield Square Enfield EN1 3PA	No issues reported from use at the 2022 May elections. Risk assessment looking to lower the use of Temporary Buildings. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP26	CAFX	Carterhatch	Ponders End Methodist Church Wesley Hall 378 High Street Enfield Middlesex EN3 4DG (Hire Wesley Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

COCKFOSTERS WARD



No.	PD	Ward	Polling Station	Commentary
PP27	CFAY	Cockfosters	St. Paul's Church Camlet Way Hadley Wood Barnet Hertfordshire EN4 0LH (Hire Church)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

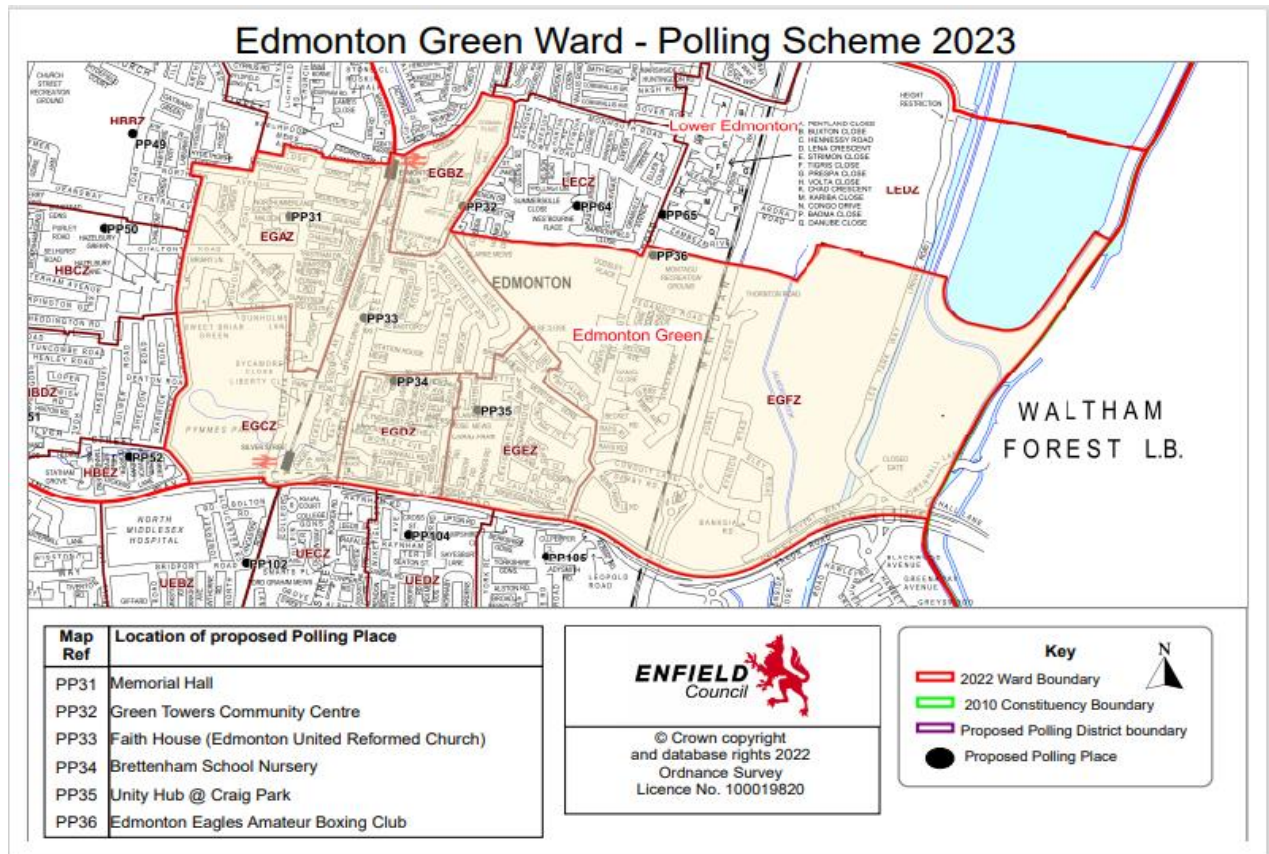
No.	PD	Ward	Polling Station	Commentary
PP28	CFBY	Cockfosters	Southgate Compton Cricket Club Chalk Lane Cockfosters Barnet Hertfordshire EN4 9JG (Hire Pavillion)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP29	CFCY	Cockfosters	Freston Hall Freston Gardens Cockfosters Barnet Hertfordshire EN4 9JX (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP30	CFDY	Cockfosters	14th Southgate Scout Headquarters Green Road Southgate London N14 4AP (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

EDMONTON GREEN WARD



No.	PD	Ward	Polling Station	Commentary
PP31	EGAZ	Edmonton Green	Memorial Hall Maldon Road London N9 9QP (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP32	EGBZ	Edmonton Green	Green Towers Community Centre Plevna Road London N9 0BU (Hire Conference Room 1)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP33	EGCZ	Edmonton Green	Faith House (Edmonton United Reformed Church) 313 – 319 Fore Street London N9 0BU (Hire Large Classroom)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP34	EGDZ	Edmonton Green	Brettenham School Nursery Brettenham Road London N18 2ET (Hire Nursery)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

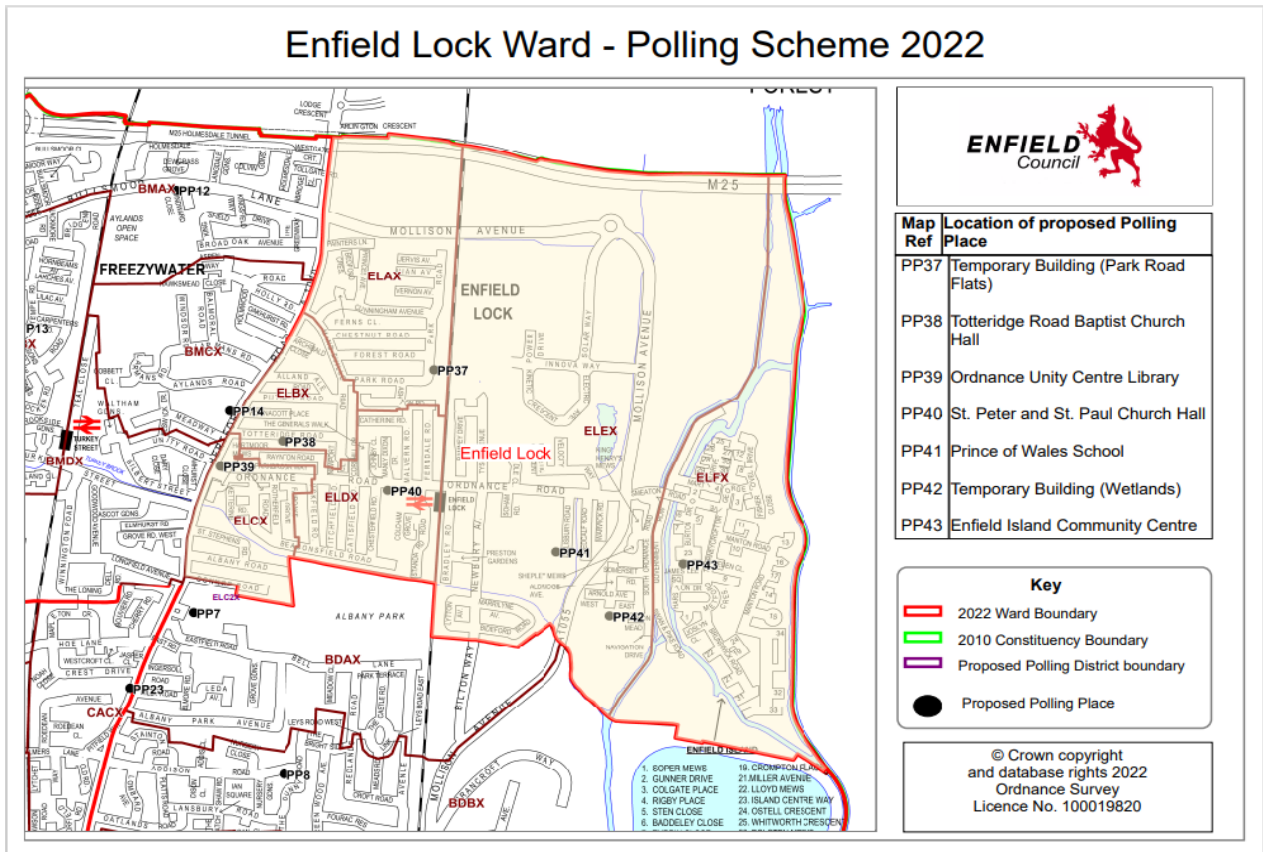
APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PS35	EGEZ	Edmonton Green	Unity Hub @ Craig Park Lawrence Road London N18 2HN (Hire Ground Floor Social Area Large Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP36	EGFZ	Edmonton Green	Edmonton Eagles Amateur Boxing Club Heart of Edmonton Centre Montagu Recreation Ground Montagu Road London N9 0EU (Hire Main Community Meeting Room)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

ENFIELD LOCK WARD



No.	PD	Ward	Polling Station	Commentary
PP37	ELAX	Enfield Lock	Temporary Building (Park Road Flats) Park Road Middlesex EN3 6LR	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP38	ELBX	Enfield Lock	Totteridge Road Baptist Church Hall Totteridge Road Baptist Church 45a Totteridge Road Enfield EN3 6NF	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP39	ELCX	Enfield Lock	Ordnance Road Library 645 Hertford Road Enfield Middlesex EN3 6ND (Hire GF Library Area)	May 2022 Election Feedback - 2 stations was a little cramped, not much room for booths. The risk assessment reported booths and desks will need to be set out in a specific way to accommodate both Polling Station (see evaluation checklist for layout). Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP40	ELDX	Enfield Lock	St Peter and St. Paul Church Hall 177 Ordnance Road Enfield Middlesex EN3 6AB (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

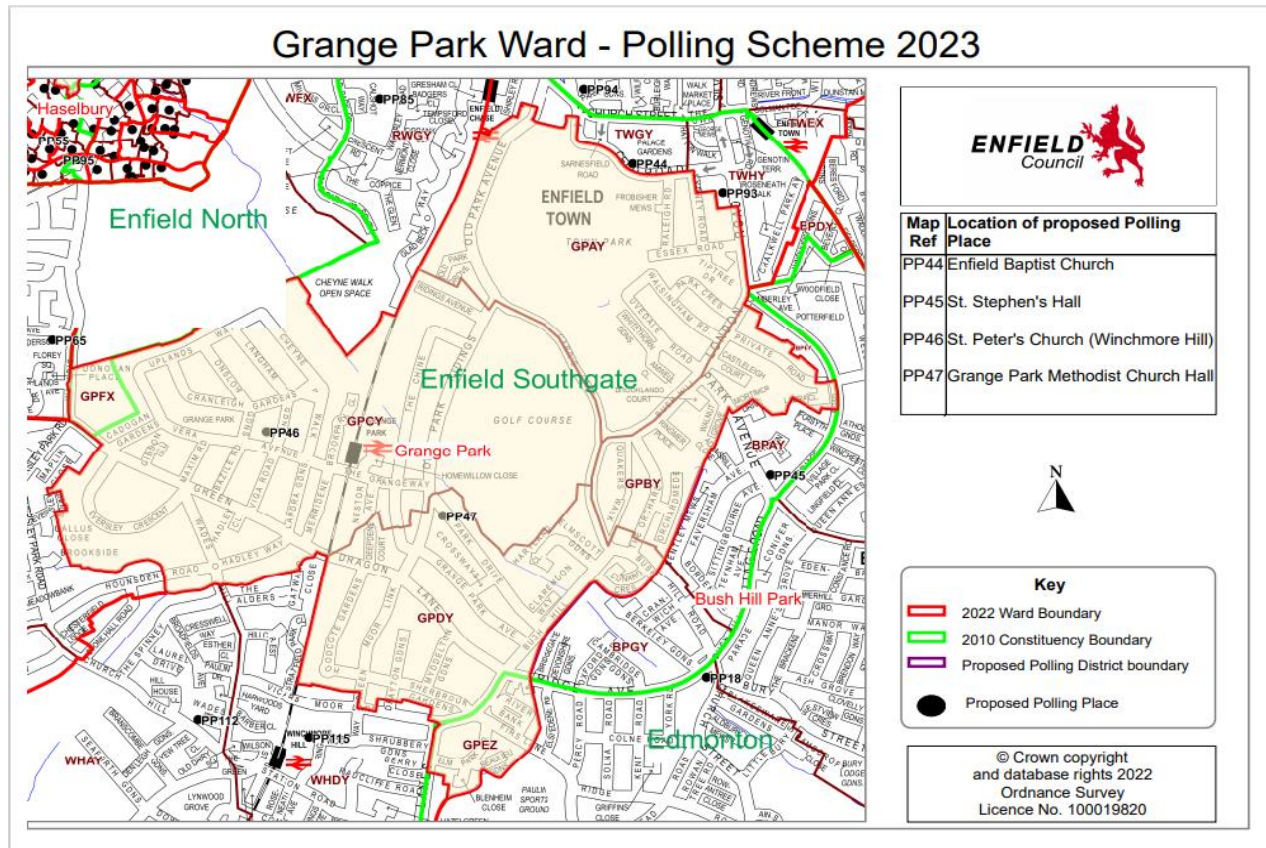
No.	PD	Ward	Polling Station	Commentary
PP41	ELEX	Enfield Lock	Prince of Wales School Salisbury Road Enfield Middlesex EN3 6HG (Hire Room 72/Old Nursery)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP42	ELEX	Enfield Lock	New Polling Venue Temporary Building (Wetlands) Entrance via Aldridge Avenue Enfield EN3 6JA	Additional Polling Station to accommodate electors residing within the area to the right of Mollison Avenue. Mollison Avenue is a busy road that could deter electors from crossing to get to the Prince of Wales School Polling Station. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP43	ELFX	Enfield Lock	Enfield Island Community Centre 40 – 42 Island Centre Way Enfield Middlesex EN3 6GS (Hire Room 72/Old Nursery)	No issues reported from use at the 2022 May elections. The risk assessment reported additional signage needed to direct electors. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

GRANGE PARK WARD



No.	PD	Ward	Polling Station	Commentary
PP44	GPAY	Grange Park	<p>New Polling Place Enfield Baptist Church Cecil Road EN2 6TG (Hiring Lounge and extension Lounge 2 x separate rooms)</p> <p>Previous Polling Place Our Lady of Mount Carmel and St. George R.C. Church Mount Carmel Parish Centre 45 London Road Enfield EN2 6DS (Hire Main Hall)</p>	<p>The previous polling place Our Lady of Mount will be undergoing refurbishments during the election next elections in May 2024 and therefore will be unavailable. We have identified a new venue within walking distance. The risk assessment reported additional signage needed to direct electors.</p> <p>Number of Polling Stations the hire area could accommodate: 2</p>
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

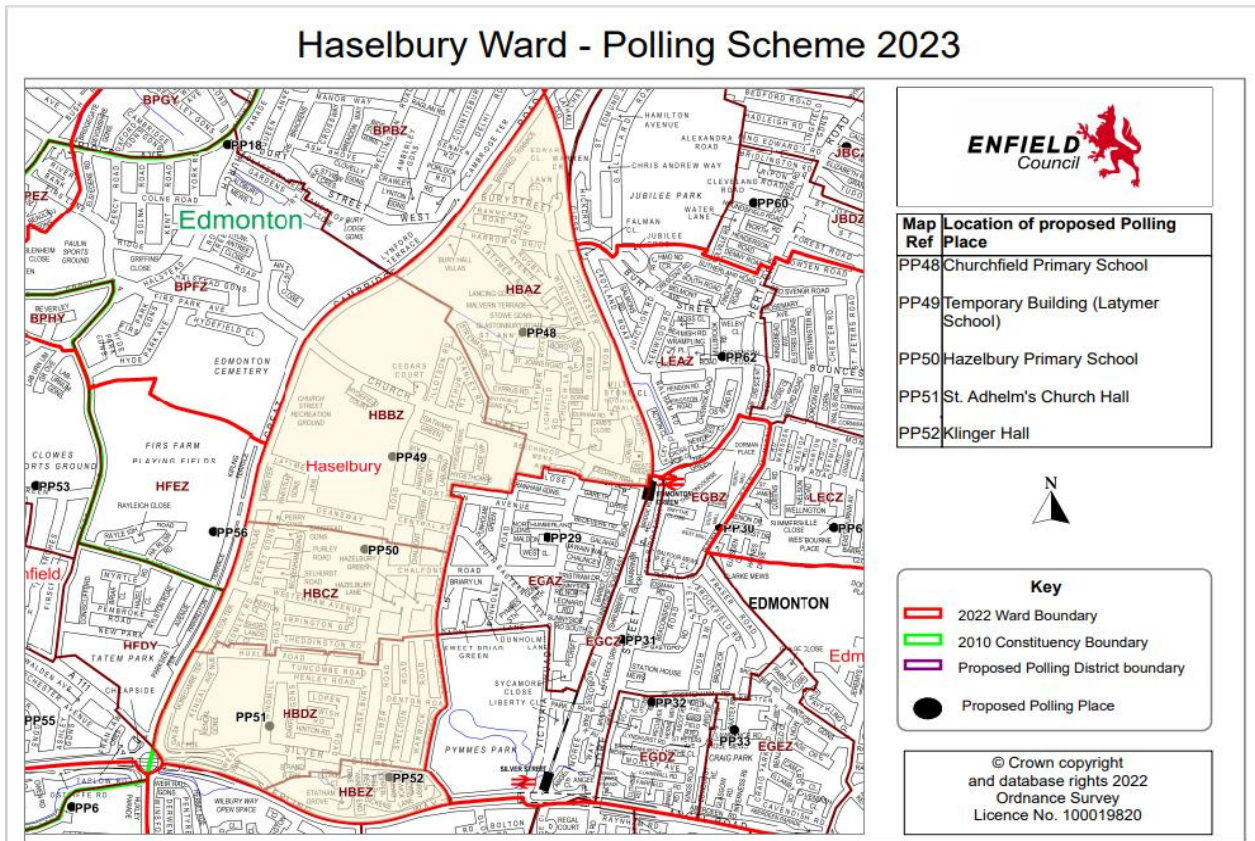
No.	PD	Ward	Polling Station	Commentary
PP45	GPBY	Grange Park	St. Stephen's Hall Park Avenue Enfield Middlesex EN1 2BA (Hire Large Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP46	GPCY GPFX	Grange Park	St. Peter's Church Hall (Winchmore Hill) Langham Gardens London N21 1DN (Hire Church Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP47	GPDY GPEZ	Grange Park	Grange Park Methodist Church Hall Orchard Hall Park Drive Winchmore Hill London N21 2EU (Hire Orchard Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

HASELBURY WARD



No.	PD	Ward	Polling Station	Commentary
PP48	HBAZ	Haselbury	Churchfield Primary School Latymer Road Edmonton N9 9PL (Hire Orchard Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP49	HBBZ	Haselbury	Temporary Building (Latymer School) Located at Front of School Haselbury Road Edmonton London N9 9TN	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP50	HBCZ	Haselbury	Hazelbury Primary School Haselbury Road Edmonton London N9 9TT (Hire Silver Birch Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

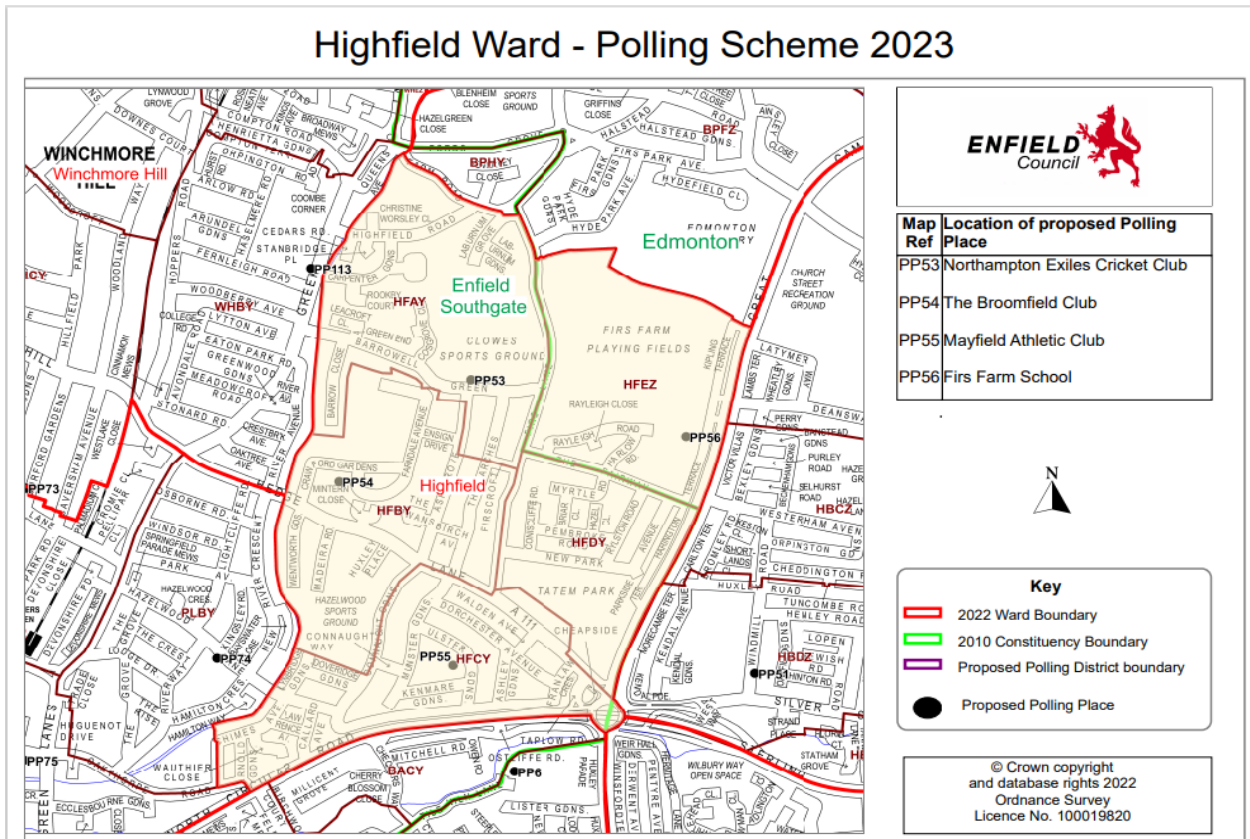
No.	PD	Ward	Polling Station	Commentary
PP51	HBDZ	Haselbury	St. Aldhelm's Church Hall 4 Windmill Road Edmonton London N18 1PA (Hire Large Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP52	HBEZ	Haselbury	Klinger Community Hall 40/41 Copperfield Mews Edmonton London N18 1PF (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

HIGHFIELD WARD



No.	PD	Ward	Polling Station	Commentary
PP53	HFAY	Highfield	Northampton Exiles Cricket Club Clowes Sports Ground Barrowell Green London N21 3AU (Hire Lounge Area)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

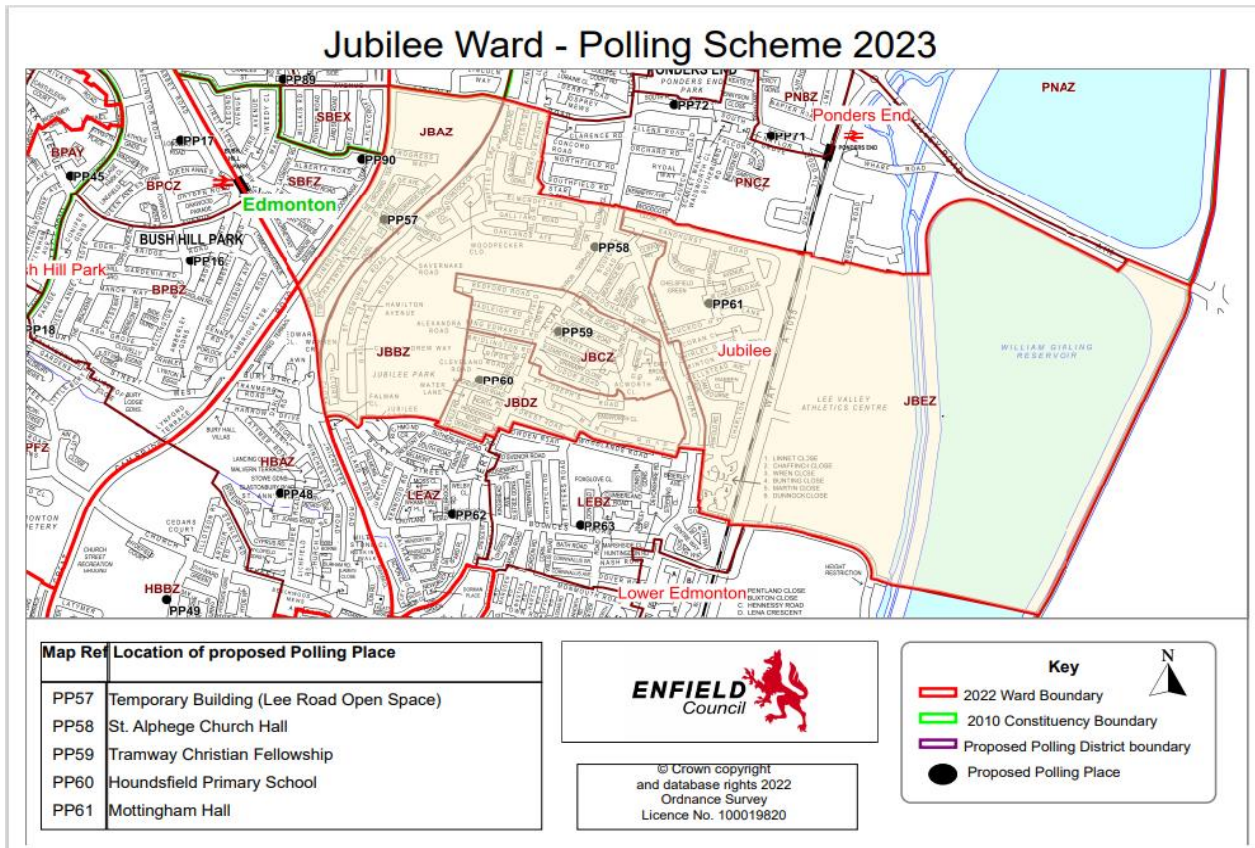
No.	PD	Ward	Polling Station	Commentary
PP54	HFBY	Highfield	The Broomfield Club 85A Hedge Lane Palmers Green London N13 5SZ (Hire Main Clubhouse Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP55	HFCY	Highfield	Mayfield Athletic Club Rear No.1 Kenmare Gardens London N13 5DR (Hire Main Area)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP56	HFDY HFEZ	Highfield	Firs Farms School Rayleigh Road London N13 5QP (Hire Large Area)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

JUBILEE WARD



No.	PD	Ward	Polling Station	Commentary
PP57	JBAZ	Jubilee	Temporary Building (Lee Road Open Space) Lee Road Enfield Middlesex EN1 1EZ	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP58	JBBZ	Jubilee	St. Alphege Church Hall Rossdale Drive Edmonton London N9 7LG (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP59	JBCZ	Jubilee	Tramway Christian Fellowship 7-9 Tramway Avenue London N9 8PD (Hire Main Church Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

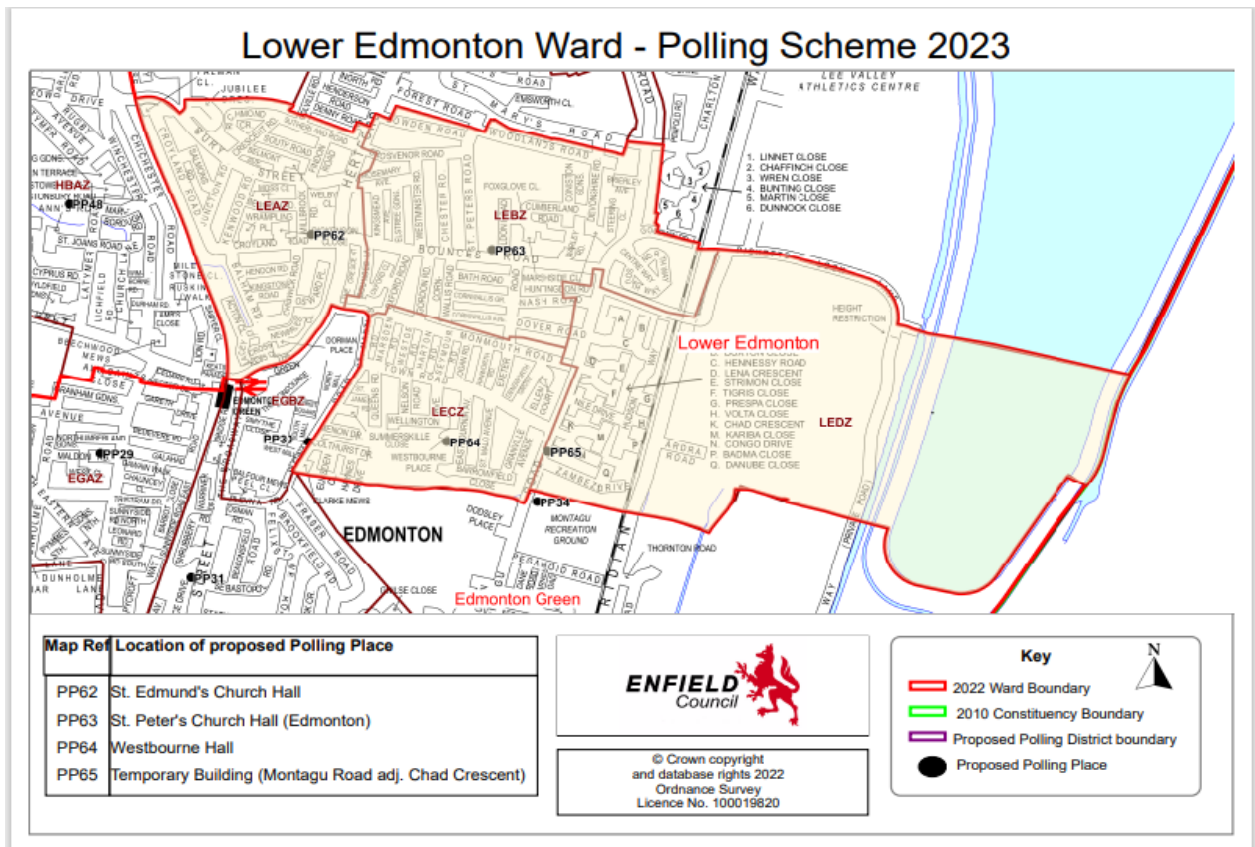
No.	PD	Ward	Polling Station	Commentary
PP60	JBDZ	Jubilee	Houndsfield Primary School Ripon Road London N9 7RE (Hire Park Suite Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP61	JBEZ	Jubilee	Mottingham Hall Mottingham Road London N9 8DZ (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

LOWER EDMONTON WARD



No.	PD	Ward	Polling Station	Commentary
PP62	LEAZ	Lower Edmonton	St. Edmund's Church Hall Croyland Road Edmonton London N9 7EN (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

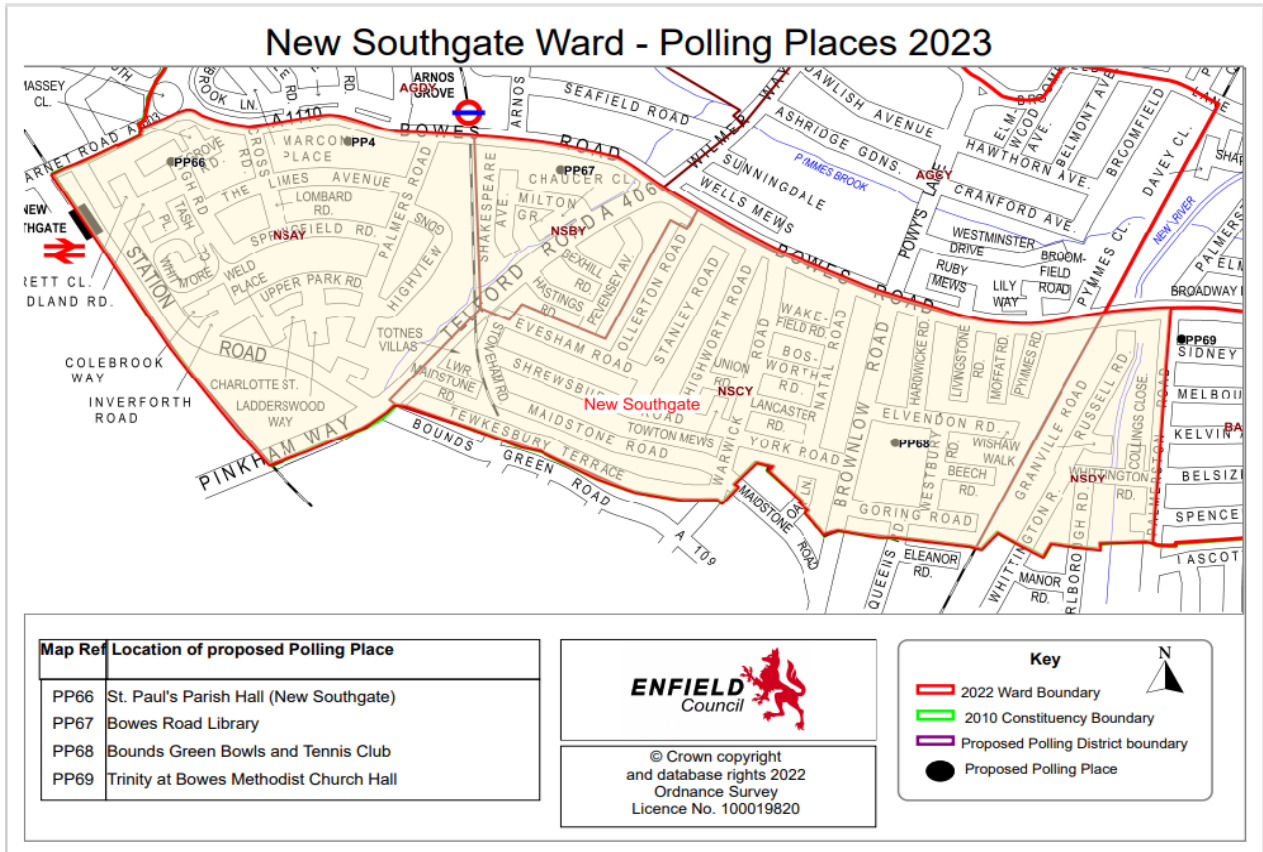
No.	PD	Ward	Polling Station	Commentary
PP63	LEBZ	Lower Edmonton	St. Peter's Church Hall (Edmonton) Bounces Road Edmonton London N9 8LE (Hire Large Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP64	LECZ	Lower Edmonton	New Venue Westbourne Hall Westbourne Place London N9 0RT (Hire Large Hall) (Previous polling station) St. Demetrios Church Hall Logan Road Edmonton N9 0LP (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported the May 2024 election falls on a religious week. St. Demetrios Church Hall will unable to accommodate a Polling station during this time. Westbourne Hall recommended as a replacement venue. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use Westbourne Hall as a replacement.	

No.	PD	Ward	Polling Station	Commentary
PP65	LEDZ	Lower Edmonton	Temporary Building (Montagu Road) Montagu Road Adjacent to Chad Crescent London N9 0FQ (Hire Large Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

NEW SOUTHGATE WARD



No.	PD	Ward	Polling Station	Commentary
PP66	NSAY	New Southgate	St. Paul's Parish Hall High Road New Southgate London N11 1PL (Hire Main Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP67	NSBY	New Southgate	Bowes Road Library High Road New Southgate London N11 1PL (Hire Leisure Meeting Room)	May 2022 Election Feedback – Space too small for two polling stations. The risk assessment confirmed space is too small for two polling stations. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use Bowes Road Library serving as one Polling Station as opposed to previously being used as two.	

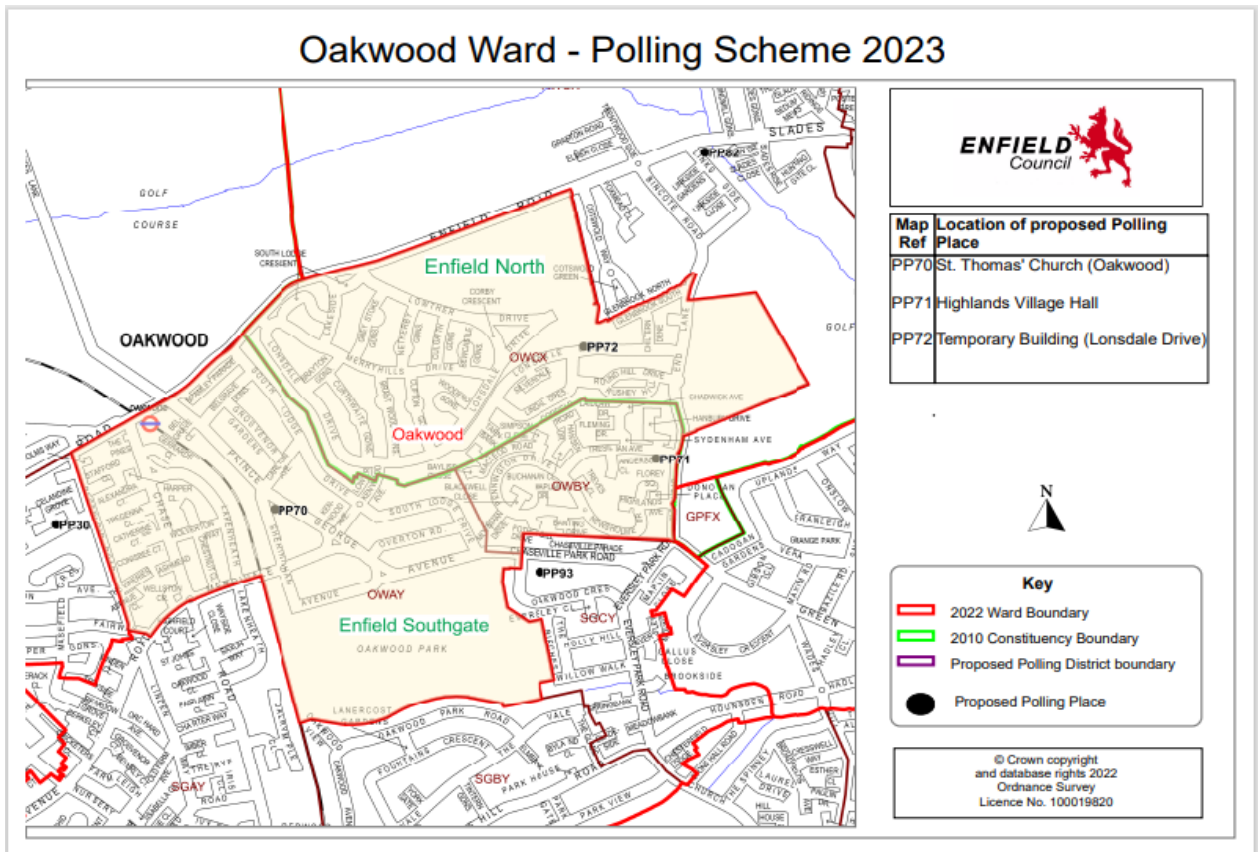
No.	PD	Ward	Polling Station	Commentary
PP68	NSCY	New Southgate	New Venue Bounds Green Bowls & Tennis Club 20 Goring Road London N11 2DD (Hire Function Room) Bowes Primary School Bowes Road New Southgate London N11 2HL	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues with Bowes Primary School, however, the school have opted not to be used for future elections due to students missing a day of school. Bounds Green Bowls & Tennis Club has been selected as a suitable replacement. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use Bounds Green Bowls & Tennis Club as a replacement.	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP69	NSDY	New Southgate	Trinity at Bowes Methodist Church Hall Palmerston Road London N22 8RA (Hire Sports Hall)	No issues reported from use at the 2022 May elections. The risk assessment reported no issues. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

OAKWOOD WARD



No.	PD	Ward	Polling Station	Commentary
PP70	OWAY	Oakwood	St. Thomas' Church (Oakwood) Prince George Avenue Southgate London N14 4SN (Hire Main Church Building)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

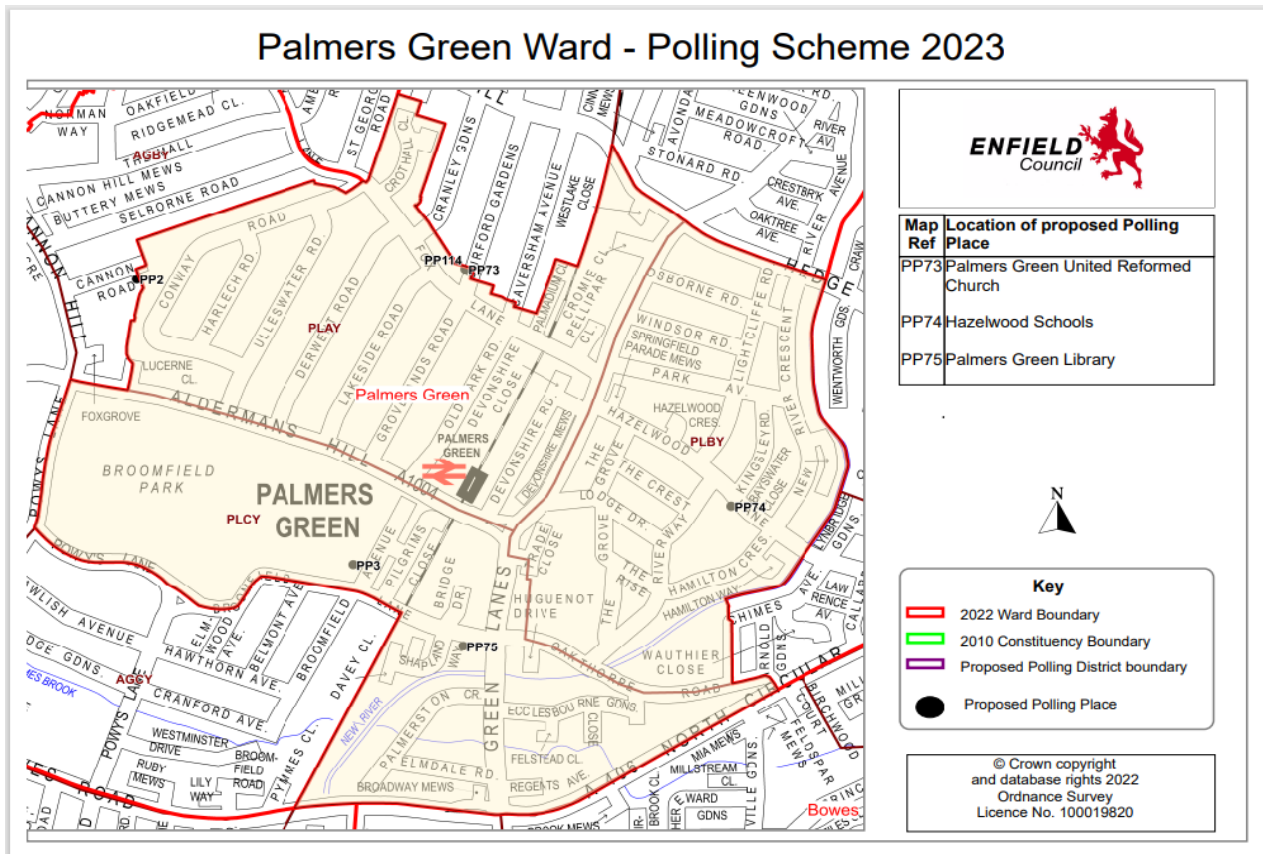
APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP71	OWBY	Oakwood	Highlands Village Hall 5 Florey Square Highlands Village Winchmore Hill London N21 1UJ (Hire Large Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP72	OWCX	Oakwood	Temporary Building (Lonsdale Drive) Playground Opposite Lindal Crescent Lonsdale Drive Enfield Middlesex EN2 7JZ	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

PALMERS GREEN WARD



No.	PD	Ward	Polling Station	Commentary
PP73	PLAY	Palmer's Green	Palmer's Green United Reformed Church Entrance via Burford Gardens Palmer's Green London N13 4AL (Hire Burford Hall)	May 2022 Election Feedback – Complaints about distance of new Polling Station. The risk assessment reported need of additional signage to direct electors to Burford Hall Entrance. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

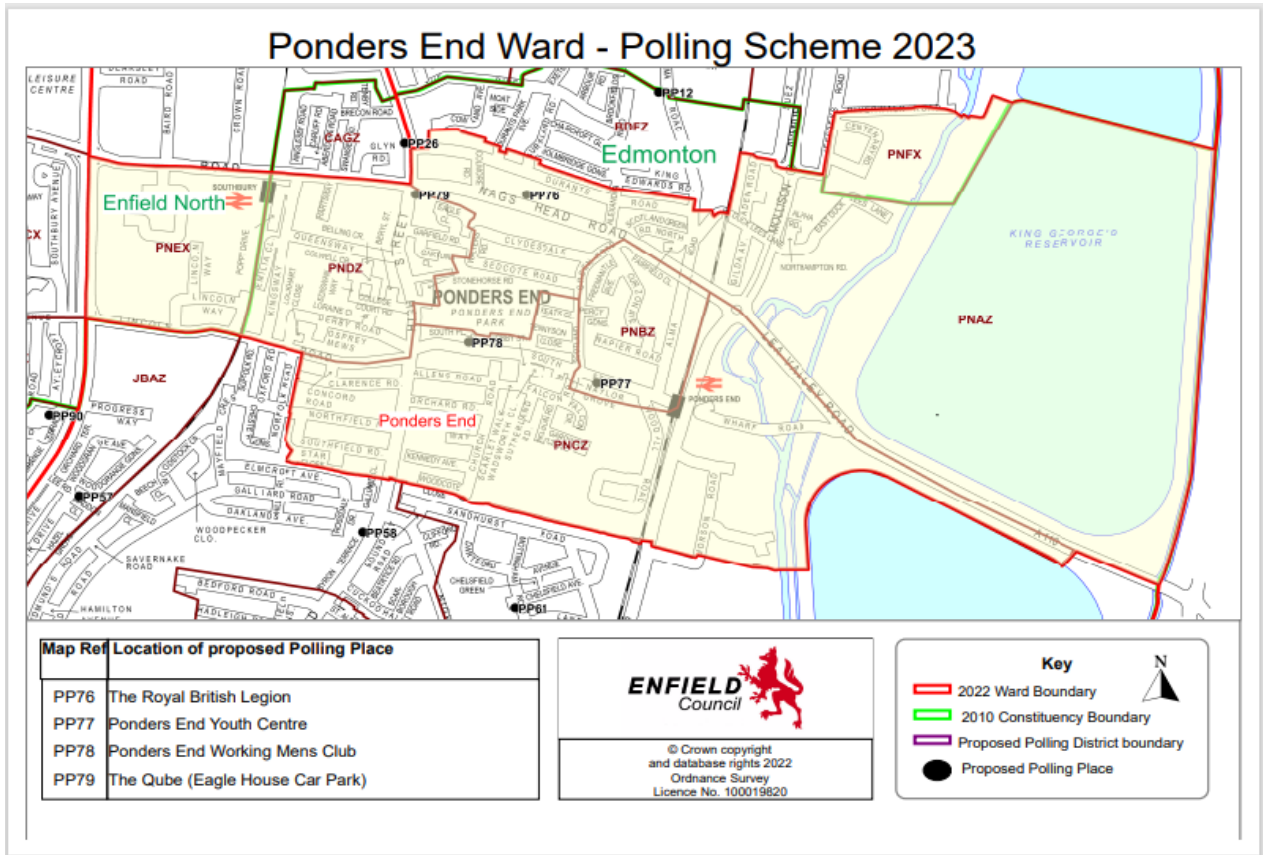
APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP74	PLBY	Palmers Green	Hazelwood Schools Hazelwood Lane Palmers Green London N13 5HE (Hire Burford Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP75	PLCY	Palmers Green	Palmers Green Library Broomfield Lane Palmers Green London N13 4EY (Hire Ground Floor Library)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

PONDERS END WARD



No.	PD	Ward	Polling Station	Commentary
PP76	PNAZ	Ponders End	The Royal British Legion 114 Nags Head Road Enfield Middlesex EN3 7AP (Hire Main Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

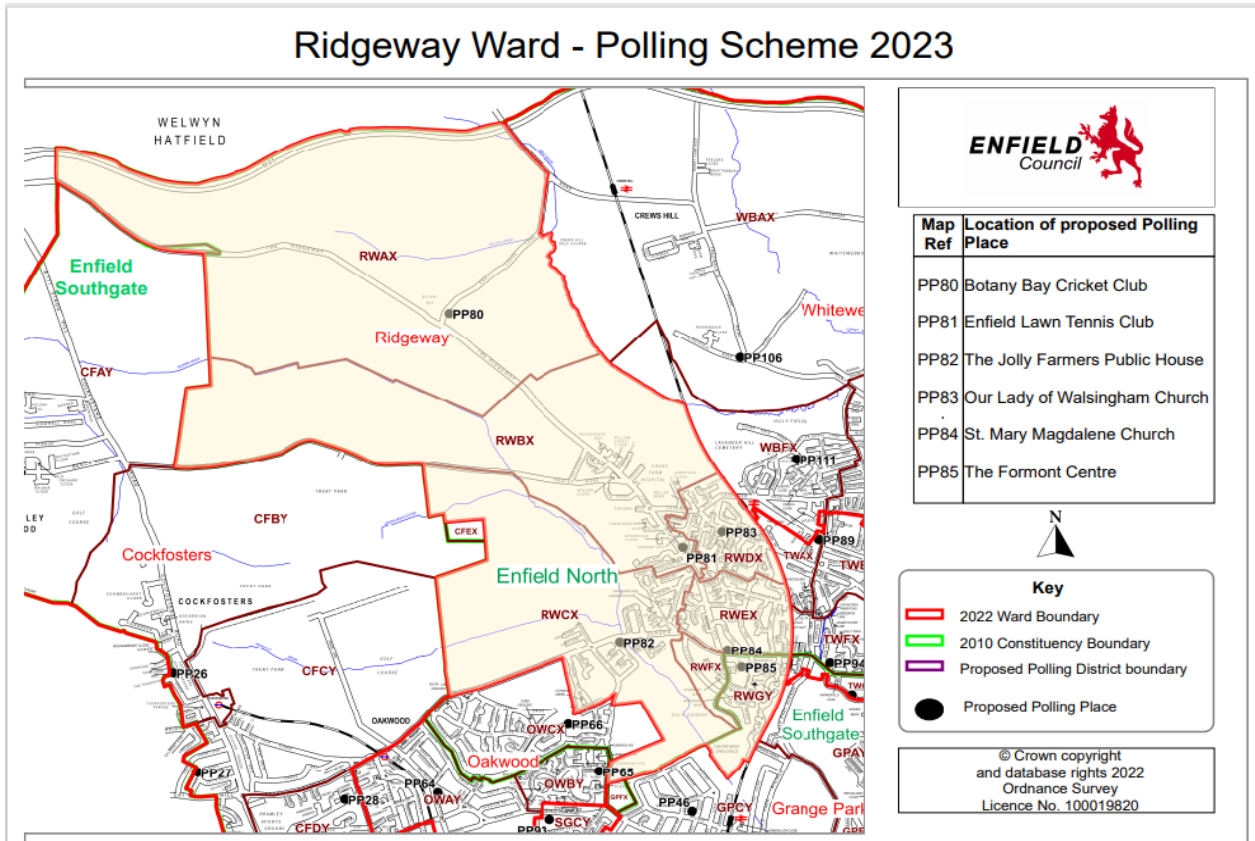
No.	PD	Ward	Polling Station	Commentary
PP77	PNBZ	Ponders End	Ponders End Youth Centre 141 South Street Enfield EN3 4PX (Hire Ground Floor Social Area)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP78	PNCZ	Ponders End	Ponders End Working Mens Club 46 South Street Enfield Middlesex EN3 4LB (Hire Main Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP79	PNDZ	Ponders End	The Qube 291 High Street Enfield EN3 4DN (Hire Main Space)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

RIDGEWAY WARD



No.	PD	Ward	Polling Station	Commentary
PP80	RWAX	Ridgeway	Botany Bay Cricket Club East Lodge Lane Enfield Middlesex EN2 8AS (Hire Small Hut)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP81	RWBX	Ridgeway	Enfield Lawn Tennis Club The Ridgeway Enfield Middlesex EN2 8NA (Hire Main Clubhouse)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP82	RWCX	Ridgeway	New Venue The Jolly Farmers Public House (Function Room) 2 Enfield Road Enfield EN2 7QS (Hire Function Room) (Previous polling station) Temporary Building (between Bitcote Road and Foxmead Close) EN2 7HL	No issues reported from the use at the 2022 May Elections. The Jolly Farmers Public House will allow us to cut down on the number of Temporary Buildings used. Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use The Jolly Farmers Public House	

No.	PD	Ward	Polling Station	Commentary
PP83	RWDX	Ridgeway	Our Lady of Walsingham Church Church Foyer John Gooch Drive Enfield Middlesex EN2 8BT (Hire Lobby Area)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

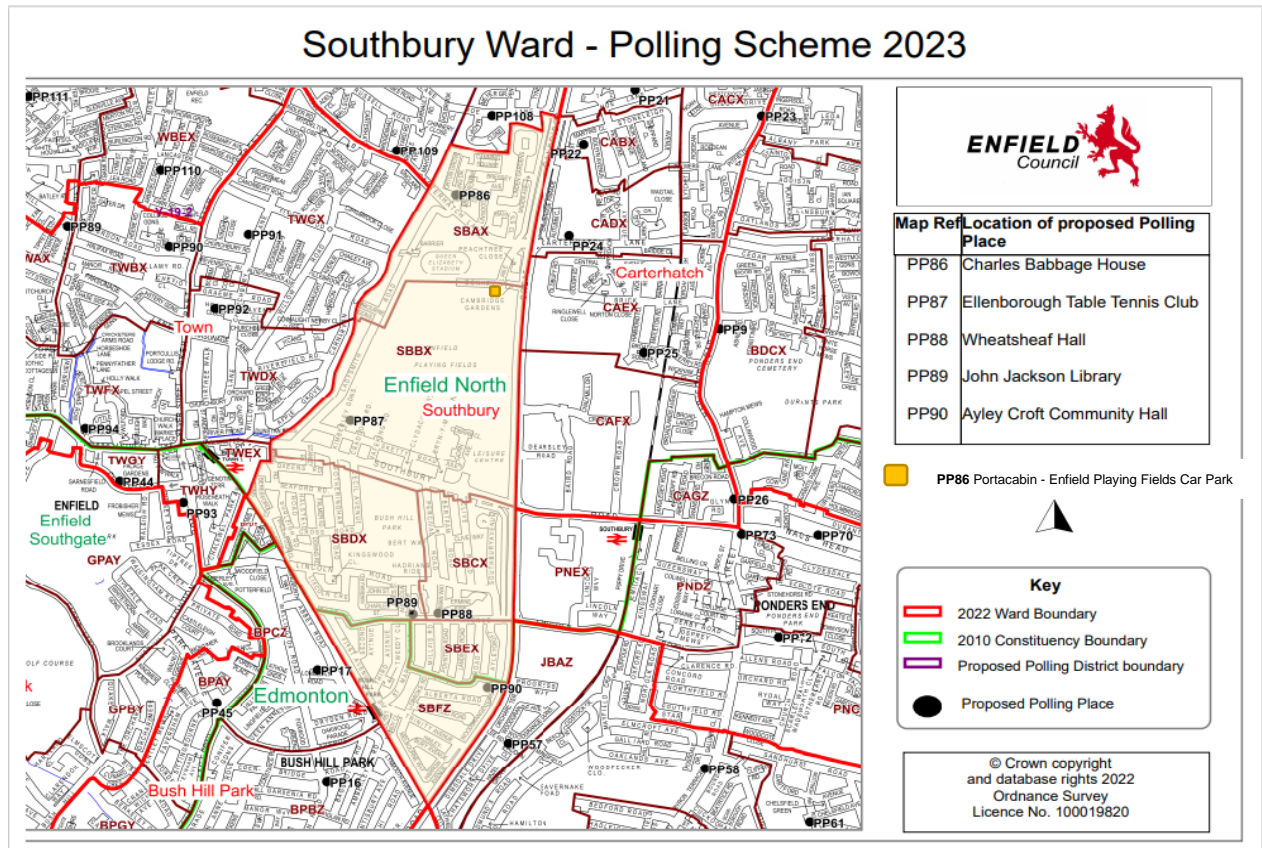
APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP84	RWEX	Ridgeway	St Mary Magdalene Church Hall 97 Windmill Hill Enfield Middlesex EN2 7AJ (Hire Main Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP85	RWFX RWGX	Ridgeway	The Formont Centre Waverley Road Enfield Middlesex EN2 7BP (Hire Wellbeing Modular Building)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

SOUTHBURY WARD



No.	PD	Ward	Polling Station	Commentary
PP86	SBAX	Southbury	<p>New Venue</p> <p>Temporary Building (Enfield Playing Fields Car Park) Donkey Lane Enfield EN1 3PL (Using Car Park Area)</p> <p>(Previous Temporary Location) Temporary Building (Charles Babbage House) Car Park 1 Orton Grove EN1 4TU (Used Car Park Area)</p>	<p>The previous location site has been sold off therefore we have found an alternative site to accommodate a portacabin. The Polling District is extremely limited with space for a temporary building and there are no alternative buildings to hire. Due the location of the proposed site. Additional security, signage and Marshals will be allocated to this polling station.</p> <p>Number of Polling Stations the hire area could accommodate: 1</p>
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP87	SBBX	Southbury	Ellenborough Table Tennis Club Craddock Road Enfield Middlesex EN1 3SP (Hire Front Lounge Area)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP88	SBCX	Southbury	Wheatsheaf Hall Main Avenue Enfield EN1 1DJ (Hire Main Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

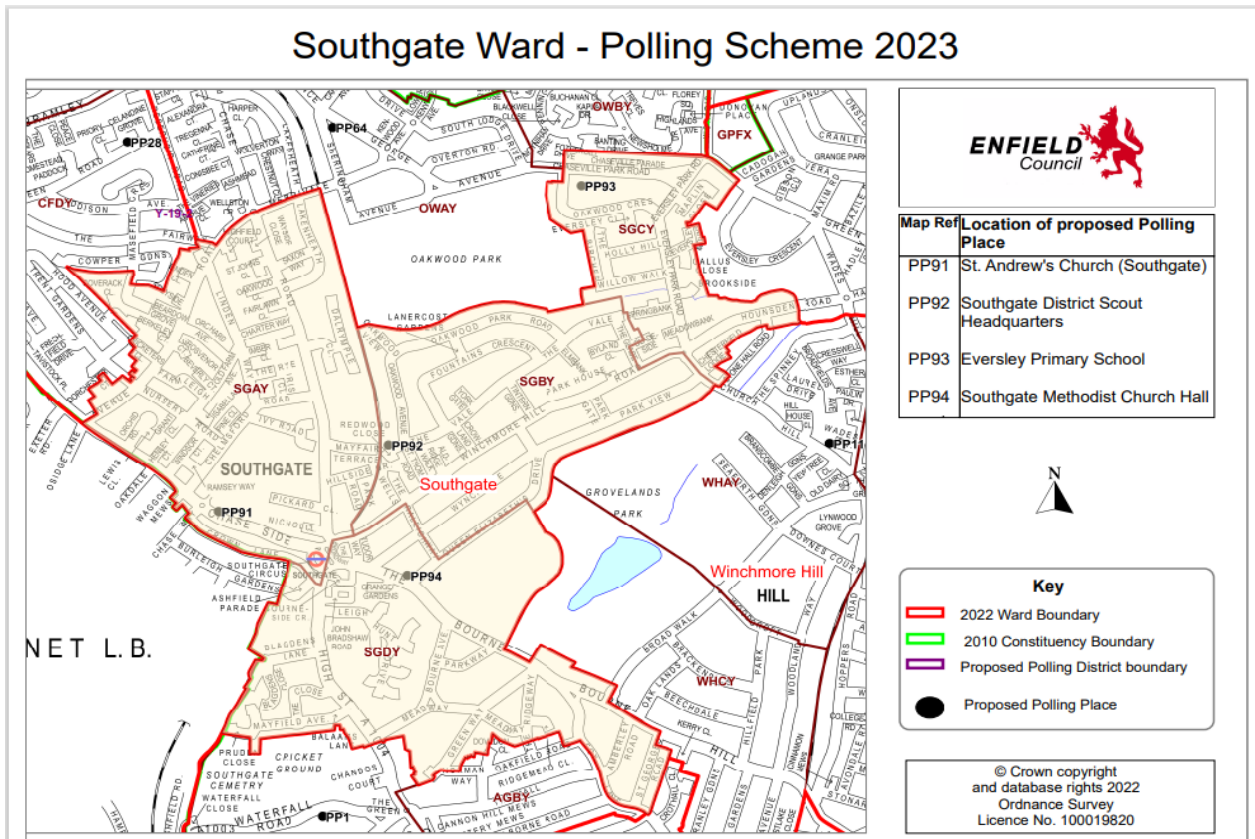
No.	PD	Ward	Polling Station	Commentary
PP89	SBDX	Southbury	John Jackson Library Agricola Place Bush Hill Park Enfield Middlesex EN1 1DW (Hire Main Library)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP90	SBEX SBFZ	Southbury	Aley Croft Community Hall Aley Croft Enfield Middlesex EN1 1XS (Hire Main Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

SOUTHGATE WARD



No.	PD	Ward	Polling Station	Commentary
PP91	SGAY	Southgate	St. Andrew's Church (Southgate) Chase Side Southgate London N14 5PP (Hire Main Church)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

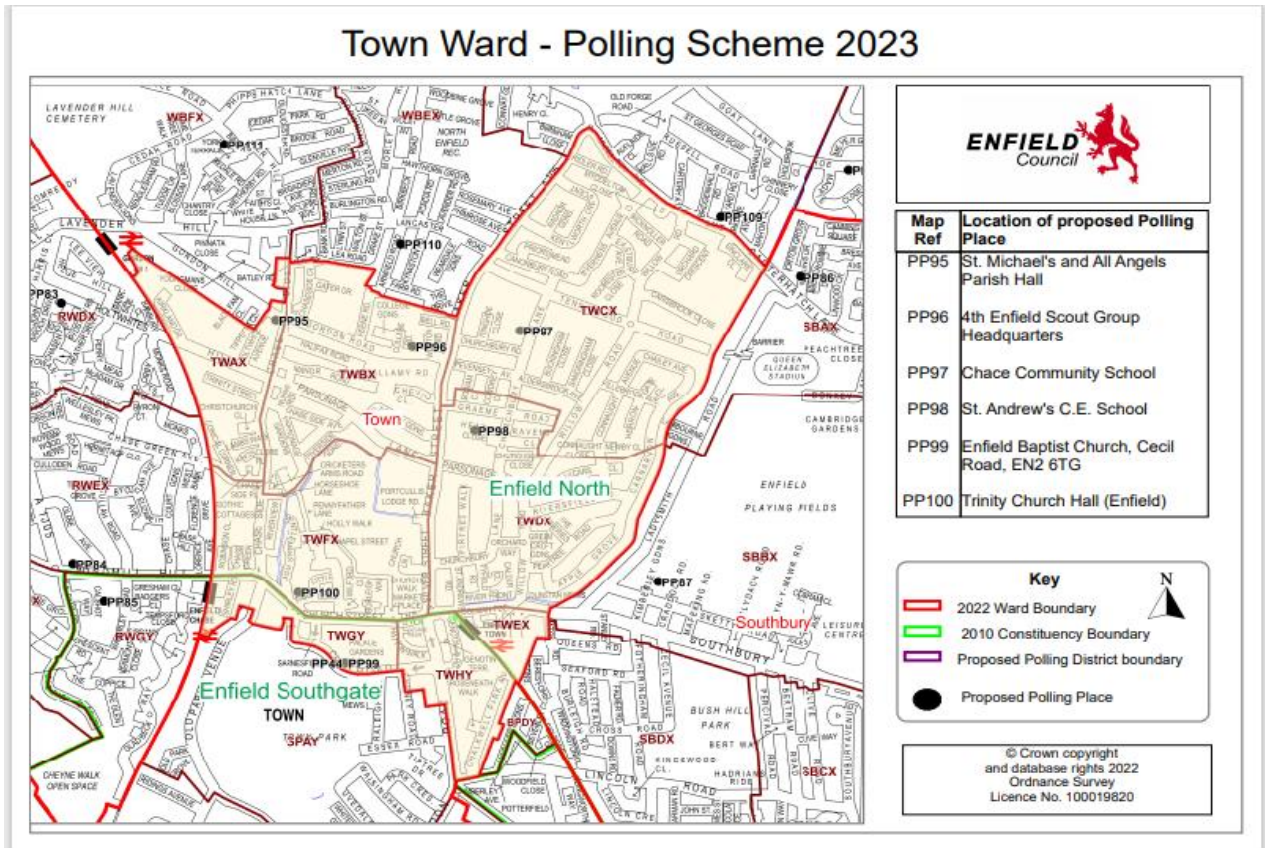
No.	PD	Ward	Polling Station	Commentary
PP92	SGBY	Southgate	Southgate District Scout Headquarters Redwood Close Southgate London N14 6HW (Hire Main Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP93	SGCY	Southgate	Eversley Primary School Chaseville Park Road Winchmore Hill London N21 1PD (Hire Infant Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP94	SGDY	Southgate	Southgate Methodist Church Hall 45 The Bourne Southgate London N14 6RS (Hire Welcome Area)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

ENFIELD TOWN WARD



No.	PD	Ward	Polling Station	Commentary
PP95	TWAX	Town	St. Michael's and All Angels Parish Hall Celebration Hall Gordon Hill Enfield Middlesex EN2 0QP (Hire Celebration Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP96	TW BX	Town	4th Enfield Scout Group Headquarters Gordon Road Enfield Middlesex EN2 0QA (Hire Main Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP97	TW CX	Town	Chace Community School Churchbury Lane Enfield Middlesex EN1 3HQ (Hire School Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP98	TW DX	Town	St. Andrew's C.E School 116 Churchbury Lane Enfield Middlesex EN1 3UL (Hire School Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

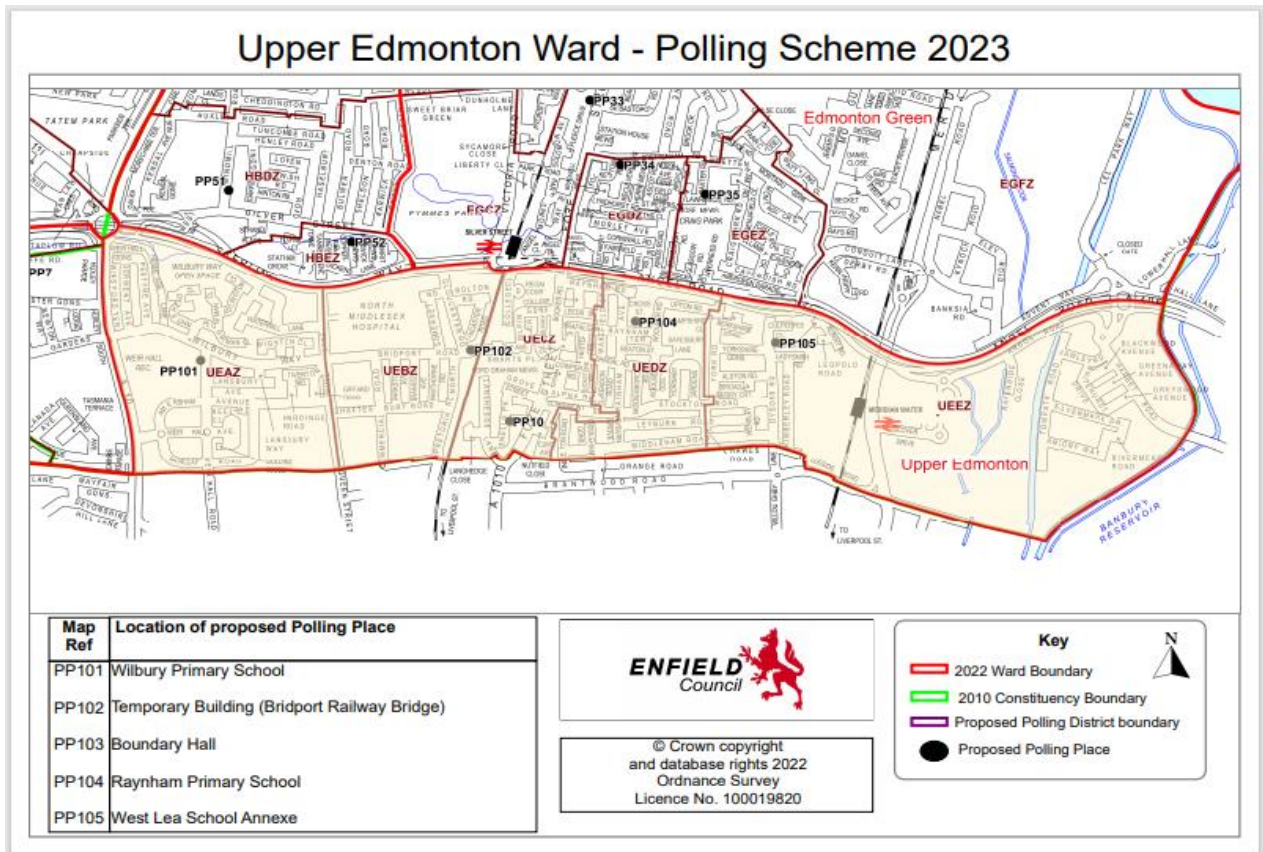
APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP99	TWEX TWHY	Town	<p>New Polling Place Enfield Baptist Church Cecil Road EN2 6TG (Hiring Lounge and extension Lounge 2 x separate rooms)</p> <p>Previous Polling Place Our Lady of Mount Carmel and St. George R.C. Church Mount Carmel Parish Centre 45 London Road Enfield EN2 6DS (Hire Main Hall)</p>	<p>The previous polling place Our Lady of Mount will be undergoing refurbishments during the election next elections in May 2024 and therefore will be unavailable. We have identified a new venue within walking distance. The risk assessment reported additional signage needed to direct electors.</p> <p>Number of Polling Stations the hire area could accommodate: 2</p>
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP100	TWFX TWGY	Town	<p>Trinity Church Hall (Enfield) Entrance via Little Park Gardens Enfield EN2 6AN</p> <p>(Hire Small Hall)</p>	<p>No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues</p> <p>Number of Polling Stations the hire area could accommodate: 1</p>
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

UPPER EDMONTON WARD



No.	PD	Ward	Polling Station	Commentary
PP101	UEAZ	Upper Edmonton	Wilbury Primary School Wilbury Way Edmonton London N18 1DE (Hire Dining Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP102	UEBZ	Upper Edmonton	Temporary Building (Bridport Railway Bridge) Bridport Road N18 1HJ	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP103	UECZ	Upper Edmonton	Boundary Hall 7 Snell's Park London N18 2SY (Hire Large Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

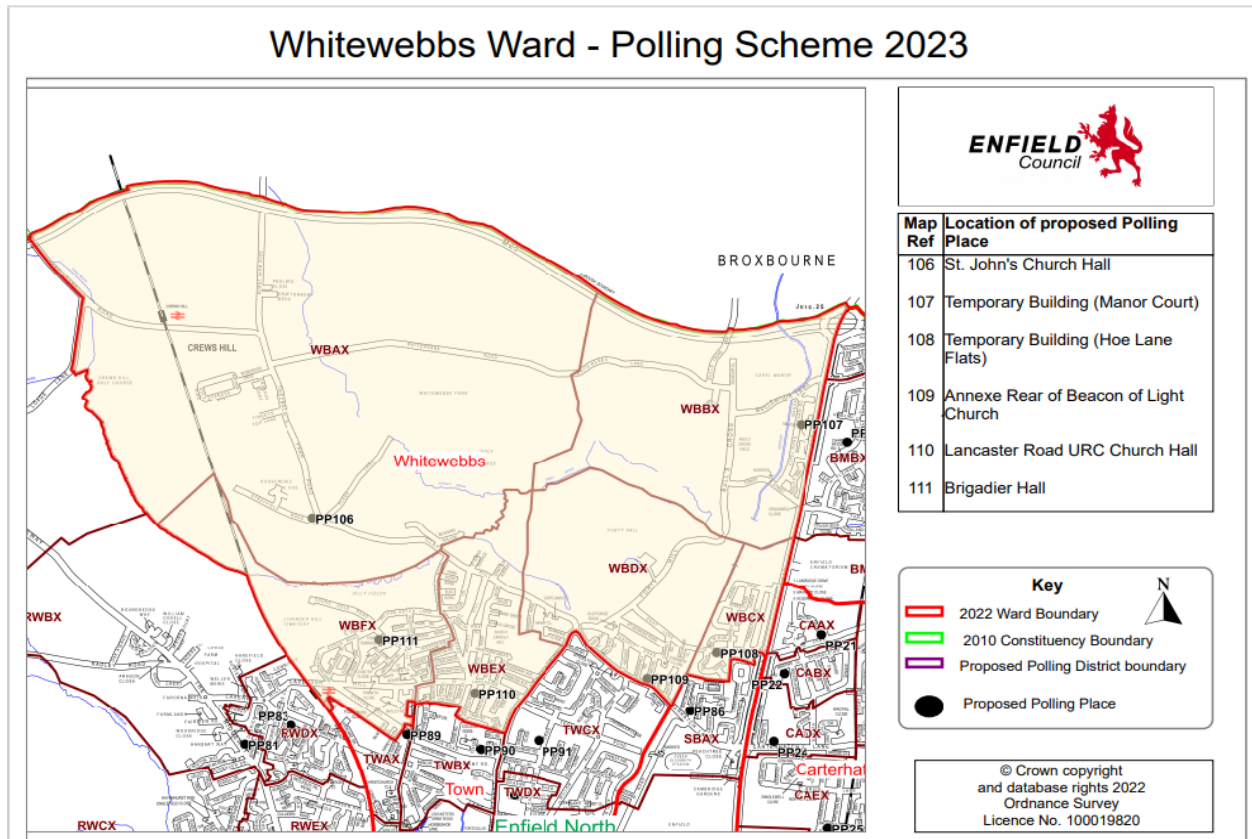
No.	PD	Ward	Polling Station	Commentary
PP104	UEDZ	Upper Edmonton	Raynham Primary School Raynham Avenue Edmonton London N18 2JQ (Hire Dining Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP105	UEEZ	Upper Edmonton	West Lea School Annexe St John's Church Hall 174 Dysons Road London N18 2DS (Hire Main Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

WHITEWEBBS WARD



No.	PD	Ward	Polling Station	Commentary
PP106	WBAX	Whitewebbs	St John's Church Hall Strayfield Road Clay Hill Enfield Middlesex EN2 9JF (Hire Main Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP107	WBBX	Whitewebbs	Temporary Building (Manor Court) Manor Court Enfield EN1 4SL	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP108	WBCX	Whitewebbs	Temporary Building (Hoe Lane Flats) Car Park 314-336 Hoe Lane EN1 4JW	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP109	WBDX	Whitewebbs	Annexe Rear of Beacon of Light Church Layard Road Enfield EN1 4JW (Hire Main Room)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

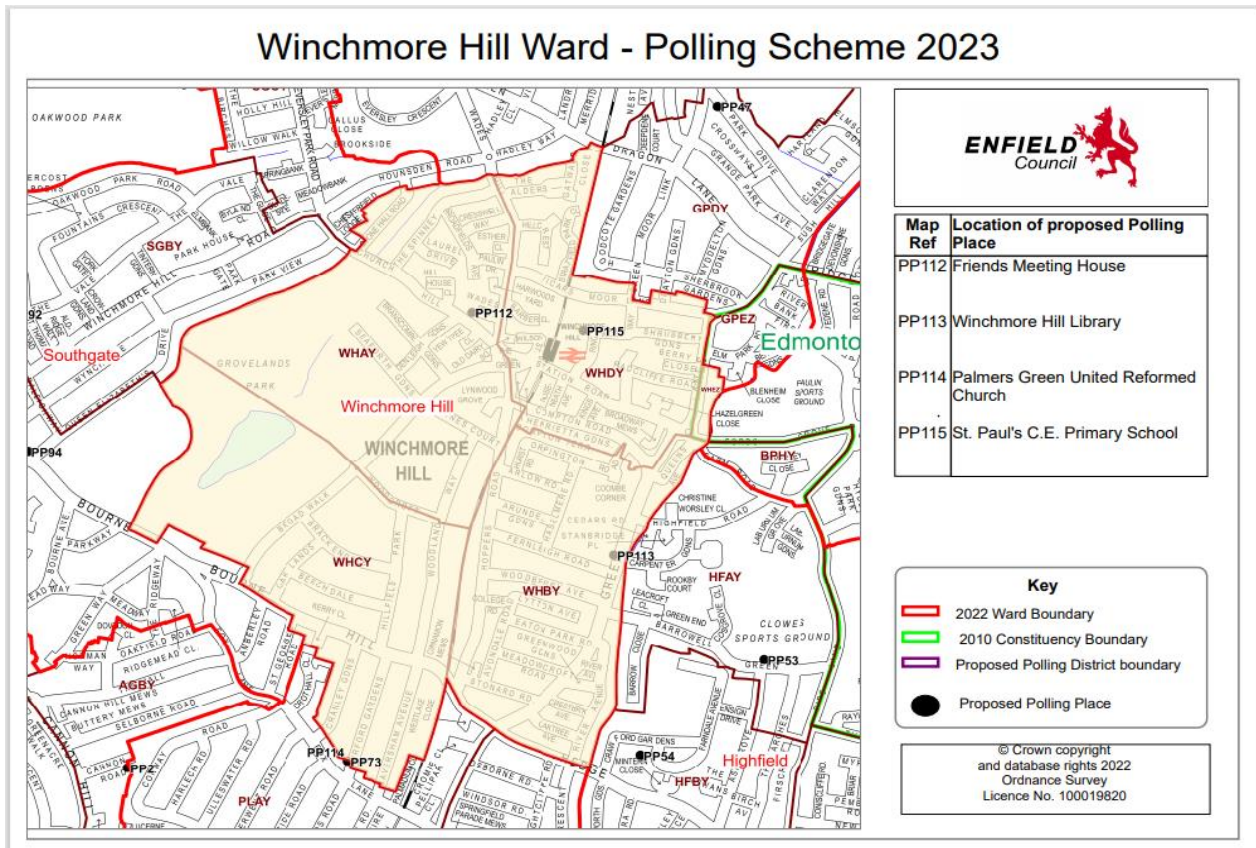
APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP110	WBEX	Whitewebbs	Lancaster Road URC Church Hall Armfield Road Enfield EN2 0DH (Hire Smaller Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP111	WBFX	Whitewebbs	Brigadier Hall Cedar Road Enfield EN2 0NL (Hire Smaller Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

WINCHMORE HILL WARD



No.	PD	Ward	Polling Station	Commentary
PP112	WHAY	Winchmore Hill	Friends Meeting House 59 Church Hill Winchmore Hill N21 1LE (Hire Large Meeting Room)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	PD	Ward	Polling Station	Commentary
PP113	WHBY	Winchmore Hill	Winchmore Hill Library Green Lanes Winchmore Hill London N21 3AP (Hire Main Library)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP114	WHCY	Winchmore Hill	Palmers Green United Reformed Church Entrance via Burford Gardens Palmers Green London N13 4AL (Hire Burford Hall)	May 2022 Election Feedback – Complaints about distance of new Polling Station. The risk assessment reported need of additional signage to direct electors to Burford Hall Entrance. Number of Polling Stations the hire area could accommodate: 2
RO's Comment			Recommendation is to use existing Polling Station	

No.	PD	Ward	Polling Station	Commentary
PP115	WHDY WHEZ	Winchmore Hill	St Paul's C.E. Primary School Ringwood Way Winchmore Hill London N21 2RA (Hire Entrance Hall)	No issues reported from the use at the 2022 May Elections. The risk assessment reported no issues Number of Polling Stations the hire area could accommodate: 1
RO's Comment			Recommendation is to use existing Polling Station	

APPENDIX A – Polling Districts and Polling Places Recommendation Report

No.	Current PD	Ward	Current Constituency	NEW Constituency	Polling Place	In Person
PS1	AGAY	Arnos Grove	ES	SW	Christ Church Southgate, The Green, Arnos Grove	1508
PS2	AGBY	Arnos Grove	ES	SW	St. Monica's Scout and Guide Headquarters, Cannon Road	833
PS3	AGCY	Arnos Grove	ES	SW	Temporary Building (Broomfield Park), Broomfield Park, Palmers Green	1265
PS4	AGDY	Arnos Grove	ES	SW	Our Lady of Lourdes Church, 373 Bowes Road, Arnos Grove	788
PS5	BAAY	Bowes	ES	SW	Trinity At Bowes Methodist Church Hall, Palmerston Road	917
PS6	BABY	Bowes	ES	SW	Tottenham Infants School, Tottenham Road	1313
PS7	BABY	Bowes	ES	SW	Tottenham Infants School, Tottenham Road	1268
PS8	BACY,BADY,BAEZ	Bowes	ES	SW	Wilkinson Hall, 24th Edmonton Scout Group, Tile Kiln Lane	1876
PS9	BDAX	Brimmsdown	EN	EN	St. Helier Hall, 12 Eastfield Road	1492
PS10	BDBX	Brimmsdown	EN	EN	St. Barnabas Hall, 165 Addison Road	2139
PS11	BDCX	Brimmsdown	EN	EN	Enfield Highway Community Centre, 117 Hertford Road	1184
PS12	BDDX	Brimmsdown	EN	EN	Brimmsdown Primary School, Green Street	2781
PS13	BDDX	Brimmsdown	EN	EN	Brimmsdown Primary School, Green Street	?
PS14	BDEX,BDFZ	Brimmsdown	EN	EN	28th Enfield Scout Hut, Alma Road	1463
PS15	BMAX	Bullsmoor	EN	EN	Temporary Building (Lea Valley Academy), Bullsmoor Lane, Enfield	1308
PS16	BMBX	Bullsmoor	EN	EN	Kempe Hall, 46 Kempe Road	1674
PS17	BMCX	Bullsmoor	EN	EN	St. George's Church, 706 Hertford Road	1385
PS18	BMDX	Bullsmoor	EN	EN	Ordnance Unity Centre Library, 645 Hertford Road	1315
PS19	BPAY	Bush Hill Park	ES	EW	St. Stephen's Hall, Park Avenue	630
PS20	BPBZ	Bush Hill Park	ED	EW	Bush Hill Park Methodist Church Hall, Wellington Road	2358
PS21	BPBZ	Bush Hill Park	ED	EW	Bush Hill Park Methodist Church Hall, Wellington Road	?

APPENDIX A – Polling Districts and Polling Places Recommendation Report

PS22	BPCZ,BPDY,BPEY	Bush Hill Park	ES	EW	Bush Hill Park Bowls, Tennis and Social Club, Abbey Road	1326
PS23	BPFZ	Bush Hill Park	ED	EW	Ridge Avenue Library, Ridge Avenue	2009
PS24	BPGY,BPHY	Bush Hill Park	ES	EW	Ridge Avenue Library, Ridge Avenue	770
PS25	CAAX	Carterhatch	EN	EN	Temporary Building (Hoe Lane Open Space), Hoe Lane Open Space	434
PS26	CABX	Carterhatch	EN	EN	Boleyn Hall, St Martin`s Close	679
PS27	CACX	Carterhatch	EN	EN	The Dharma Centre, 442-446 Hertford Road	1626
PS28	CADX	Carterhatch	EN	EN	Carterhatch Infant School, Carterhatch Lane	598
PS29	CAEX	Carterhatch	EN	EN	Temporary Building (Broadfield Square), Broadfield Square	1365
PS30	CAFX,CAGZ	Carterhatch	EN	EN	Ponders End Methodist Church, Wesley Hall, 378 High Street	925
PS31	CFAY	Cockfosters	ES	SW	St. Paul`s Church, Camlet Way	1550
PS32	CFBY	Cockfosters	ES	SW	Southgate Compton Cricket Club, Chalk Lane	415
PS33	CFCY	Cockfosters	ES	SW	Freston Hall, Freston Gardens	1599
PS34	CFDY	Cockfosters	ES	SW	14th Southgate Scout Headquarters, Green Road	1678
PS35	EGAZ	Edmonton Green	ED	EW	Memorial Hall, Maldon Road	2258
PS36	EGAZ	Edmonton Green	ED	EW	Memorial Hall, Maldon Road	?
PS37	EGBZ	Edmonton Green	ED	EW	Green Towers Community Centre, Plevna Road	731
PS38	EGCZ	Edmonton Green	ED	EW	Faith House (Edmonton United Reformed Church), 313-319 Fore Street	2052
PS39	EGDZ	Edmonton Green	ED	EW	Brettenham School Nursery, Brettenham Road	1074
PS40	EGEZ	Edmonton Green	ED	EW	Unity Hub @ Craig Park, Lawrence Road	1534
PS41	EGFZ	Edmonton Green	ED	EW	Edmonton Eagles Amateur Boxing Club, Heart of Edmonton Centre, Montagu Recreation Ground	622
PS42	ELAX	Enfield Lock	EN	EN	Temporary Building (Park Road Flats), Park Road	1310
PS43	ELBX	Enfield Lock	EN	EN	Totteridge Road Baptist Church Hall, Totteridge	737

APPENDIX A – Polling Districts and Polling Places Recommendation Report

					Road Baptist Church, 45a Totteridge Road	
PS44	ELCX	Enfield Lock	EN	EN	Ordnance Unity Centre Library, 645 Hertford Road	1077
PS45	ELDX	Enfield Lock	EN	EN	St. Peter and St. Paul Church Hall, 177 Ordnance Road	1560
PS46	ELEX	Enfield Lock	EN	EN	Prince of Wales School, Salisbury Road	2146
PS47	ELEX	Enfield Lock	EN	EN	Temporary Building (Wetland)	
PS48	ELFX	Enfield Lock	EN	EN	Enfield Island Community Centre, 40- 42 Island Centre Way	1871
PS49	GPAY	Grange Park	ES	EW	Enfield Baptist Church, Cecil Road, Enfield, EN2 6TG	1068
PS50	GPBY	Grange Park	ES	EW	St. Stephen`s Hall, Park Avenue	338
PS51	GPCY	Grange Park	ES	EW	St. Peter`s Church Hall (Winchmore Hill), Langham Gardens	1789
PS52	GPDY,GPEZ	Grange Park	ED/ES	EW	Grange Park Methodist Church Hall, Orchard Hall, Park Drive	1526
PS53	HBAZ	Haselbury	ED	EW	Churchfield Primary School, Latymer Road	2293
PS54	HBAZ	Haselbury	ED	EW	Churchfield Primary School, Latymer Road	348
PS55	HBBZ	Haselbury	ED	EW	Temporary Building (Latymer School), Located at Front of School, Haselbury Road	1865
PS56	HBCZ	Haselbury	ED	EW	Hazelbury Primary School, Haselbury Road, Edmonton	1531
PS57	HBDZ	Haselbury	ED	EW	St. Aldhelm`s Church Hall, 4 Windmill Road	2258
PS58	HBDZ	Haselbury	ED	EW	St. Aldhelm`s Church Hall, 4 Windmill Road	?
PS59	HBEZ	Haselbury	ED	EW	Klinger Community Hall, 40/41 Copperfield Mews	586
PS60	HFAY	Highfield	ES	EW	Northampton Exiles Cricket Club, Clowes Sports Ground, Barrowell Green	974
PS61	HFBY	Highfield	ES	EW	The Broomfield Club, 85A Hedge Lane	1300
PS62	HFCY	Highfield	ES	EW	Mayfield Athletic Club, Rear No1 Kenmare Gardens	1556
PS63	HFDY,HFEZ	Highfield	ED/ES	EW	Firs Farm School, Rayleigh Road, Palmers Green	1271
PS64	JBAZ	Jubilee	ED	EW	Temporary Building (Lee Road Open Space), Lee Road	673

APPENDIX A – Polling Districts and Polling Places Recommendation Report

PS65	JBBZ	Jubilee	ED	EW	St. Alphege Church Hall, Rossdale Drive	2361
PS66	JBBZ	Jubilee	ED	EW	St. Alphege Church Hall, Rossdale Drive	525
PS67	JBCZ	Jubilee	ED	EW	Tramway Christian Fellowship, 7-9 Tramway Avenue	1330
PS68	JBDZ	Jubilee	ED	EW	Houndsfield Primary School, Ripon Road	1216
PS69	JBEZ	Jubilee	ED	EW	Mottingham Hall, Mottingham Road	1849
PS70	LEAZ	Lower Edmonton	ED	EW	St. Edmund's Church Hall, Croyland Road	2393
PS71	LEAZ	Lower Edmonton	ED	EW	St. Edmund's Church Hall, Croyland Road	93
PS72	LEBZ	Lower Edmonton	ED	EW	St. Peter's Church Hall (Edmonton), Bounces Road	1347
PS73	LEBZ	Lower Edmonton	ED	EW	St. Peter's Church Hall (Edmonton), Bounces Road	1587
PS74	LECZ	Lower Edmonton	ED	EW	Westbourne Hall, Westbourne Place	1784
PS75	LEDZ	Lower Edmonton	ED	EW	Temporary Building (Montagu Road), Montagu Road, Adjacent to Chad Crescent	1146
PS76	NSAY	New Southgate	ES	SW	St. Paul's Parish Hall (New Southgate), High Road	1605
PS77	NSBY	New Southgate	ES	SW	Bowes Road Library, Ground Floor Meeting Room, Bowes Road	437
PS78	NSCY	New Southgate	ES	SW	Bounds Green Bowls & Tennis Club, 20 Goring Road	2583
PS79	NSCY	New Southgate	ES	SW	Bounds Green Bowls & Tennis Club, 20 Goring Road	308
PS80	NSDY	New Southgate	ES	SW	Trinity At Bowes Methodist Church Hall, Palmerston Road	649
PS81	OWAY	Oakwood	ES	SW	St. Thomas' Church (Oakwood), Prince George Avenue	1954
PS82	OWBY	Oakwood	ES	SW	Highlands Village Hall, 5 Florey Square, Highlands Village	1043
PS83	OWCX	Oakwood	ES	SW	Temporary Building (Lonsdale Drive), Playground Opposite Lindal Crescent, Lonsdale Drive	1558
PS84	PLAY	Palmers Green	ES	SW	Palmers Green United Reformed Church, Entrance via Burford Gardens	2314
PS85	PLBY	Palmers Green	ES	SW	Hazelwood Schools, Hazelwood Lane	2019

APPENDIX A – Polling Districts and Polling Places Recommendation Report

PS86	PLCY	Palmers Green	ES	SW	Palmers Green Library, Broomfield Lane	1227
PS87	PNAZ	Ponders End	ED	EN	The Royal British Legion, 114 Nags Head Road	1478
PS88	PNBZ	Ponders End	ED	EN	Ponders End Youth Centre, 141 South Street	836
PS89	PNCZ	Ponders End	ED	EN	Ponders End Working Mens Club, 46 South Street	2148
PS90	PNDZ,PNEX	Ponders End	EN/ED	EN	The Qube, (Eagle House Car Park), High Street	1451
PS91	RWAX	Ridgeway	EN	EN	Botany Bay Cricket Club, East Lodge Lane	81
PS92	RWBX	Ridgeway	EN	EN	Enfield Lawn Tennis Club, The Ridgeway	1192
PS93	RWCX	Ridgeway	EN	EN	The Jolly Farmers Public House, 2 Enfield Road	1432
PS94	RWDX	Ridgeway	EN	EN	Our Lady of Walsingham Church, Church Foyer, John Gooch Drive	1338
PS95	RWEX	Ridgeway	EN	EN	St. Mary Magdalene Church Hall, 97 Windmill Hill	1507
PS96	RWFX,RWGY	Ridgeway	ES	EN	The Formont Centre, Waverley Road	1264
PS97	SBAX	Southbury	EN	EN	Temporary Building (Enfield Playing Fields Car Park), Donkey Lane, EN1 3PL	1366
PS98	SBBX	Southbury	EN	EN	Ellenborough Table Tennis Club, Craddock Road	1027
PS99	SBCX	Southbury	EN	EN	Wheatsheaf Hall, Main Avenue	1276
PS100	SBDX	Southbury	EN	EN	John Jackson Library, Agricola Place	1934
PS101	SBEX,SBFZ	Southbury	ED/EN	EN	Ayley Croft Community Hall, Ayley Croft	2354
PS102	SBEX,SBFZ	Southbury	ED/EN	EN	Ayley Croft Community Hall, Ayley Croft	?
PS103	SGAY	Southgate	ES	SW	St. Andrew's Church (Southgate), Chase Side	2547
PS104	SGAY	Southgate	ES	SW	St. Andrew's Church (Southgate), Chase Side	273
PS105	SGBY	Southgate	ES	SW	Southgate District Scout Headquarters, Redwood Close	1792
PS106	SGCY	Southgate	ES	SW	Eversley Primary School, Chaseville Park Road	909
PS107	SGDY	Southgate	ES	SW	Southgate Methodist Church Hall, 45 The Bourne	1928
PS108	TWAX	Town	EN	EN	St. Michael's and All Angels Parish Hall, Celebration Hall, Gordon Hill	568

APPENDIX A – Polling Districts and Polling Places Recommendation Report

PS109	TWBX	Town	EN	EN	4th Enfield Scout Group Headquarters, Gordon Road	1498
PS110	TWCX	Town	EN	EN	Chace Community School, Churchbury Lane	1405
PS111	TWCX	Town	EN	EN	Chace Community School, Churchbury Lane	1238
PS112	TWDX	Town	EN	EN	St. Andrew`s C.E. School, 116 Churchbury Lane	1400
PS113	TWEX,TWHY	Town	ES/EN	EN	Enfield Baptish Church, Cecil Road, Enfield, EN2 6TG	449
PS114	TWFX,TWGY	Town	ES	EN	Trinity Church Hall (Enfield), Entrance via Little Park Gardens	427
PS115	UEAZ	Upper Edmonton	ED	EW	Wilbury Primary School, Wilbury Way	1572
PS116	UEAZ	Upper Edmonton	ED	EW	Wilbury Primary School, Wilbury Way	1015
PS117	UEBZ	Upper Edmonton	ED	EW	Temporary Building (Bridport Road Railway Bridge), Bridport Road	833
PS118	UECZ	Upper Edmonton	ED	EW	Boundary Hall, 7 Snell`s Park	1602
PS119	UEDZ	Upper Edmonton	ED	EW	Raynham Primary School, Raynham Avenue	1469
PS120	UEEZ	Upper Edmonton	ED	EW	West Lea School Annexe, St John`s Church Hall, 174 Dysons Road	1206
PS121	WBAX	Whitewebbs	EN	EN	St. John`s Church Hall, Strayfield Road, Clay Hill	391
PS122	WBBX	Whitewebbs	EN	EN	Temporary Building (Manor Court), Manor Court	470
PS123	WBCX	Whitewebbs	EN	EN	Temporary Building (Hoe Lane Flats), Car park, 314-336 Hoe Lane	1006
PS124	WBDX	Whitewebbs	EN	EN	Annexe Rear of Beacon of Light Church, Layard Road	1346
PS125	WBEX	Whitewebbs	EN	EN	Lancaster Road URC Church Hall, Armfield Road	2226
PS126	WBFX	Whitewebbs	EN	EN	Brigadier Hall, Cedar Road	1987
PS127	WHAY	Winchmore Hill	ES	EW	Friends Meeting House, 59 Church Hill	857
PS128	WHBY	Winchmore Hill	ES	EW	Winchmore Hill Library, Green Lanes, Winchmore Hill	2059
PS129	WHCY	Winchmore Hill	ES	EW	Palmers Green United Reformed Church, Entrance via Burford Gardens	1224

APPENDIX A – Polling Districts and Polling Places Recommendation Report

PS130	WHDY,WHEZ	Winchmore Hill	ES/ED	EW	St. Paul's C.E. Primary School, Ringwood Way	1356
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General Information	
115	Polling Places
130	Polling Stations <i>(This will be subject to change depending on the electorate levels at the time of the election)</i>
16	Double Stations
14	Temporary Buildings
25	Schools
6	Schools Open
19	Schools Closed
4	Polling Station located within the Church Auditorium

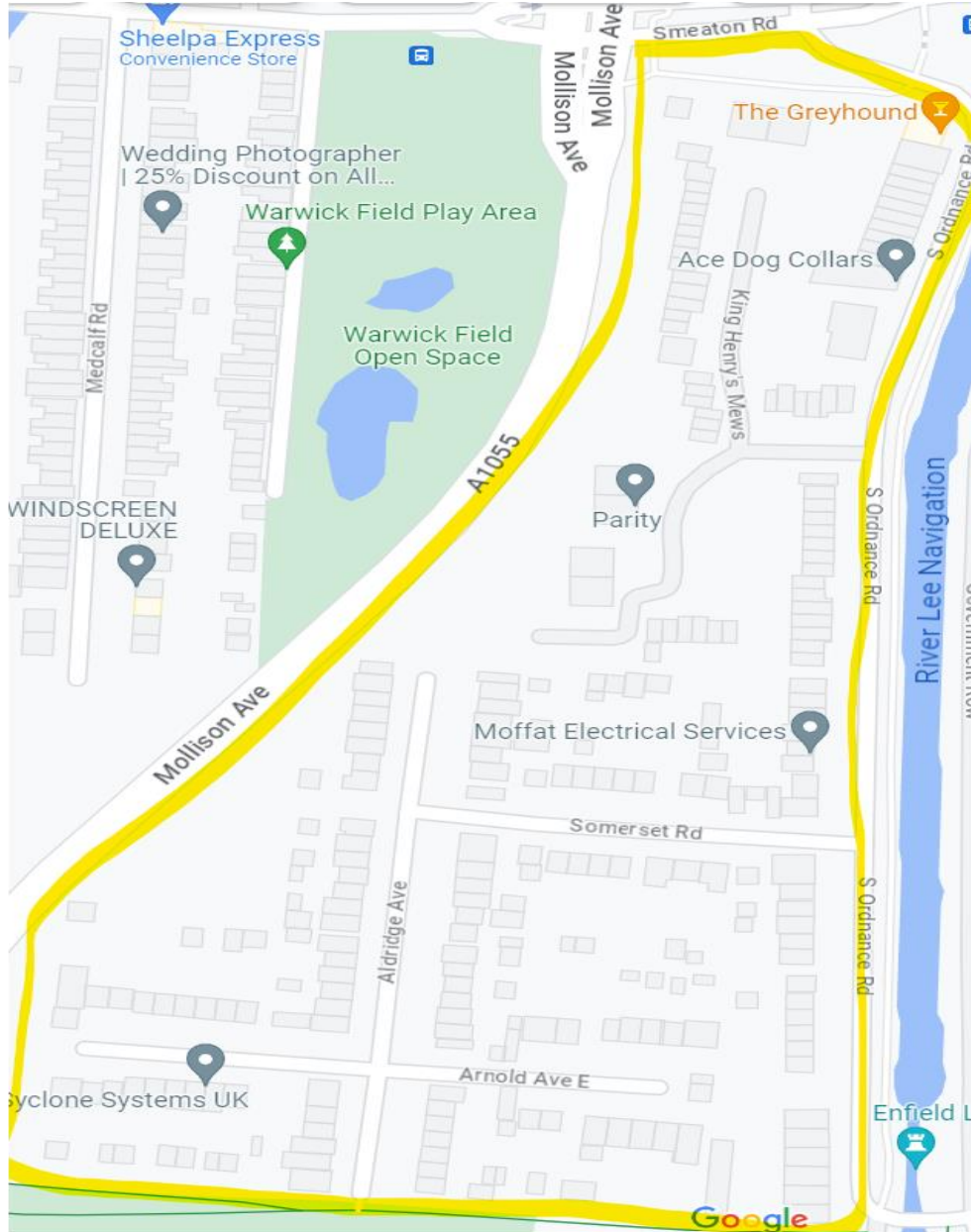
New Constituency		
SW	PD Code (Y)	Southgate and Woodgreen
EN	PD Code (X)	Enfield North
EW	PD Code (Z)	Edmonton and Winchmore Hill

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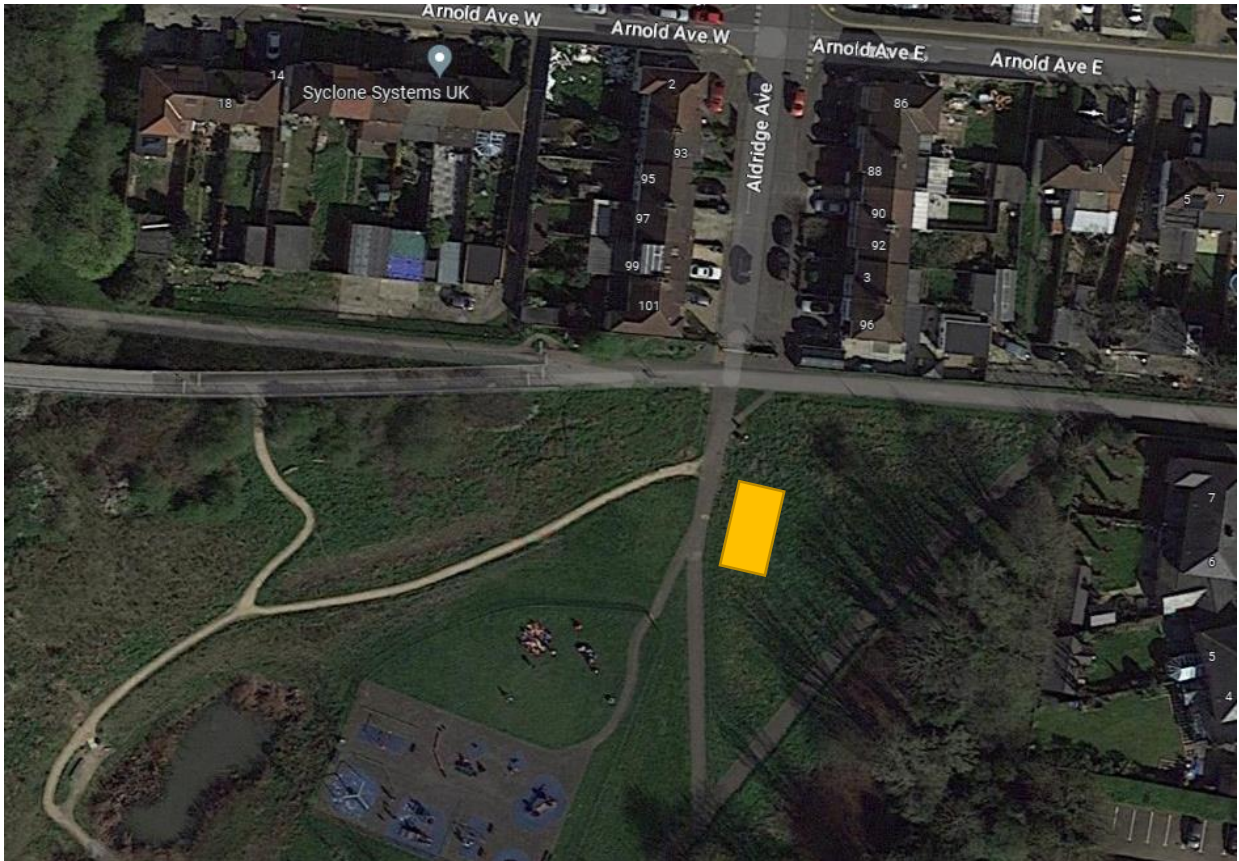
APPENDIX B – ENFIELD LOCK WARD

PD ELEX – ADD AN ADDITIONAL POLLING STATION ON WETLANDS – SMALL PORTACABIN 0-1250 ELECTORS (1 x PO and 2 x Poll Clerks)

- Serves these residents on the other side of Mollison Avenue.
- Walking distance
- Reduces the pressure on polling station PP41
- Residents need not cross over Mollison Avenue high road



APPENDIX B – ENFIELD LOCK WARD



Additional facilities

- Extra lighting
- Extra Signage
- 1 x Security Guard for safety at night

Create PS PD

ELEX PP41– Prince of Wales School – 1194 Electors approx

ELEX PP42 – Portacabin – 950 Electors approx

(A)RO Proposed Polling Stations - Appendix C

No.	Current PD	Ward	Current Constituency	NEW Constituency	Polling Place	Postal 2022 figures	Proxy 2022 figures	In Person 2022 figures	School Closed	LBE 22 Turnout %	No of Stations (Parli)	Churches
PS1	AGAY	Arnos Grove	ES	SW	Christ Church Southgate, The Green, Arnos Grove	722	6	1508		42%	1	Yes
PS2	AGBY	Arnos Grove	ES	SW	St. Monica's Scout and Guide Headquarters, Cannon Road	269	3	833		41%	1	
PS3	AGCY	Arnos Grove	ES	SW	Temporary Building (Broomfield Park), Broomfield Park, Palmers Green	524	2	1265		34%	1	
PS4	AGDY	Arnos Grove	ES	SW	Our Lady of Lourdes Church, 373 Bowes Road, Arnos Grove	314	3	788		35%	1	
PS5	BAAY	Bowes	ES	SW	Trinity At Bowes Methodist Church Hall, Palmerston Road	201	2	917		29%	1	Yes
PS6	BABY	Bowes	ES	SW	Tottenham Infants School, Tottenham Road	455	0	1313	CLOSED	24%	1	
PS7	BABY	Bowes	ES	SW	Tottenham Infants School, Tottenham Road	441	3	1268	CLOSED	25%	1	
PS8	BACY,BADY,BAEZ	Bowes	ES	SW	Wilkinson Hall, 24th Edmonton Scout Group, Tile Kiln Lane	620	2	1876		22%	1	
PS9	BDAX	Brimsdown	EN	EN	St. Helier Hall, 12 Eastfield Road	439	0	1492		24%	1	
PS10	BDBX	Brimsdown	EN	EN	St. Barnabas Hall, 165 Addison Road	624	0	2139		24%	1	
PS11	BDCX	Brimsdown	EN	EN	Enfield Highway Community Centre, 117 Hertford Road	374	0	1184		21%	1	
PS12	BDDX	Brimsdown	EN	EN	Brimsdown Primary School, Green Street	529	0	2781	CLOSED	22%	1	
PS13	BDDX	Brimsdown	EN	EN	Brimsdown Primary School, Green Street	tbc	tbc	tbc			1	
PS14	BDEX,BDFZ	Brimsdown	EN	EN	28th Enfield Scout Hut, Alma Road	430	0	1463		24%	1	
PS15	BMAX	Bullsmoor	EN	EN	Temporary Building (Lea Valley Academy), Bullsmoor Lane, Enfield	502	1	1308	OPEN	21%	1	
PS16	BMBX	Bullsmoor	EN	EN	Kempe Hall, 46 Kempe Road	449	0	1674		22%	1	
PS17	BMCX	Bullsmoor	EN	EN	St. George's Church, 706 Hertford Road	334	0	1385		23%	1	Yes
PS18	BMDX	Bullsmoor	EN	EN	Ordinance Unity Centre Library, 645 Hertford Road	467	1	1315		22%	1	
PS19	BPAY	Bush Hill Park	ES	EW	St. Stephen's Hall, Park Avenue	209	2	630		33%	1	
PS20	BPBZ	Bush Hill Park	ED	EW	Bush Hill Park Methodist Church Hall, Wellington Road	847	2	2358		33%	1	Yes
PS21	BPBZ	Bush Hill Park	ED	EW	Bush Hill Park Methodist Church Hall, Wellington Road	tbc	tbc	tbc			1	
PS22	BPCZ,BPDY,BPEY	Bush Hill Park	ES	EW	Bush Hill Park Bowls, Tennis and Social Club, Abbey Road	478	1	1326		32%	1	
PS23	BPFZ	Bush Hill Park	ED	EW	Ridge Avenue Library, Ridge Avenue	805	0	2009		31%	1	
PS24	BPGY,BPHY	Bush Hill Park	ES	EW	Ridge Avenue Library, Ridge Avenue	207	1	770		33%	1	
PS25	CAAX	Carterhatch	EN	EN	Temporary Building (Hoe Lane Open Space), Hoe Lane Open Space	137	0	434		24%	1	
PS26	CABX	Carterhatch	EN	EN	Boleyn Hall, St Martin's Close	259	0	679		20%	1	
PS27	CACX	Carterhatch	EN	EN	The Dharma Centre, 442-446 Hertford Road	495	0	1626		23%	1	
PS28	CADX	Carterhatch	EN	EN	Carterhatch Infant School, Carterhatch Lane	174	0	598	CLOSED	24%	1	
PS29	CAEX	Carterhatch	EN	EN	Temporary Building (Broadfield Square), Broadfield Square	384	0	1365		22%	1	
PS30	CAFX,CAGZ	Carterhatch	EN	EN	Ponders End Methodist Church, Wesley Hall, 378 High Street	238	0	925		18%	1	Yes
PS31	CFAY	Cockfosters	ES	SW	St. Paul's Church, Camlet Way	660	0	1550		31%	1	Yes
PS32	CFBY	Cockfosters	ES	SW	Southgate Compton Cricket Club, Chalk Lane	236	0	415		30%	1	
PS33	CFCY	Cockfosters	ES	SW	Freston Hall, Freston Gardens	711	0	1599		30%	1	
PS34	CFDY	Cockfosters	ES	SW	14th Southgate Scout Headquarters, Green Road	602	0	1678		23%	1	
PS35	EGAZ	Edmonton Green	ED	EW	Memorial Hall, Maldon Road	634	0	2258		22%	1	
PS36	EGAZ	Edmonton Green	ED	EW	Memorial Hall, Maldon Road	tbc	tbc	tbc			1	
PS37	EGBZ	Edmonton Green	ED	EW	Green Towers Community Centre, Plevna Road	242	1	731		26%	1	
PS38	EGCZ	Edmonton Green	ED	EW	Faith House (Edmonton United Reformed Church), 313-319 Fore Street	505	1	2052		24%	1	Yes

PS39	EGDZ	Edmonton Green	ED	EW	Brettenham School Nursery, Brettenham Road	253	0	1074	OPEN	25%	1	
PS40	EGEZ	Edmonton Green	ED	EW	Unity Hub @ Craig Park, Lawrence Road	354	1	1534		24%	1	
PS41	EGFZ	Edmonton Green	ED	EW	Edmonton Eagles Amateur Boxing Club, Heart of Edmonton Centre, Montagu Recreation Ground	155	0	622		22%	1	
PS42	ELAX	Enfield Lock	EN	EN	Temporary Building (Park Road Flats), Park Road	373	2	1310		27%	1	
PS43	ELBX	Enfield Lock	EN	EN	Totteridge Road Baptist Church Hall, Totteridge Road Baptist Church, 45a Totteridge Road	192	1	737		28%	1	Yes
PS44	ELCX	Enfield Lock	EN	EN	Ordnance Unity Centre Library, 645 Hertford Road	316	0	1077		25%	1	
PS45	ELDX	Enfield Lock	EN	EN	St. Peter and St. Paul Church Hall, 177 Ordnance Road	364	1	1560		25%	1	Yes
PS46	ELEX	Enfield Lock	EN	EN	Prince of Wales School, Salisbury Road	702	1	2146	OPEN	18%	1	
PS47	ELEX	Enfield Lock	EN	EN	Temporary Building (Wetland)	tbc	tbc	tbc			1	
PS48	ELFX	Enfield Lock	EN	EN	Enfield Island Community Centre, 40-42 Island Centre Way	411	0	1871		21%	1	
PS49	GPAY	Grange Park	ES	EW	Enfield Baptist Church, Cecil Road, EN2 6TG	371	3	1068		32%	1	Yes
PS50	GPBY	Grange Park	ES	EW	St. Stephen's Hall, Park Avenue	161	0	338		36%	1	
PS51	GPCY	Grange Park	ES	EW	St. Peter's Church Hall (Winchmore Hill), Langham Gardens	651	3	1789		44%	1	Yes
PS52	GPDY,GPEZ	Grange Park	ED/ES	EW	Grange Park Methodist Church Hall, Orchard Hall, Park Drive	543	1	1526		39%	1	Yes
PS53	HBAZ	Haselbury	ED	EW	Churchfield Primary School, Latymer Road	618	0	2293	CLOSED	23%	1	
PS54	HBAZ	Haselbury	ED	EW	Churchfield Primary School, Latymer Road	126	0	348	CLOSED	18%	1	
PS55	HBBZ	Haselbury	ED	EW	Temporary Building (Latymer School), Located at Front of School, Haselbury Road	474	1	1865	OPEN	22%	1	
PS56	HBCZ	Haselbury	ED	EW	Hazelbury Primary School, Haselbury Road, Edmonton	436	2	1531	CLOSED	21%	1	
PS57	HBDZ	Haselbury	ED	EW	St. Aldhelm's Church Hall, 4 Windmill Road	636	1	2253		23%	1	Yes
PS58	HBDZ	Haselbury	ED	EW	St. Aldhelm's Church Hall, 4 Windmill Road	tbc	tbc	tbc			1	
PS59	HBEZ	Haselbury	ED	EW	Klinger Community Hall, 40/41 Copperfield Mews	130	0	586		25%	1	
PS60	HFAY	Highfield	ES	EW	Northampton Exiles Cricket Club, Clowes Sports Ground, Barrowell Green	339	0	974		26%	1	
PS61	HFBY	Highfield	ES	EW	The Broomfield Club, 85A Hedge Lane	432	5	1300		26%	1	
PS62	HFCY	Highfield	ES	EW	Mayfield Athletic Club, Rear No1 Kenmare Gardens	465	5	1556		26%	1	
PS63	HFDY,HFEZ	Highfield	ED/ES	EW	Firs Farm School, Rayleigh Road, Palmers Green	410	1	1271	CLOSED	26%	1	
PS64	JBAZ	Jubilee	ED	EW	Temporary Building (Lee Road Open Space), Lee Road	189	0	673		35%	1	
PS65	JBBZ	Jubilee	ED	EW	St. Alphege Church Hall, Rossdale Drive	688	1	2361		27%	1	
PS66	JBBZ	Jubilee	ED	EW	St. Alphege Church Hall, Rossdale Drive	192	0	525		14%	1	Yes
PS67	JBCZ	Jubilee	ED	EW	Tramway Christian Fellowship, 7-9 Tramway Avenue	333	1	1330		24%	1	
PS68	JBDZ	Jubilee	ED	EW	Houndsfield Primary School, Ripon Road	397	1	1216	CLOSED	22%	1	
PS69	JBEZ	Jubilee	ED	EW	Mottingham Hall, Mottingham Road	470	0	1849		23%	1	
PS70	LEAZ	Lower Edmonton	ED	EW	St. Edmund's Church Hall, Croyland Road	550	1	2393		22%	1	
PS71	LEAZ	Lower Edmonton	ED	EW	St. Edmund's Church Hall, Croyland Road	31	0	93		11%	1	Yes
PS72	LEBZ	Lower Edmonton	ED	EW	St. Peter's Church Hall (Edmonton), Bounces Road	365	2	1347		21%	1	
PS73	LEBZ	Lower Edmonton	ED	EW	St. Peter's Church Hall (Edmonton), Bounces Road	365	2	1587		23%	1	Yes
PS74	LECZ	Lower Edmonton	ED	EW	Westbourne Hall, Westbourne Place	465	0	1784		24%	1	Yes
PS75	LEDZ	Lower Edmonton	ED	EW	Temporary Building (Montagu Road), Montagu Road, Adjacent to Chad Crescent	257	0	1146		22%	1	
PS76	NSAY	New Southgate	ES	SW	St. Paul's Parish Hall (New Southgate), High Road	503	2	1605		25%	1	
PS77	NSBY	New Southgate	ES	SW	Bowes Road Library, Ground Floor Meeting Room, Bowes Road	191	0	437		37%	1	
PS78	NSCY	New Southgate	ES	SW	Bounds Green Bowls & Tennis Club, 20 Goring Road	946	7	2583	CLOSED	47%	1	
PS79	NSCY	New Southgate	ES	SW	Bounds Green Bowls & Tennis Club, 20 Goring Road	98	1	308	CLOSED	24%	1	
PS80	NSDY	New Southgate	ES	SW	Trinity At Bowes Methodist Church Hall, Palmerston Road	170	1	649		31%	1	Yes
PS81	OWAY	Oakwood	ES	SW	St. Thomas' Church (Oakwood), Prince George Avenue	756	3	1954		31%	1	Yes

PS82	OWBY	Oakwood	ES	SW	Highlands Village Hall, 5 Florey Square, Highlands Village	323	0	1043		29%	1	
PS83	OWCX	Oakwood	ES	SW	Temporary Building (Lonsdale Drive), Playground Opposite Lindal Crescent, Lonsdale Drive	657	0	1558		36%	1	
PS84	PLAY	Palmers Green	ES	SW	Palmers Green United Reformed Church, Entrance via Burford Gardens	750	5	2314		39%	1	Yes
PS85	PLBY	Palmers Green	ES	SW	Hazelwood Schools, Hazelwood Lane	579	5	2019	CLOSED	40%	1	
PS86	PLCY	Palmers Green	ES	SW	Palmers Green Library, Broomfield Lane	355	0	1227		26%	1	
PS87	PNAZ	Ponders End	ED	EN	The Royal British Legion, 114 Nags Head Road	402	0	1478		26%	1	
PS88	PNBZ	Ponders End	ED	EN	Ponders End Youth Centre, 141 South Street	240	0	836		23%	1	
PS89	PNCZ	Ponders End	ED	EN	Ponders End Working Mens Club, 46 South Street	558	0	2148		25%	1	
PS90	PNDZ,PNEX	Ponders End	EN/ED	EN	The Qube, (Eagle House Car Park), High Street	400	0	1451		21%	1	
PS91	RWAX	Ridgeway	EN	EN	Botany Bay Cricket Club, East Lodge Lane	40	0	81		55%	1	
PS92	RWBX	Ridgeway	EN	EN	Enfield Lawn Tennis Club, The Ridgeway	481	4	1192		34%	1	
PS93	RWCX	Ridgeway	EN	EN	The Jolly Farmers Public House, 2 Enfield Road	575	3	1432		40%	1	
PS94	RWDX	Ridgeway	EN	EN	Our Lady of Walsingham Church, Church Foyer, John Gooch Drive	481	1	1338		33%	1	Yes
PS95	RWEX	Ridgeway	EN	EN	St. Mary Magdalene Church Hall, 97 Windmill Hill	593	5	1507		36%	1	Yes
PS96	RWFX,RWGY	Ridgeway	ES	EN	The Formont Centre, Waverley Road	498	4	1264		40%	1	
PS97	SBAX	Southbury	EN	EN	Temporary Building (Enfield Palying Fields Car Park), Donkey Lane, EN1 3PL	469	0	1366		23%	1	
PS98	SBBX	Southbury	EN	EN	Ellenborough Table Tennis Club, Craddock Road	306	0	1027		28%	1	
PS99	SBCX	Southbury	EN	EN	Wheatsheaf Hall, Main Avenue	368	0	1276		29%	1	
PS100	SBDX	Southbury	EN	EN	John Jackson Library, Agricola Place	555	4	1934		31%	1	
PS101	SBEX	Southbury	ED/EN	EN	Ayley Croft Community Hall, Ayley Croft	597	2	2354		25%	1	
PS102	SBFZ	Southbury	ED/EN	EN	Ayley Croft Community Hall, Ayley Croft	tbc	tbc	tbc			1	
PS103	SGAY	Southgate	ES	SW	St. Andrew's Church (Southgate), Chase Side	949	0	2547		36%	1	
PS104	SGAY	Southgate	ES	SW	St. Andrew's Church (Southgate), Chase Side	151	0	273		37%	1	Yes
PS105	SGBY	Southgate	ES	SW	Southgate District Scout Headquarters, Redwood Close	622	4	1792		29%	1	
PS106	SGCY	Southgate	ES	SW	Eversley Primary School, Chaseville Park Road	404	0	909	CLOSED	25%	1	
PS107	SGDY	Southgate	ES	SW	Southgate Methodist Church Hall, 45 The Bourne	787	2	1928		45%	1	Yes
PS108	TWAX	Town	EN	EN	St. Michael's and All Angels Parish Hall, Celebration Hall, Gordon Hill	154	0	568		38%	1	Yes
PS109	TWBX	Town	EN	EN	4th Enfield Scout Group Headquarters, Gordon Road	481	3	1498		38%	1	
PS110	TWCX	Town	EN	EN	Chace Community School, Churchbury Lane	583	1	1405	OPEN	35%	1	
PS111	TWCX	Town	EN	EN	Chace Community School, Churchbury Lane	468	2	1238	OPEN	34%	1	
PS112	TWDX	Town	EN	EN	St. Andrew's C.E. School, 116 Churchbury Lane	563	1	1400	CLOSED	35%	1	
PS113	TWEX,TWHY	Town	ES/EN	EN	Enfield Baptist Church, Cecil Road, EN2 6TG	163	0	449		19%	1	Yes
PS114	TWFX,TWGY	Town	ES	EN	Trinity Church Hall (Enfield), Entrance via Little Park Gardens	177	0	427		42%	1	Yes
PS115	UEAZ	Upper Edmonton	ED	EW	Wilbury Primary School, Wilbury Way	353	1	1572	CLOSED	22%	1	
PS116	UEAZ	Upper Edmonton	ED	EW	Wilbury Primary School, Wilbury Way	262	0	1015	CLOSED	21%	1	
PS117	UEBZ	Upper Edmonton	ED	EW	Temporary Building (Bridport Road Railway Bridge), Bridport Road	231	0	833		30%	1	
PS118	UECZ	Upper Edmonton	ED	EW	Boundary Hall, 7 Snell's Park	407	0	1602		23%	1	
PS119	UEDZ	Upper Edmonton	ED	EW	Raynham Primary School, Raynham Avenue	422	1	1469	CLOSED	26%	1	
PS120	UEEZ	Upper Edmonton	ED	EW	West Lea School Annexe, St John's Church Hall, 174 Dysons Road	233	0	1206	CLOSED	21%	1	Yes
PS121	WBAX	Whitewebbs	EN	EN	St. John's Church Hall, Strayfield Road, Clay Hill	169	1	391		44%	1	Yes
PS122	WBBX	Whitewebbs	EN	EN	Temporary Building (Manor Court), Manor Court	135	0	470		29%	1	
PS123	WBCX	Whitewebbs	EN	EN	Temporary Building (Hoe Lane Flats), Car park, 314-336 Hoe Lane	323	1	1006		25%	1	
PS124	WBDX	Whitewebbs	EN	EN	Annexe Rear of Beacon of Light Church, Layard Road	438	2	1346		35%	1	Yes

PS125	WBEX	Whitewebbs	EN	EN	Lancaster Road URC Church Hall, Armfield Road	720	4	2226		46%	1	Yes
PS126	WBFX	Whitewebbs	EN	EN	Brigadier Hall, Cedar Road	669	2	1987		35%	1	
PS127	WHAY	Winchmore Hill	ES	EW	Friends Meeting House, 59 Church Hill	374	4	857		51%	1	
PS128	WHBY	Winchmore Hill	ES	EW	Winchmore Hill Library, Green Lanes, Winchmore Hill	700	2	2059		35%	1	
PS129	WHCY	Winchmore Hill	ES	EW	Palmers Green United Reformed Church, Entrance via Burford Gardens	445	3	1224		42%	1	Yes
PS130	WHDY,WHEZ	Winchmore Hill	ES/ED	EW	St. Paul's C.E. Primary School, Ringwood Way	449	4	1356	CLOSED	38%	1	
											130	

KEY	
115	Polling Places
130	Polling Stations
16	Double Stations
14	Temp Build
6	Schools Open
19	Schools Closed
4	PS used within Church Auditorium

PD Code	Parli Code	New Constituencies	PS	Take on Wards from Haringey	Polling Stations
Y	SW	Southgate and Wood Green	28	4	Bounds Green 4
X	EN	Enfield North	52		White Hart Lane 5
Z	EW	Edmonton and Winchmore Hill	50		Noel Park 4
					Woodside 6

- Key**
- Double Stations
 - Polling Stations within Churches
 - Review In person voters nearer the election
 - Take on wards from Haringey only applies when running a General Election - based on the new constituency boundaries

19

(A)RO Proposed Polling Place- Appendix C

No.	Current PD	Ward	Current Constituency	NEW Constituency	Polling Place	No of Stations (Parli)
PP1	AGAY	Arnos Grove	ES	SW	Christ Church Southgate, The Green, Arnos Grove	1
PP2	AGBY	Arnos Grove	ES	SW	St. Monica`s Scout and Guide Headquarters, Cannon Road	1
PP3	AGCY	Arnos Grove	ES	SW	Temporary Building (Broomfield Park), Broomfield Park, Palmers Green	1
PP4	AGDY	Arnos Grove	ES	SW	Our Lady of Lourdes Church, 373 Bowes Road, Arnos Grove	1
PP5	BAAY	Bowes	ES	SW	Trinity At Bowes Methodist Church Hall, Palmerston Road	1
PP6	BABY	Bowes	ES	SW	Tottenham Infants School, Tottenham Road	1
PP7	BACY,BADY,BAEZ	Bowes	ES	SW	Wilkinson Hall, 24th Edmonton Scout Group, Tile Kiln Lane	1
PP8	BDAX	Brimmsdown	EN	EN	St. Helier Hall, 12 Eastfield Road	1
PP9	BDBX	Brimmsdown	EN	EN	St. Barnabas Hall, 165 Addison Road	1
PP10	BDCX	Brimmsdown	EN	EN	Enfield Highway Community Centre, 117 Hertford Road	1
PP11	BDDX	Brimmsdown	EN	EN	Brimmsdown Primary School, Green Street	1
PP12	BDEX,BDFZ	Brimmsdown	EN	EN	28th Enfield Scout Hut, Alma Road	1
PP13	BMAX	Bullsmoor	EN	EN	Temporary Building (Lea Valley Academy), Bullsmoor Lane, Enfield	1
PP14	BMBX	Bullsmoor	EN	EN	Kempe Hall, 46 Kempe Road	1
PP15	BMCX	Bullsmoor	EN	EN	St. George`s Church, 706 Hertford Road	1
PP16	BMDX	Bullsmoor	EN	EN	Ordnance Unity Centre Library, 645 Hertford Road	1
PP17	BPAY	Bush Hill Park	ES	EW	St. Stephen`s Hall, Park Avenue	1
PP18	BPBZ	Bush Hill Park	ED	EW	Bush Hill Park Methodist Church Hall, Wellington Road	1
PP19	BPCZ,BPDY,BPEY	Bush Hill Park	ES	EW	Bush Hill Park Bowls, Tennis and Social Club, Abbey Road	1
PP20	BPFZ,BPGY,BPHY	Bush Hill Park	ED	EW	Ridge Avenue Library, Ridge Avenue	1
PP21	CAAX	Carterhatch	EN	EN	Temporary Building (Hoe Lane Open Space), Hoe Lane Open Space	1
PP22	CABX	Carterhatch	EN	EN	Boleyn Hall, St Martin`s Close	1
PP23	CACX	Carterhatch	EN	EN	The Dharma Centre, 442-446 Hertford Road	1
PP24	CADX	Carterhatch	EN	EN	Carterhatch Infant School, Carterhatch Lane	1

PP25	CAEX	Carterhatch	EN	EN	Temporary Building (Broadfield Square), Broadfield Square	1
PP26	CAFX,CAGZ	Carterhatch	EN	EN	Ponders End Methodist Church, Wesley Hall, 378 High Street	1
PP27	CFAY	Cockfosters	ES	SW	St. Paul`s Church, Camlet Way	1
PP28	CFBY	Cockfosters	ES	SW	Southgate Compton Cricket Club, Chalk Lane	1
PP29	CFCY	Cockfosters	ES	SW	Freston Hall, Freston Gardens	1
PP30	CFDY	Cockfosters	ES	SW	14th Southgate Scout Headquarters, Green Road	1
PP31	EGAZ	Edmonton Green	ED	EW	Memorial Hall, Maldon Road	1
PP32	EGBZ	Edmonton Green	ED	EW	Green Towers Community Centre, Plevna Road	1
PP33	EGCZ	Edmonton Green	ED	EW	Faith House (Edmonton United Reformed Church), 313-319 Fore Street	1
PP34	EGDZ	Edmonton Green	ED	EW	Brettenham School Nursery, Brettenham Road	1
PP35	EGEZ	Edmonton Green	ED	EW	Unity Hub @ Craig Park, Lawrence Road	1
PP36	EGFZ	Edmonton Green	ED	EW	Edmonton Eagles Amateur Boxing Club, Heart of Edmonton Centre, Montagu Recreation Ground	1
PP37	ELAX	Enfield Lock	EN	EN	Temporary Building (Park Road Flats), Park Road	1
PP38	ELBX	Enfield Lock	EN	EN	Totteridge Road Baptist Church Hall, Totteridge Road Baptist Church, 45a Totteridge Road	1
PP39	ELCX	Enfield Lock	EN	EN	Ordnance Unity Centre Library, 645 Hertford Road	1
PP40	ELDX	Enfield Lock	EN	EN	St. Peter and St. Paul Church Hall, 177 Ordnance Road	1
PP41	ELEX	Enfield Lock	EN	EN	Prince of Wales School, Salisbury Road	1
PP42	ELEX	Enfield Lock	EN	EN	Temporary Building (Wetland)	1
PP43	ELFX	Enfield Lock	EN	EN	Enfield Island Community Centre, 40-42 Island Centre Way	1
PP44	GPAY	Grange Park	ES	EW	Enfield Baptist Church, Cecil Road, EN2 6TG	1
PP45	GPBY	Grange Park	ES	EW	St. Stephen`s Hall, Park Avenue	1
PP46	GPCY	Grange Park	ES	EW	St. Peter`s Church Hall (Winchmore Hill), Langham Gardens	1
PP47	GPDY,GPEZ	Grange Park	ED/ES	EW	Grange Park Methodist Church Hall, Orchard Hall, Park Drive	1
PP48	HBAZ	Haselbury	ED	EW	Churchfield Primary School, Latymer Road	1
PP49	HBBZ	Haselbury	ED	EW	Temporary Building (Latymer School), Located at Front of School, Haselbury Road	1
PP50	HBCZ	Haselbury	ED	EW	Hazelbury Primary School, Haselbury Road, Edmonton	1
PP51	HBDZ	Haselbury	ED	EW	St. Aldhelm`s Church Hall, 4 Windmill Road	1
PP52	HBEZ	Haselbury	ED	EW	Klinger Community Hall, 40/41 Copperfield Mews	1
PP53	HFAY	Highfield	ES	EW	Northampton Exiles Cricket Club, Clowes Sports Ground, Barrowell Green	1

PP54	HFBY	Highfield	ES	EW	The Broomfield Club, 85A Hedge Lane	1
PP55	HFCY	Highfield	ES	EW	Mayfield Athletic Club, Rear No1 Kenmare Gardens	1
PP56	HFDY,HFEZ	Highfield	ED/ES	EW	Firs Farm School, Rayleigh Road, Palmers Green	1
PP57	JBAZ	Jubilee	ED	EW	Temporary Building (Lee Road Open Space), Lee Road	1
PP58	JBBZ	Jubilee	ED	EW	St. Alphege Church Hall, Rossdale Drive	1
PP59	JBCZ	Jubilee	ED	EW	Tramway Christian Fellowship, 7-9 Tramway Avenue	1
PP60	JBDZ	Jubilee	ED	EW	Houndsfield Primary School, Ripon Road	1
PP61	JBEZ	Jubilee	ED	EW	Mottingham Hall, Mottingham Road	1
PP62	LEAZ	Lower Edmonton	ED	EW	St. Edmund`s Church Hall, Croyland Road	1
PP63	LEBZ	Lower Edmonton	ED	EW	St. Peter`s Church Hall (Edmonton), Bounces Road	1
PP64	LECZ	Lower Edmonton	ED	EW	Westbourne Hall, Westbourne Place	1
PP65	LEDZ	Lower Edmonton	ED	EW	Temporary Building (Montagu Road), Montagu Road, Adjacent to Chad Crescent	1
PP66	NSAY	New Southgate	ES	SW	St. Paul`s Parish Hall (New Southgate), High Road	1
PP67	NSBY	New Southgate	ES	SW	Bowes Road Library, Ground Floor Meeting Room, Bowes Road	1
PP68	NSCY	New Southgate	ES	SW	Bounds Green Bowls & Tennis Club, 20 Goring Road	1
PP69	NSDY	New Southgate	ES	SW	Trinity At Bowes Methodist Church Hall, Palmerston Road	1
PP70	OWAY	Oakwood	ES	SW	St. Thomas` Church (Oakwood), Prince George Avenue	1
PP71	OWBY	Oakwood	ES	SW	Highlands Village Hall, 5 Florey Square, Highlands Village	1
PP72	OWCX	Oakwood	ES	SW	Temporary Building (Lonsdale Drive), Playground Opposite Lindal Crescent, Lonsdale Drive	1
PP73	PLAY	Palmers Green	ES	SW	Palmers Green United Reformed Church, Entrance via Burford Gardens	1
PP74	PLBY	Palmers Green	ES	SW	Hazelwood Schools, Hazelwood Lane	1
PP75	PLCY	Palmers Green	ES	SW	Palmers Green Library, Broomfield Lane	1
PP76	PNAZ	Ponders End	ED	EN	The Royal British Legion, 114 Nags Head Road	1
PP77	PNBZ	Ponders End	ED	EN	Ponders End Youth Centre, 141 South Street	1
PP78	PNCZ	Ponders End	ED	EN	Ponders End Working Mens Club, 46 South Street	1
PP79	PNDZ,PNEX	Ponders End	EN/ED	EN	The Qube, (Eagle House Car Park), High Street	1
PP80	RWAX	Ridgeway	EN	EN	Botany Bay Cricket Club, East Lodge Lane	1
PP81	RWBX	Ridgeway	EN	EN	Enfield Lawn Tennis Club, The Ridgeway	1
PP82	RWCX	Ridgeway	EN	EN	The Jolly Farmers Public House, 2 Enfield Road	1

PP83	RWDX	Ridgeway	EN	EN	Our Lady of Walsingham Church, Church Foyer, John Gooch Drive	1
PP84	RWEX	Ridgeway	EN	EN	St. Mary Magdalene Church Hall, 97 Windmill Hill	1
PP85	RWFX,RWGY	Ridgeway	ES	EN	The Formont Centre, Waverley Road	1
PP86	SBAX	Southbury	EN	EN	Temporary Building (Enfield Playing Fields Car Park), Donkey Lane, EN1 3PL	1
PP87	SBBX	Southbury	EN	EN	Ellenborough Table Tennis Club, Craddock Road	1
PP88	SBCX	Southbury	EN	EN	Wheatsheaf Hall, Main Avenue	1
PP89	SBDX	Southbury	EN	EN	John Jackson Library, Agricola Place	1
PP90	SBEX,SBFZ	Southbury	ED/EN	EN	Ayley Croft Community Hall, Ayley Croft	1
PP91	SGAY	Southgate	ES	SW	St. Andrew`s Church (Southgate), Chase Side	1
PP92	SGBY	Southgate	ES	SW	Southgate District Scout Headquarters, Redwood Close	1
PP93	SGCY	Southgate	ES	SW	Eversley Primary School, Chaseville Park Road	1
PP94	SGDY	Southgate	ES	SW	Southgate Methodist Church Hall, 45 The Bourne	1
PP95	TWAX	Town	EN	EN	St. Michael`s and All Angels Parish Hall, Celebration Hall, Gordon Hill	1
PP96	TWBX	Town	EN	EN	4th Enfield Scout Group Headquarters, Gordon Road	1
PP97	TWCX	Town	EN	EN	Chace Community School, Churchbury Lane	1
PP98	TWDX	Town	EN	EN	St. Andrew`s C.E. School, 116 Churchbury Lane	1
PP99	TWEX,TWHY	Town	ES/EN	EN	Enfield Baptist Church, Cecil Road, EN2 6TG	1
PP100	TWFX,TWGY	Town	ES	EN	Trinity Church Hall (Enfield), Entrance via Little Park Gardens	1
PP101	UEAZ	Upper Edmonton	ED	EW	Wilbury Primary School, Wilbury Way	1
PP102	UEBZ	Upper Edmonton	ED	EW	Temporary Building (Bridport Road Railway Bridge), Bridport Road	1
PP103	UECZ	Upper Edmonton	ED	EW	Boundary Hall, 7 Snell`s Park	1
PP104	UEDZ	Upper Edmonton	ED	EW	Raynham Primary School, Raynham Avenue	1
PP105	UEEZ	Upper Edmonton	ED	EW	West Lea School Annexe, St John`s Church Hall, 174 Dysons Road	1
PP106	WBAX	Whitewebbs	EN	EN	St. John`s Church Hall, Strayfield Road, Clay Hill	1
PP107	WBBX	Whitewebbs	EN	EN	Temporary Building (Manor Court), Manor Court	1
PP108	WBCX	Whitewebbs	EN	EN	Temporary Building (Hoe Lane Flats), Car park, 314-336 Hoe Lane	1
PP109	WBDX	Whitewebbs	EN	EN	Annexe Rear of Beacon of Light Church, Layard Road	1
PP110	WBEX	Whitewebbs	EN	EN	Lancaster Road URC Church Hall, Armfield Road	1
PP111	WBFX	Whitewebbs	EN	EN	Brigadier Hall, Cedar Road	1

PP112	WHAY	Winchmore Hill	ES	EW	Friends Meeting House, 59 Church Hill	1
PP113	WHBY	Winchmore Hill	ES	EW	Winchmore Hill Library, Green Lanes, Winchmore Hill	1
PP114	WHCY	Winchmore Hill	ES	EW	Palmers Green United Reformed Church, Entrance via Burford Gardens	1
PP115	WHDY,WHEZ	Winchmore Hill	ES/ED	EW	St. Paul`s C.E. Primary School, Ringwood Way	1
						115

KEY

		PD Code	Parli Code	New Constituencies
115	Polling Places	Y	SW	Southgate and Wood Green
130	Polling Stations	X	EN	Enfield North
16	Double Stations	Z	EW	Edmonton and Winchmore Hill
14	Temp Build			
6	Schools Open	PP73 & PP114	Serving two Parliamentary Constituencies	
19	Schools Closed	PP44 & PP99	Serving two Parliamentary Constituencies	
4	PS used within Church Auditorium			

25 Schools Used

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Enfield Equality Impact Assessment (EqIA)

Introduction

The purpose of an Equality Impact Assessment (EqIA) is to help Enfield Council make sure it does not discriminate against service users, residents and staff, and that we promote equality where possible. Completing the assessment is a way to make sure everyone involved in a decision or activity thinks carefully about the likely impact of their work and that we take appropriate action in response to this analysis.

The EqIA provides a way to systematically assess and record the likely equality impact of an activity, policy, strategy, budget change or any other decision.

The assessment helps us to focus on the impact on people who share one of the different nine protected characteristics as defined by the Equality Act 2010 as well as on people who are disadvantaged due to socio-economic factors. The assessment involves anticipating the consequences of the activity or decision on different groups of people and making sure that:

- unlawful discrimination is eliminated
- opportunities for advancing equal opportunities are maximised
- opportunities for fostering good relations are maximised.

The EqIA is carried out by completing this form. To complete it you will need to:

- use local or national research which relates to how the activity/ policy/ strategy/ budget change or decision being made may impact on different people in different ways based on their protected characteristic or socio-economic status;
- where possible, analyse any equality data we have on the people in Enfield who will be affected eg equality data on service users and/or equality data on the Enfield population;
- refer to the engagement and/ or consultation you have carried out with stakeholders, including the community and/or voluntary and community sector groups you consulted and their views. Consider what this engagement showed us about the likely impact of the activity/ policy/ strategy/ budget change or decision on different groups.

The results of the EqIA should be used to inform the proposal/ recommended decision and changes should be made to the proposal/ recommended decision as a result of the assessment where required. Any ongoing/ future mitigating actions required should be set out in the action plan at the end of the assessment.

Section 1 – Equality analysis details

Title of service activity / policy/ strategy/ budget change/ decision that you are assessing	Polling District and Polling Place Review
Team/ Department	Electoral Services / Chief Executive's Department
Executive Director	Ian Davis
Cabinet Member	N/A
Author(s) name(s) and contact details	Lee-Marie Matthews [Head of Electoral Services]
Committee name and date of decision	General Purpose Committee – 25 October 2023
Date of EqIA completion	25 July 2023 – 1 Draft

Date the EqIA was reviewed by the Corporate Strategy Service	Tuesday 25 July 2023
Name of Head of Service responsible for implementing the EqIA actions (if any)	Lee-Marie Matthews
Name of Director who has approved the EqIA	Ian Davis

The completed EqIA should be included as an appendix to relevant EMT/ Delegated Authority/ Cabinet/ Council reports regarding the service activity/ policy/ strategy/ budget change/ decision. Decision-makers should be confident that a robust EqIA has taken place, that any necessary mitigating action has been taken and that there are robust arrangements in place to ensure any necessary ongoing actions are delivered.

Section 2 – Summary of proposal

Please give a brief summary of the proposed service change / policy/ strategy/ budget change/project plan/ key decision

Please summarise briefly:

What is the proposed decision or change?

What are the reasons for the decision or change?
What outcomes are you hoping to achieve from this change?
Who will be impacted by the project or change - staff, service users, or the wider community?

Under the Representation of the People Act 1983, the council has a duty to divide its area into polling districts and to designate a polling place for each district.

The Electoral Administration Act 2006, as amended, introduced a duty on all local authorities in Great Britain to review their polling districts and polling places at least once every five years. Under section 18C of the Representation of the People Act 1983, the next compulsory review must be undertaken within a 16-month window between 1 October 2023 and 31 January 2025.

The purpose of such a review is to ensure that all electors have reasonably practicable facilities for voting and that polling places are reasonably accessible to electors who are disabled.

The review is an opportunity for electors, community groups and any other interested parties in Enfield to express their views on the polling district boundaries and polling places, and where possible make alternative suggestions for consideration. The consultation period will run between 2 October and 20 October 2023. Documents relating to the review were made available on the Council's website and at the Civic Centre. Representations could be submitted via the online questionnaire, or in writing via email or by post.

Section 3 – Equality analysis

This section asks you to consider the potential differential impact of the proposed decision or change on different protected characteristics, and what mitigating actions should be taken to avoid or counteract any negative impact.

According to the Equality Act 2010, protected characteristics are aspects of a person's identity that make them who they are. The law defines 9 protected characteristics:

1. Age
2. Disability
3. Gender reassignment.
4. Marriage and civil partnership.
5. Pregnancy and maternity.
6. Race
7. Religion or belief.
8. Sex
9. Sexual orientation.

At Enfield Council, we also consider socio-economic status as an additional characteristic.

“Differential impact” means that people of a particular protected characteristic (eg people of a particular age, people with a disability, people of a particular gender, or people from a particular race and religion) will be significantly more affected by the change than other groups. Please consider both potential positive and negative impacts, and provide evidence to explain why this group might be particularly affected. If there is no differential impact for that group, briefly explain why this is not applicable.

Please consider how the proposed change will affect staff, service users or members of the wider community who share one of the following protected characteristics.

Detailed information and guidance on how to carry out an Equality Impact Assessment is available [here](#). (link to guidance document once approved)

Age

This can refer to people of a specific age e.g. 18-year olds, or age range e.g. 0-18 year olds.

Will the proposed change to service/policy/budget have a **differential impact [positive or negative]** on people of a specific age or age group (e.g. older or younger people)?

Please provide evidence to explain why this group may be particularly affected.

Enfield has more residents under 20 than the London and national averages.¹

Negative impact: The current (2023) polling scheme includes the use of 21 primary/junior schools, of which 19 close to pupils on polling day, resulting in a loss of school days for young people of school age (4-18). In Enfield, 20.7% of our population are aged under 19.²

As of 2021, people aged 65 and over made up 13.7% of Enfield's resident population.³ Older electors may have more difficulty accessing voting facilities.

Positive impact: As part of the polling district and polling place review, the following considerations were taken into account:

- Access for voters arriving at the polling station by car and by public transport
- The use of frequently used/well-known buildings such as community halls as polling places.
- Accessibility for wheelchair access

Electors are also made aware of the option of applying for a postal or proxy vote.

Mitigating actions to be taken

In order to reduce the number of schools used as polling places and the negative impact on children's education, alternatives to schools have been suggested wherever possible. Secondary schools are not used due to the possibility of snap elections being called during exam periods. The final proposals for polling places reduce the number of portacabins used to reduce the high-cost associates with hiring portacabins.

Many of the schools have inset days on polling days for scheduled elections and use the election as an opportunity to teach pupils about democracy and voting.

¹ Enfield Council, [Borough Profile](#), 2020

² Census 2021

³ Census 2021

Due to the requirement to provide polling stations in a specified area (a polling district) and the requirement to make them accessible to all, it is often not possible to secure the use of an alternative facility.

Electors, community groups and any other interested parties within Enfield will have the opportunity to provide feedback on the recommended polling places and suggest alternatives. All representations will be considered by the General Purposes Committee.

Disability

A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on the person's ability to carry out normal day-day activities.

This could include: physical impairment, hearing impairment, visual impairment, learning difficulties, long-standing illness or health condition, mental illness, substance abuse or other impairments.

Will the proposed change to service/policy/budget have a **differential impact [positive or negative]** on people with disabilities?

Please provide evidence to explain why this group may be particularly affected.

It is estimated that around 44,900 (13.6%) of people in Enfield are affected by a long-term health problem (over 12 months) or disability which limits their day-to-day activity.⁴

Positive impact: Local authorities have a duty to review the accessibility of all polling places to disabled voters and ensure that every polling place, and prospective polling place, for which it is responsible is accessible to disabled voters 'so far as is reasonable and practicable'.⁵

As part of the preliminary review, the following information was reviewed to determine any access issues at previously used polling places:

- Presiding Officer and Polling Station Inspector feedback from the May 2022 Local Elections.
- Surveys completed as part of the 2019 polling place review
- This year in our recent risk assessment review we included the review of all polling places accessibility for wheelchair users and space within the polling station to accommodate privacy screens in accordance with the new rules introduced by the Elections 2022.

All proposed new polling places have been evaluated against the Electoral Commission checklist for polling places with a particular emphasis on the following requirements:

⁴ Census 2021

⁵ [Representation of the People Act 1983](#), Section 18 (2)(a)

- Level access at entrance and within polling place (or space for temporary ramp)
- Wide enough doorways and corridors

Sufficient space within the polling place to enable motorised wheelchair manoeuvrability.

Mitigating actions to be taken

In line with Electoral Commission guidance on conducting polling district and polling place reviews, groups and individuals within the Enfield area who have been identified as having expertise in access issues and the Council's staff Disability Working Group will be invited to respond to the Acting Returning Officer's representation during the public consultation phase.

Respondents will have the opportunity to provide further details around specific polling places and suggest alternatives. All representations will be considered by the General Purposes Committee.

Gender Reassignment

This refers to people who are proposing to undergo, are undergoing, or have undergone a process (or part of a process) to reassign their sex by changing physiological or other attributes of sex.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on transgender people?

Please provide evidence to explain why this group may be particularly affected.

No impact anticipated.

Mitigating actions to be taken

No action required.

Marriage and Civil Partnership

Marriage and civil partnerships are different ways of legally recognising relationships. The formation of a civil partnership must remain secular, where-as a marriage can be conducted through either religious or civil ceremonies. In the U.K both marriages and civil partnerships can be same sex or mixed sex. Civil partners must be treated the same as married couples on a wide range of legal matters.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people in a marriage or civil partnership?

Please provide evidence to explain why this group may be particularly affected.

No impact anticipated.

Mitigating actions to be taken

No action required.

Pregnancy and maternity

Pregnancy refers to the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on pregnancy and maternity?

Please provide evidence to explain why this group may be particularly affected.

Positive impact: The layout of polling stations is such that access for pushchairs is considered.

Mitigating actions to be taken

No action required.

Race

This refers to a group of people defined by their race, colour, and nationality (including citizenship), ethnic or national origins.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people of a certain race?

Please provide evidence to explain why this group may be particularly affected.

The Labour Force Survey compiled by the ONS informs that in 2018 the percentage of adults in Enfield who spoke English at home was 76%, compared with 92% of the UK population.⁶

⁶ ONS, [Labour Force Survey: First Language Spoken at Home](#), 2018

The most popular languages for which Enfield Council receives translation and interpreting requests are Turkish, Polish, Albanian, Somali, Bulgarian and Romanian.⁷

As at 2021, the top five non-English languages spoken by Enfield residents aged 3 and over as their main or only language were: Turkish (5.9%), Romanian (1.8%), Bulgarian (1.8%), Greek (1.6%) and Polish (1.5%).⁸

In Enfield, 18% of households do not have one residents adult who speaks English as a main language.⁹

Negative impact: Those whose first language is not English may find it more difficult to participate in the consultation and provide their views on the proposed polling districts and places.

Mitigating actions to be taken

In order to ensure the consultation is accessible to those whose first language is not English, adverts will be placed in the following foreign language newspapers: The Albanian, Parikiaki (Greek) and Avrupa (Turkish).

Will seek advice from the website team to see if the Enfield Council website has a built-in translator tool which enabled visitors to translate the Polling District & Polling Place Review webpage and accompanying Frequently Asked Questions (FAQs).

The consultation notice will also be forwarded to a wide range of community groups via the Community Sector Bulletin with the assistance of the Comms Team.

Religion and belief

Religion refers to a person's faith (e.g. Buddhism, Islam, Christianity, Judaism, Sikhism, Hinduism). Belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people who follow a religion or belief, including lack of belief?

Please provide evidence to explain why this group may be particularly affected.

⁷ Enfield Council, [Borough Profile](#), 2020

⁸ Census 2021

⁹ Census 2021

According to the 2021 Census by religion, Christianity (all denominations) is the most common religion in the borough with 46% of residents. 19% of residents are of the Muslim faith, 3% are Hindu, 0.5% are Buddhists, 1% are Jewish and 3% are of any other religion. 20% of the population hold no religion or belief.¹⁰

Negative impact: The use of religious or consecrated buildings may discourage other faith groups from voting. In the proposed polling district and polling place scheme 32 out of 109 polling places belong to a particular faith group. In 4 of these buildings, voting takes place in the main church.

Mitigating actions to be taken

Due to the requirement to provide polling stations in a specified area (a polling district) and the requirement to make them accessible to all, it is often not possible to secure the use of a more generic facility.

Where the main church is used as the polling station, this is clearly stated on the poll card. Electors are also made aware of the option of applying for a postal or proxy vote.

The notice of consultation will be forwarded to Enfield Faith Forum to secure their views on the proposed polling districts and places.

Sex

Sex refers to whether you are a female or male.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on females or males?

Please provide evidence to explain why this group may be particularly affected.

No impact anticipated.

Mitigating actions to be taken

No action required.

¹⁰ Census 2021

Sexual Orientation

This refers to whether a person is sexually attracted to people of the same sex or a different sex to themselves. Please consider the impact on people who identify as heterosexual, bisexual, gay, lesbian, non-binary or asexual.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people with a particular sexual orientation?

Please provide evidence to explain why this group may be particularly affected.

No impact anticipated.

Mitigating actions to be taken

No action required.

Socio-economic deprivation

This refers to people who are disadvantaged due to socio-economic factors e.g. unemployment, low income, low academic qualifications or living in a deprived area, social housing or unstable housing.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people who are socio-economically disadvantaged?

Please provide evidence to explain why this group may be particularly affected.

Car ownership in England depends heavily on household income. According to the Department for Transport's 2019 National Travel Survey, 45% of households in the lowest real income level quintile do not own a car or van compared with 14% of households in the highest real income level quintile.¹¹

According to research undertaken by Transport for London, the most commonly used form of transport for Londoners with lower household incomes (below £20,000) is walking.¹² The bus is the next most commonly used form of transport with 69% of people with lower household incomes taking the bus at least once a week compared to 59% of all Londoners. In addition, 42% of Londoners with a household income of less than £20,000 have household access to a car compared

¹¹ Department for Transport, [National Travel Survey](#), 2019

¹² Transport for London, [Travel in London: Understanding our diverse communities](#), 2019

with 65% of Londoners overall, declining to 27% of Londoners in the lowest household income bracket (less than £5,000).

It can therefore be assumed that households in areas with higher levels of socio-economic deprivation/with lower levels of household income will have a greater reliance on walking and/or public transport to access the polling place.

15.6% of households in Enfield have an annual gross income under £15,000 and 42.6% of Enfield households earn less than £30,000 per annum, both higher than the London average.¹³

Positive impact: As part of the preliminary review, the following information was reviewed:

- Public transport accessibility data and public transport routes

Distances electors within the polling district are required to travel to access the polling place.

Mitigating actions to be taken.

Electors, community groups and any other interested parties within Enfield will have the opportunity to provide feedback around specific polling places and suggest alternatives. All representations will be considered by the General Purposes Committee.

¹³ Enfield Council, [Borough Profile](#), 2020

Section 4 – Monitoring and review

How do you intend to monitor and review the effects of this proposal?

Who will be responsible for assessing the effects of this proposal?

The Electoral Registration and Administration Act 2013 amended the Representation of the People Act 1983 to require the Council to undertake full reviews of polling districts and polling places at least every five years within a specific timeframe. In addition, the Council reviews the polling places following an election to ensure ongoing suitability of location and accessibility of the premises.

The responsibility to provide recommendations to Council on electoral arrangements in the borough relating to the designation of polling districts and polling places lies with the General Purposes Committee.

Section 5 – Action plan for mitigating actions

Any actions that are already completed should be captured in the equality analysis section above. Any actions that will be implemented once the decision has been made should be captured here.

Identified Issue	Action Required	Lead officer	Timescale/By When	Costs	Review Date/Comments



London Borough of Enfield

Report Title	Member Development Programme Update
Report to	General Purposes Committee
Date of Meeting	25 th October 2023
Executive Director / Director	Terry Osborne Director of Law & Governance
Report Author	Claire.Johnson@enfield.gov.uk

Purpose of Report

1. To provide an update on the implementation of the Member Induction programme 2022 and Member Development programme 2022 – 2024.

Recommendations

- | |
|---|
| <ol style="list-style-type: none"> i. To note the progress made on the member induction and member development programme attached at appendix A. |
|---|

Background and Options

2. The member induction programme supports newly elected and re-elected Members to gain an overview of the Governance and decision-making framework of the council, members responsibilities under the code of conduct, and how the council supports members in their representational work.

3. Following the election in May 2022 a detailed induction programme was developed, to support members in their roles. Listed below are some key points, of the induction programme which is attached at appendix B.
 - Support for members immediately following election entailed, deployment of digital devices, essential information packs and key contacts.
 - Bespoke training was provided to those members in newly appointed Chairing roles.
 - Members allocated to committees with a statutory function such as Licensing, Planning, Pensions, General Purposes or Scrutiny, had specific training at the start of the municipal year, to ensure they were appropriately trained to fulfil their function on the committee.
 - A Buddy scheme was implemented for the first 8 weeks following election to provide support to new councillors at senior officer level. The buddy acted as first point of contact to help with signposting and offer advice on all councillor related issues.
4. A member development programme was also agreed, with development sessions scheduled monthly in the calendar of meetings for 2022/23 and 2023/24.

Support and Implementation

5. The member Induction was planned well, and ran smoothly, with new members receiving comprehensive support following their election.
6. Information packs were provided on the night of election to all new members and re-elected members. The pack held information about joining the council, the support available to them, key dates, key contacts and the member development programme which listed the induction programme dates, and the ongoing development schedule.
7. Members were provided with a detailed plan on the training sessions they would be given in their new roles, and specialist training events were held for members on certain committees such as Planning, Licensing, Pensions and Scrutiny to ensure that they had received training prior to their first meetings.
8. Members that were Chairing committees for the first time, were offered training on how to manage meetings effectively.
9. Members are required to undertake mandatory training on Data protection, Cyber Security and FOI. The training is available on ilearn, but Group sessions were also arranged on teams and officers took members through the requirements and were able to capture a greater attendance and completion of the required training.

10. Training has been provided using a mixture of face to face and online sessions. With many members being new to the Council, face to face training was particularly useful as a good way for councillors to network and also meet officers, however, virtual sessions work effectively too, have good attendance, and are particularly useful when external organisations are providing training.

Proposed Future Activity

11. The member development programme for 2024/25 needs to be considered and populated. Members on the General Purposes Committee, Cabinet and EMT will be contacted by the end of the year to put forward proposals for development sessions for 2024/25.

Preferred Option and Reasons For Preferred Option

12. Members should be provided with the support, information and training to be able to undertake the role of councillor effectively.

Relevance to Council Plans and Strategies

13. The proposals detailed within the report aim to ensure that members are offered the information and support to be able to fulfil their leadership and community representational roles.

Financial Implications

14. Where possible training is undertaken in-house. Where additional expertise is required, external trainers have been commissioned.

Legal Implications

15. This is a report of the Director of Law & Governance.

Report Author: Claire Johnson
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Appendices

Member Induction & Professional Development Programme

MEMBER INDUCTION & DEVELOPMENT IMPLEMENTATION 2022 – 2023

APPENDIX A

DATE	TITLE	TRAINING PROVIDER	SCOPE	ATTENDEES
7 th May 2022	Saturday Induction	In-house Terry Osborne	Essential Admin IT device collection Tour of the borough	26
11 th May 2022	Member Induction	In-house Terry Osborne/Claire Johnson	Being an effective councillor: Code of conduct Constitution The role of members etc	29
9 th June 2022 And further session held on the 15 th June	Planning Training	In-house Gillian Macinnes/Andy Higham	Member's responsibilities and powers related to Planning	23
13 th June 2022	Effective Scrutiny	Centre for Governance & Scrutiny	The principles of effective Scrutiny.	20
14 th June 2022	Licensing Training	In-house Ellie Green/Catriona McFarlane	Member's responsibilities and powers related to Licensing	13
16 th June 2022	Audit & Risk	In-house Gemma Young	The Councils responsibilities on Audit & Risk	14
16 th June Follow-up sessions held on the 25 th July, 30 th August and 12 th & 28 th	Data Protection Mandatory Training	In-house Rezaur Choudhury	Mandatory Training element provided as a group session rather than ilearn.	46

September.				
20 th June 2022	Code of Conduct Training (Conservative Group)	In-house Terry Osborne	A detailed briefing on members responsibilities under the Code.	21
27 th June 2022	Code of Conduct Training (Labour Group)	In-house Terry Osborne	A detailed briefing on members responsibilities under the Code.	34
18 th July 2022	Finance Training	In-house James Newman	Rules, regulations and principles of local authority finance. How Enfield fits within this context. The challenges Enfield faces and how we meet those challenges	9
21 st July 2022	Chairing Skills	External consultant Beth Evans	How the Chair can manage meetings effectively.	9
27 th July 2022	NLWA briefing	North London Waste Authority	An introduction to NLWA.	12
12 th & 29 th September 2022	RADA presentation skills	RADA	Presentation Skills for Councillors, in 2 sessions.	11
4 th October 2022	Introduction to Local Government Finance	CIPFA	Update for General Purposes Committee	4
26 th October 2022	Personal Safety for members	Suzy Lamplugh Trust	Session covering personal safety in relation to ward forums, ward surgeries and general duties.	12
30 th November 2022	Emergency Planning Civil Resilience Training for Ward Councillors	Vale Consulting Solutions Andy Fry OBE	An opportunity to explore the role councillors have during the process of the council preparing	25

			for, responding to, and recovering from emergencies affecting communities in Enfield.	
5 th January 2023	Child Protection and Safeguarding And Adults Safeguarding training	In-house Angela Bent/Elsbeth Smith	An overview on the legislation and guidance in place to safeguard children and a separate session on Adult safeguarding	18
15 th February 2023	Cyber Security/FOI	In-house Martin Sanders Will Wraxell	Mandatory Training element provided as a group session rather than ilearn.	25
3 rd April 2023	Making Every Contact count	In-house Mark Tickner/Dudu Sher-Arami	<p>“Making Every Contact Count” – history [What is it? Where did it come from?] , evidence [Does it work? – LBE did some work with other London Councils a while ago to verify this] and implementation [why were we so late?]</p> <p>MECC in Enfield progress thus far.</p> <p>A quick on-line MECC session.</p> <p>MECC plans – including how we are doing it with so little expenditure.</p>	18
5 th Sept 2023	Autism Awareness	Enfield Advisory Service for Autism Dr Rachel Walker	The course objectives: To learn about autism as a difference rather than as a deficit	22

			<p>or disorder</p> <p>Recognise the three areas of difference for autistic children and young people and how these can affect them</p> <p>Listen to and learn from the perspectives of autistic young people and their parents/carers</p> <p>Reflect on your knowledge and practice in making 'reasonable adjustments' for autistic children and young people</p> <p>There will also be a briefing on the strategic approach that Enfield is taking to support all education settings in the borough to become more autism-friendly.</p>	
9 th January 2024	Modern Slavery	In-house		
Date tbc with LGA	Equalities Training	LGA		
Date tbc	Mental Health Awareness			
Date tbc	Building Safety Responsibility			
Date tbc	Public Health of Residents and Challenges			

Date tbc	Council Housing and Regeneration Projects			
Date tbc	Social Media Training			
Date tbc	NHS Commissioning			



Member Induction & Professional Development Programme

Contents

Welcome				03
Member Development Programme Overview				04
Member Induction Programme				05
First Day				06
First Week				07
Following AGM				09
First Month				10
General Development Modules				11
Continuous Professional Development				14
Self study development tools				15
ILEARN Catalogue				16
LGA Development Platform & Workbooks				19

Welcome



It is a priority of the Council to ensure Councillors are supported and fully equipped to represent the views of the community in order to improve and shape services for the future. Therefore we have made a commitment to ensuring our Councillors are supported in continuously developing the range of skills needed to be outstanding community leaders and advocates for the Council.

The purpose of our Member Development Programme is to:

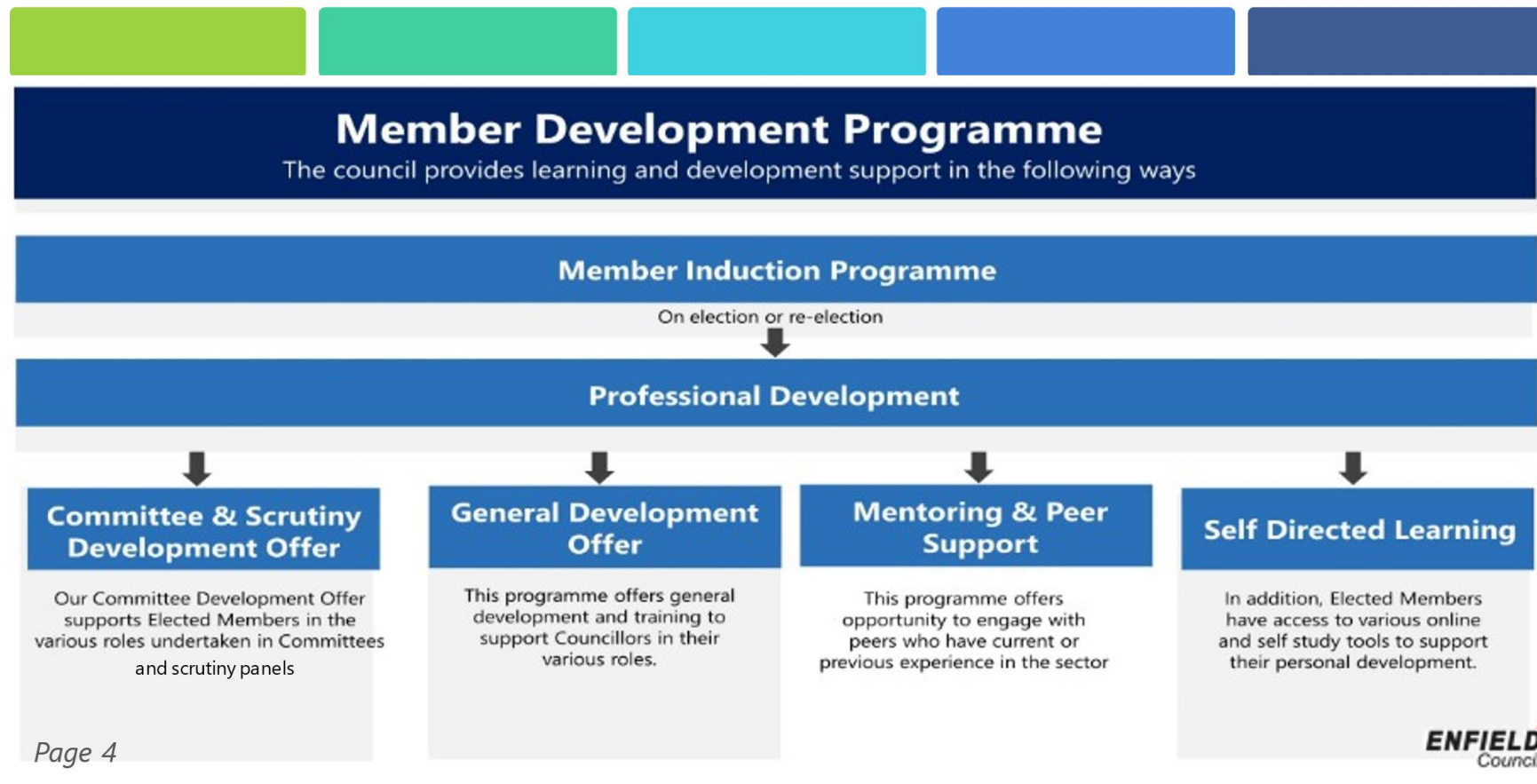
- Create a clear framework for Councillor development based upon individual and organisational needs.
- Ensure all Councillors have access to a suite of training opportunities which will assist them in developing their skills and knowledge and support them in conducting their roles effectively,
- Support Councillors to feel confident in undertaking their roles.
- Ensure Councillors are fully aware of their responsibilities and accountabilities to deliver good governance.
- Support the continued development of Councillors to prepare them for roles they may fill in the future.
- Provide all Councillors with the opportunity for development.

Our Member Development Programme consists of required courses, non-required courses and Continuous Professional Development programme (CPD).

Required courses are drawn from statutory and identified high risk areas. All members will be required to undertake the mandatory courses within the first quarter following election to the Council.

Our **non-required courses** are designed to provide support on specific skill sets and topics that Members may want to utilise in support of their roles.

Member Development Programme



Member Induction Learning Programme Overview

Essential Training

First Day	First Week	Following AGM	First Month
<p>Election Night - Thursday 5th May</p> <ul style="list-style-type: none"> ➤ Sign Declaration of Acceptance of Office <p>Saturday 7th May - 9.30am – 3pm</p> <ul style="list-style-type: none"> ➤ Essential administration/Photos ➤ IT devices collection ➤ Tour of the borough 	<p>Wednesday 11th May</p> <ul style="list-style-type: none"> ➤ Being an effective Councillor ➤ Meet Senior Officers & Departmental Services ➤ IT queries drop-in 	<p>AGM - Wednesday 25th May</p> <ul style="list-style-type: none"> ➤ Scrutiny Induction ➤ Audit & Risk ➤ Planning ➤ Licensing ➤ Pensions ➤ How to raise an MEQ ➤ Effective Meetings (The role of the Chair/ Rules of procedure) ➤ Member code of conduct 	<ul style="list-style-type: none"> ➤ Mandatory Training (see full list on page 10) ➤ Self directed e-learning

Induction Programme - First Day

Course / Event		Required learning
Election night ➤ Declaration of Acceptance of Office	<ul style="list-style-type: none"> • Signing "Acceptance of Office" declarations and photographs 	R
Saturday 7th May ➤ Essential administration	<ul style="list-style-type: none"> • Photos for ID badges and website photos • Register of interests form completed • Payroll details/contact details etc completed • Pick-up IT devices - laptop and mobile phones with support provided by Digital services 	R
➤ Tour of the borough	<ul style="list-style-type: none"> • Guided bus tour of the borough in the afternoon 	R

Required learning = R Continuous Professional Development = CPD Mandatory = M

Induction Programme - First Week

Course / Event	Required learning	
<ul style="list-style-type: none"> ➤ Being an effective Councillor 	<ul style="list-style-type: none"> • The role of an elected member • The role of Cabinet/Scrutiny • The Committee Structure • What to expect at your first Council meeting • Role of the Mayor • Ward forums/ward surgeries • Councillor Code of Conduct • Member/Officer protocol • Mod Gov • Members portal • Required learning on ILEARN • Raising issues for your residents – MEQ's, service requests etc • Comms 	<p style="text-align: center;">R</p>
<ul style="list-style-type: none"> ➤ Meet and Greet EMT and Senior Officers 	<ul style="list-style-type: none"> • Meet and Greet Executive Directors and Directors, and to find out more about the Council services that each department delivers 	<p style="text-align: center;">R</p>
<ul style="list-style-type: none"> ➤ IT queries drop-in 	<ul style="list-style-type: none"> • Digital Services experts will be on hand to answer any queries you have with your IT equipment 	

Required learning = R Continuous Professional Development = CPD Mandatory = M

Induction Programme - Following AGM

Course / Event		Required learning
<ul style="list-style-type: none"> ➤ Effective Meetings – Chairing Skills 	<ul style="list-style-type: none"> • To look at difference scenarios in meetings and how the Chair can effectively manage these. 	R
<ul style="list-style-type: none"> ➤ Code of Conduct 	<ul style="list-style-type: none"> • A detailed briefing on members Code of Conduct 	R
<ul style="list-style-type: none"> ➤ How to raise an MEQ 	<ul style="list-style-type: none"> • Members enquiries are a key part of the work you will undertake as a councillor, raising issues for your constituents. This session will help you to navigate the members enquiries system, track enquiries and respond to departments. 	R

Required learning = R Continuous Professional Development = CPD Mandatory = M

Induction Programme - First Month

Course / Event	Required learning
<ul style="list-style-type: none"> ➤ Mandatory e-learning 	<ul style="list-style-type: none"> • Enfield Council Induction • Cyber Security • General Data Protection Regulations • Enfield Council Freedom of Information • DSE • Fire Safety • The Principles of Risk Assessment • Equality in the Workplace • Safeguarding Children • Safeguarding Adults
<ul style="list-style-type: none"> ➤ Self-serve ILEARN courses 	<ul style="list-style-type: none"> • See comprehensive list pages 16 – 19.
<ul style="list-style-type: none"> ➤ Stress Management and Personal Resilience 	<ul style="list-style-type: none"> • This workbook from the LGA is aimed at helping councillors to understand the signs of stress and to develop strategies to deal with it, as well as building up their own personal resilience in the role. https://www.local.gov.uk/publications/councillor-workbook-stress-management-and-personal-resilience • The LGA run an annual conference for local government https://www.local.gov.uk/lga-annual-conference-2022

Required learning = R Continuous Professional Development = CPD Mandatory = M

General Development Modules

Course / Event	Required learning	
<ul style="list-style-type: none"> ➤ Members Personal Safety and Conflict Management 	<ul style="list-style-type: none"> • This training focusses on what Personal Safety is, covering elements of Lone Working, understanding and putting boundaries around aggression, types of Risk Assessments, Tracing, Travelling, and Conflict De - escalation and Defusion techniques. 	<p>CPD</p>
<ul style="list-style-type: none"> ➤ Understanding the Council's Finances 	<ul style="list-style-type: none"> • An introduction to those new to the role and any re-elected councillors who need a refresher to enable an understanding of the councils finances. The council's finance and funding is a central part of all decision making, ensuring that the council provides value for money, or best value, in all of its services 	<p>CPD</p>
<ul style="list-style-type: none"> ➤ Council Housing and Regeneration Projects 	<ul style="list-style-type: none"> • To receive a briefing and overview of the councils current projects. 	<p>CPD</p>
<ul style="list-style-type: none"> ➤ NHS Commissioning 	<ul style="list-style-type: none"> • To provide an overview of how NHS commissioning is structured, the different functions provided by NHS services, and how the council works with them. 	<p>CPD</p>
<ul style="list-style-type: none"> ➤ Social Media Training 	<ul style="list-style-type: none"> • Advice and guidance on your role as councillor on social media, the 'do's and don'ts' 	<p>CPD</p>

Required learning = R Continuous Professional Development = CPD Mandatory = M

General Development Modules

Course / Event		Required learning
<ul style="list-style-type: none"> ➤ Making Every Contact Count 	<ul style="list-style-type: none"> • Making Every Contact Count – history, evidence and implementation. • MECC in Enfield progress and plans. 	CPD
<ul style="list-style-type: none"> ➤ Safeguarding 	<ul style="list-style-type: none"> • To receive an overview of the Council's and members responsibilities with regard to safeguarding. 	CPD
<ul style="list-style-type: none"> ➤ Equalities Training 	<ul style="list-style-type: none"> • Receive an introduction to equality, and understand the councils and members responsibilities. 	CPD
<ul style="list-style-type: none"> ➤ Modern Slavery 	<ul style="list-style-type: none"> • Raise your awareness of modern slavery. This will enable you to identify modern slavery and how to raise if you have concerns, and understand the Local Authorities responsibilities. 	CPD

Required learning = R Continuous Professional Development = CPD Mandatory = M

General Development Modules

Course / Event		Required learning
➤ Data Protection	<ul style="list-style-type: none"> You will gain an awareness of the requirements for processing, special rules for members, and a summary of the law and key changes since introduced 	CPD
➤ Mental Health Awareness	<ul style="list-style-type: none"> How to recognise those crucial warning signs of mental ill health and feel confident to guide someone to appropriate support. 	CPD
➤ Building Safety Responsibility	<ul style="list-style-type: none"> You will receive an overview of the Building Safety responsibilities following the introduction of the Building Safety Bill, and Fire Safety Act 2021 . 	CPD
➤ Cyber Security	<ul style="list-style-type: none"> In addition to the mandatory e-learning course, this session will provide you with more detail, on what Cyber Security means, the risk to the council and to you as individuals in your role, but also in your personal life, examples of the types of attacks - scams/phishing, ransomware, malware How you can improve your own awareness and protect yourself , and how to report a problem if you have one. 	CPD
➤ Public Health of Residents and Challenges	<ul style="list-style-type: none"> Information about key Public Health challenges and how we are addressing them. An update on what we know about how health inequalities in Enfield and action to address these. 	CPD

Required learning = R Continuous Professional Development = CPD Mandatory = M

Cabinet Member Professional Development



Ensuring every Cabinet Member has the knowledge, skills and behaviours required to function at a high level as Community Leaders, representing their electorate and undertaking their responsibilities as a Councillor in strategic functions, statutory responsibilities and regulatory roles is a priority for the council.

Individual discussions will be held with Cabinet Members to develop a bespoke and tailored package for Member development.

LGA Mentoring and Peer Support



Regional improvement networks provide dedicated ongoing regional support, peer support and intelligence gathering through an extensive network of principal advisers, regional teams, member peers and political group offices.

The LGA's peer support offer provides councils with a unique opportunity to engage with peers who have current or previous experience in the sector and provide challenge, support and guidance on specific areas or issues.

Further information about these elements of the sector support programme can be accessed on the LGA internet page below.

<https://www.local.gov.uk/our-support/council-improvement-and-peer-support>

LGA Annual Conference & Exhibition



This provides an opportunity for members to participate in a wide-ranging programme focusing on the issues that matter most to local communities.

The conference is being held in Harrogate on the 28th – 30th June 2022.

For more information, please click on the following link:

[Events date and venue \(local.gov.uk\)](#)

*There is a cost to this conference. Depending on the level of interest shown we may need to limit numbers.

Self Study Development Tools



In addition to the previous programmes, Elected Member's have access to various online and self study tools to support their personal development.

I LEARN – This is the Council's online learning platform where you can get access to a range of e-learning modules written specifically for Councillors and Employees.

All Councillors are registered with **I LEARN**. Log-in details can be obtained by emailing i.learn@enfield.gov.uk. You can access **I LEARN** via any computer with internet access via <https://enfield.learningpool.com/login/index.php>

Further guidance on accessing **I LEARN** is at the end of this section.

I LEARN

LGA Councillor Development Tools – The Local Government Association have developed a range of e-learning modules and workbooks specifically for Elected Members. These can be accessed free via <http://www.local.gov.uk/councillor-workbooks>.

You need to register for your personal log in details by emailing elarning@local.gov.uk. Further guidance on how to access this service is available at the end of this section



ILEARN Catalogue



A - C

All Age Carers
An Introduction to the Human Rights Act
Anti-social Behaviour
Asbestos Awareness
Assert Yourself
Assertive Communication
Bullying and Harassment in the Workplace
Business Continuity Management
Business Maths
Child Sexual Exploitation
Communicating Change
Communicating with Deaf Customers
County Lines
Customer Service Suite: Part 1 – Introduction
Customer Service Suite: Part 2 – Standards
Customer Service Suite: Part 3 – Communication

D - F

Data Quality
Delegation skills
Disability and Discrimination
Dementia Awareness Tier 1

Domestic Abuse Awareness
Down's Syndrome Awareness
Epilepsy Awareness
Equality Act 2010
Equality Impact Assessments
Female Genital Mutilation (FGM)
Food Safety Suite
Freedom of Information – A Guide for Local Authorities
Freedom of Information – Handling Requests
Fuel Poverty

G - I

Grievance Policy and Procedure
Handling Complaints
Hate and Mate Crime
Homelessness Reduction Act (2017)
Honour based violence and forced marriage
Information Sharing
Introduction to Hoarding
Introduction to Local Government
Introduction to Local Government– London
Introduction to Meditation
Introduction to Public Services Network
Introduction to the Public Services Act 2012

ILEARN Catalogue cont.



L - N

Learning to Learn
Legionella Awareness
Love Food, Hate Waste
Make Every Contact Count
Manager Induction
Managing in a Political Environment
Nutrition Awareness

P - R

Payment Card Industry Data Security Standard (PCI DSS)
Personal Emergency Evacuation Plan (PEEPs)
Plain English
Police and Crime Commissioners Elections
Prevent
Quality Management
Radicalisation

S - T

Safeguarding Adults
Safeguarding and child protection for non children service workers
Safer Recruitment
Self harm (CSC)

SEND Module 1 - Changes to the Special Educational Needs and Disability System
SEND Module 2 Assessment planning and review
SEND Module 3 Funding and Personal Budgets
Suicide Prevention Awareness
Sustainability
Technology and Change: What's in it for you?
The 5K Project
The Armed Forces Covenant: e-Learning for Front Line Workers
The Care Act 2014: Assessments and Support planning
The Care Act: Financial planning and safeguarding
The Regulation of Investigatory Powers Act 2000 (RIPA)
Trans Awareness

U-Z

Understanding Autism Level 1
Visual Impairment
Welfare Reform
Whistleblowing with Confidence
Working Time Regulations
Writing for Different Audiences

LGA Member eLearning Platform.



The LGA eLearning platform enables councillors to deepen their knowledge of local government and develop the essential leadership skills needed to work more effectively with their communities.

Through the platform, users can create a bespoke learning programme, choosing the modules most relevant to their individual needs and interests, and allowing them to fit their learning around work or other commitments.

Modules include:

- Equality, diversity and inclusion
- Holding council meetings online
- Facilitation and conflict resolution
- Effective ward councillor
- Scrutiny
- Influencing skills
- Local government finance
- Supporting mentally healthier communities

We encourage this online learning to be combined with the LGA workbooks and webinars.

Workbooks: <https://www.local.gov.uk/councillor-workbooks>

Webinars: <https://www.local.gov.uk/events>

LGA Member Workbooks.



The LGA has produced a series of distance learning materials, covering a number of topics, in the form of workbooks. These are available free from the LGA website- <https://www.local.gov.uk/councillorworkbooks>

- A councillor's workbook on the role of leaders and cabinet members during the COVID-19 pandemic
- A councillor's workbook on effective opposition during COVID-19, reset and recovery
- A councillor's workbook on equality, diversity and inclusion
- A Councillor's workbook on the local pathway to net zero
- Acting on climate change
- Being an effective ward councillor
- Bribery and fraud prevention
- Chairing skills
- Commissioning services
- Community leadership
- Councillor/officer relations
- Creating a 'fit for the future organisation'
- Engaging young people
- Facilitation and conflict resolution
- Handling casework
- Handling complaints for service improvement
- Health and safety in the council
- Health in All Policies and COVID-19
- Influencing skills
- Local government finance
- Mentally healthier places
- Planning
- Neighbourhood & community engagement
- Neighbourhood planning - ward councillors
- Scrutiny
- Scrutiny of finance
- Stress management and personal resilience
- Supporting residents with complex issues
- Working with town and parish councils

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