

Public Document Pack



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EQUALITIES BOARD

Wednesday, 8th November, 2023 at 7.00 pm in the Conference Room, Civic Centre, Silver Street, Enfield, EN1 3XA

Membership:

co: Nia Stevens (Chair), Margaret Greer (Vice Chair), Mustafa Cetinkaya, Hivran Dalkaya, Hannah Dyson, Alessandro Georgiou, Patricia Gregory, Nelly Gyosheva and Ruby Sampson

AGENDA – PART 1

1. WELCOME & APOLOGIES

2. DECLARATIONS OF INTEREST

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

3. SCHOOL SUSPENSIONS AND DIVERSITY IN LOCAL SCHOOL GOVERNANCE (Pages 1 - 46)

To receive the report of Peter Nathan, Director of Education on school suspensions and diversity in the London Borough of Enfield.

4. EDUCATION PATHWAYS AND OUTCOMES FOR THE GYPSY, ROMA AND TRAVELLER (GRT) COMMUNITY

To receive a presentation from Strategic Property Services on key projects and programmes.

Report to Follow

5. INEQUALITIES IN HOUSING AND HOMELESSNESS (Pages 47 - 54)

To receive a presentation on the development of new homes and to provide an update on housing allocations, ongoing and planned Council Housing

tenant engagement.

6. WORK PROGRAMME 2023/24 (Pages 55 - 58)

To note the completion of the Work Programme for 2022/23

7. DATES OF FUTURE MEETINGS

To note that the next Equalities Board meeting is scheduled to take place on Monday 8 January 2024.



London Borough of Enfield

Report Title	School suspensions and diversity in local school governance <ul style="list-style-type: none"> • To update the board on the current picture and school level data. • To provide information on how decisions made to increase diversity of representation in local school governance.
Report to	<i>Equalities Board</i>
Date of Meeting	<i>8.11.2023</i>
Cabinet Member	<i>Cllr Abdul Abdullahi</i>
Executive Director / Director	<i>Tony Theodoulou – Executive Director People’s Department. Peter Nathan – Director of Education</i>
Report Author	<i>Sujal Zaveri sujal.zaveri@enfield.gov.uk</i>
Ward(s) affected	All
Classification	<i>Part 1 Public</i>
Reason for exemption	

Purpose of Report

To update the board on the current picture of suspensions/exclusions and diversity on governing boards.

To provide a summary of actions currently undertaken to improve diversity and awareness of the need for diversity.

Main Considerations for the Panel

Although diversity has always been a highlighted issue when recruiting to a governing board, the murder of George Floyd in 2020 resulted in accelerated action. We were one of the first borough to respond and arrange training to increase awareness and promote racial inequality.

Our current data is based on figures provided to us by GovernorHub(portal) (Appendix A) who are currently unable to share the response rate/sample size. This system only provides current information therefore to measure any improvement we will need to take regular snapshots of this in the future. The data for 2022 was obtained by us by manual collation of the responses.

One limitation on the current data set is the sample size as it is different for the years in question. (Due to many governors not completing their profile data)

Moving forward this will be encouraged and hopefully we will have a larger sample.

Background and Options

Enfield facilitated training and various other strategies to ensure a fairer community and better outcomes for children.

1. Training

- (a) Session with National Black Governors Network
Enfield was one of the first boroughs to invite Sharon Warmington from the Black Governors Network to undertake a session on recruiting Black Governors. This was well attended and we also invited another borough for cost savings.

[Welcome to the National Black Governors Network \(NBGN\)](#)

- (b) Workshop with Chairs
10 chairs across Primary, Secondary and Special School met to discuss training needs on Unconscious Bias.

Training on Unconscious Bias and Anti-Racism

Enfield facilitated the work but we collaborated with two other boroughs to reduce costs and arranged a series of three sessions with Pran Patel, External Anti-Racism Educator, which were well received.

- (c) Behaviour Leads Training workshop
The Secondary School Behaviour Leads Training included governors. They were chosen as leads who would be part of future panels.
- (d) Annual Exclusion Training
We have ensured that our training includes references to diversity and links with Behaviour. Our trainers are diverse so they can provide a diversity of thought and this has increased our attendance.

Collaborating with other boroughs has ensured that we open our hearts and minds and enabled governors to network widely.

2. Increased our profile nationally

The Enfield Governance Manager held a session for Governors for Schools on diversity.

[Conference 2021 speakers - Governors for Schools](#)

3. Recruitment

Videos of diverse governors for our recruitment campaigns; approach community groups e.g., churches.

Work closely with Chairs and HT's to recruit governors and highlight any needs to ensure they are aware of their GB profile.

4. Agendas

Diversity is an agenda item and governing boards are encouraged to have a link governor for diversity.

5. The Code of Conduct includes the following reminder:

We will have regard to our responsibilities under [The Equality Act](#) and will work to advance equality of opportunity for all.

6. Panels

When forming exclusion panels governor services endeavours to encourage governing bodies to ensure they are diverse.

7. Information

We use the portal Governor Hub which is linked with the Key and articles and information are regularly shared through these sites.

8. Data

Our current data is based on figures provided to us by GovernorHub(portal)(Appendix A) who are currently unable to share the response rate/sample size. This system only provides current information therefore to measure any improvement we will need to take regular snapshots of this in the future. The data for 2022 was obtained by us by manual collation of the responses.

One limitation on the current data set is the sample size as it is different for the years in question. (Due to many governors not completing their profile data)

Moving forward this will be encouraged and hopefully we will have a larger sample.

Comparing 2022 with 2023 the following is highlighted

Number of Black Governors seems to have increased from

Ethnicity	Governors	Governors	London Borough of Enfield pupil
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	2022 (Sample size: approx. 20%)	2023 (Sample size: unknown)	population2022/23 (for comparison)
Black, Black British, Caribbean, or African	8%	17%	22%
Asian or Asian British	10%	14%	6%
Mixed or Multiple ethnic group	5%	4%	12%
Prefer not to say	9%	1%	n/a
Other ethnic group	1%	1%	6%
English/British	67%	63%	49%

Analysis

The number of Black governors has increased significantly but the number of people who ticked 'prefer not to disclose' has reduced by 8%. This could indicate an increased awareness and confidence in participation of diversity surveys and could also indicate an increase in Black and Asian governors.

9. Future

Focus on recruitment to ensure all governing boards reflect the community they serve.

Currently we are in the process of arranging modules on racial diversity with a consultant.

Relevance to Council Plans and Strategies

All the strategies mentioned above are in line with the Fairer Enfield Objective to reduce racism-by encouraging diverse governors to ensure diversity of thought and action.

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Appendices GovernorHub Diversity Report dated October 2023



London Borough of Enfield

Report Title	School Suspensions and Exclusions
Report to	Equalities Board
Date of Meeting	8 th November 2023
Cabinet Member	Councillor Abdullahi
Executive Director / Director	Tony Theodoulou – Executive Director People’s Department. Peter Nathan – Director of Education
Report Author	Peter Nathan – peter.nathan@enfield.gov.uk
Ward(s) affected	All
Classification	Part 1 Public
Reason for exemption	

Purpose of Report

1. The report’s purpose is to provide information on the suspension and exclusion of children and young people from schools in the London Borough of Enfield

Main Considerations for the Panel

1. To note the relatively low number of permanent exclusions and suspension in the borough due to the work of schools and support services.
2. To note the impact of the support services provided by Enfield Council to support schools managing dysregulated children and young people.

Background and Options

1. Permanent Exclusions and Suspensions 2021/2022 Academic Year

The verified data on exclusions and suspensions comes from the DfE well over a year after the academic year it records. Although the data provided is useful, it is very out of date by the time the local authority receives it. The DfE released the verified data relating to the 2021/22 academic year in July 2023. (here is the link to the DfE data [Permanent exclusions and suspensions in England: 2021 to 2022 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/permanent-exclusions-and-suspensions-in-england-2021-to-2022)) Below is attached information about permanent exclusions and suspensions for inner and outer London as well as the overall situation across England.

- The national permanent exclusion rate is 0.08 and the rate for Enfield is 0.01592 (5th lowest in London and 22nd lowest in the country)
- The national rate for suspensions is 6.91 and the rate for Enfield is 4.69933. (19th in London).

In 2021/22, there were 12 permanent exclusions from Enfield schools with an additional 6 permanent exclusions of Enfield residents attending schools outside of the borough. Of the 12 exclusions from Enfield schools, 6 were boys and 6 were girls. Five came from one school (4 coming from one incident) and three from another school. 4 schools excluded one pupil. In terms of ethnicity, 3 children were of Black Caribbean ethnicity, 3 were Black Congolese, 2 had no ethnicity disclosed, 3 were of various White categories and 1 further child was described as of Black ethnicity. 15 secondary schools did not permanent exclude any pupils. It should also be noted that this year was part of the COVID pandemic

In 2021/22, there were overall 2657 suspensions from all schools including primary, special and secondary schools. Of these 1215 were of pupils identifying as White, 745 identified as Black, 373 were of mixed heritage and 133 had no information provided.

2. 2022/2023 Academic Year

Data for 2022/23 will not be released by the DfE until April next year. As at the end of summer term, we had recorded a total of 17 permanent exclusions from Enfield schools. These are all within the secondary sector as we have again been able to avoid permanent exclusions within the primary sector. We do not hold a complete picture of suspensions.

We do have contact with other LAs who are commenting that they have seen an increase in the number of students that have either been subject to a permanent exclusion or a move to an alternative provision such as a PRU.

3. Improving Data Collection

There is a recognition both at a national and local level that the need for better and up to date information on suspensions from schools is very important. Although a local authority may have an awareness of a school or schools that may be overusing suspensions, currently the verified evidence available is so out of date by the time it is received, its usefulness is much reduced. There is a need for real time information if a child is suspended from school and Enfield Council are intending to introduce a programme called Study Bugs which is a technological solution. This would be provided to every school in the borough and would record real time attendance as well as other information such as suspensions. This would enable support services to work more effectively with schools to support pupils and address any other specific issues.

4. Primary Behaviour Support Service (SWERL) & Nurture Groups

SWERL is the acronym for the “Strengthening wellbeing, emotional health, relationships and readiness for learning service” – also known as the Primary Behaviour Support Service. As noted above, there have been no permanent exclusions in the primary phase for many years now which puts Enfield as one of the highest performing boroughs in the country against this data set. The service focuses much of its work with schools supporting and training staff whilst also working with individual pupils (and their families) as needed. Increasingly the focus of its work has been more with younger children as there has been an increase in the number of dysregulated young children. Nurture groups are in place in 20 schools and are focused on supporting children in Key Stage 1 (ages 5 to 7). A child would attend this separate setting within a school for 5 mornings or afternoons per week within a specialist small group. Some children do come into school and are unable to cope in a mainstream classroom for a variety of reasons and these nurture groups provide space for the child to integrate successfully into school life. Data analysis of the impact of nurture groups is strong and an expansion of this programme is being considered.

5. Secondary Behaviour Support Service (SBSS), NEXUS and Orchardside Pupil Referral Unit (PRU)

The SBSS works closely with schools to support children and young people at risk of exclusion. This means having strong relationships of trust with school senior leaders and pastoral staff to enable effective support to be given to pupils which can include mentoring support and work with families. The SBSS also manages NEXUS which has a range of intervention and support programmes often commissioning community specific or specialist organisations to work with schools and young people. Many of these projects have been very successful contributing to lowering exclusion and suspension rates. The SBSS and NEXUS annual reports for 2022/23 are currently being written but previous reports

highlighting the work of the teams are available for previous years. These are presented publicly to the Schools' Forum on an annual basis. Orchardside PRU runs intervention projects such as "turnaround" focusing on children who schools consider at risk of exclusion. This programme works with young people to help them consider their own decision making and pathways for their lives. Individual schools themselves are developing their own inclusive strategies such as developing inclusion units within their school sites to endeavour to support young people make better choices with their lives and avoid suspension or exclusion.

6. Schools support and other service areas

Enfield schools work hard to avoid excluding pupils and the Fair Access Panel (FAP) often discusses cases of children who may benefit for example for a managed move to another school – in other words a fresh chance in a different school environment. All secondary schools must attend the FAP and it is chaired by a secondary headteacher. The Virtual School which has responsibility for looked after children works closely with schools if there is a risk of a child being excluded and there are clear procedures in place either to stop exclusion from taking place or to minimise any impact. The Enfield Youth service also provides mentoring support for young people outside of school and it also expected that the Family Hubs will also support children and families in terms of suspensions and exclusions

Relevance to Council Plans and Strategies

1. This report is relevant to the key priority of "Thriving Children and Young People" as well as the key outcome that children should do well at all levels of learning.
2. It also links well to the principal of collaboration and early help in that for suspensions and exclusions to stay low, it needs the cooperation of all stakeholders involved.

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Appendices

Background Papers

Housing and Homelessness: Update to Equalities Board

**Enfield Council Equalities
Board: 8 November 2023**

Page 9

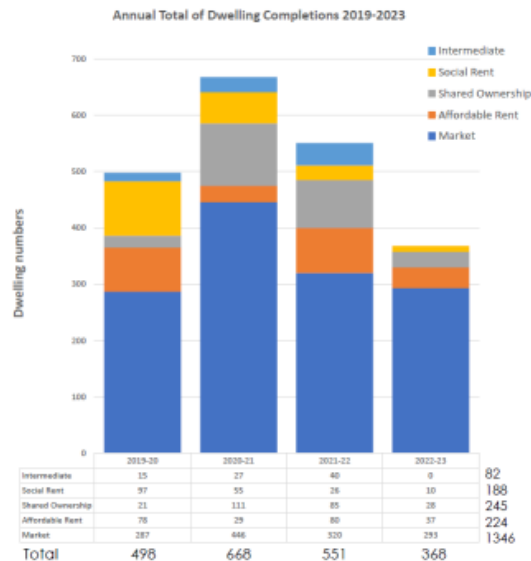


Overview of Housing Issues

- Overview of Housing Supply
- Overview of Housing Register
- Placements including out of borough
- Tenant engagement – 2022 Tenants Survey

Equalities Impact of Housing Supply

New dwellings completion in Enfield continues to fall below requirement. With the most significant fall happening in 2022/23.*



* Excludes schemes with less 5 homes and specialist housing

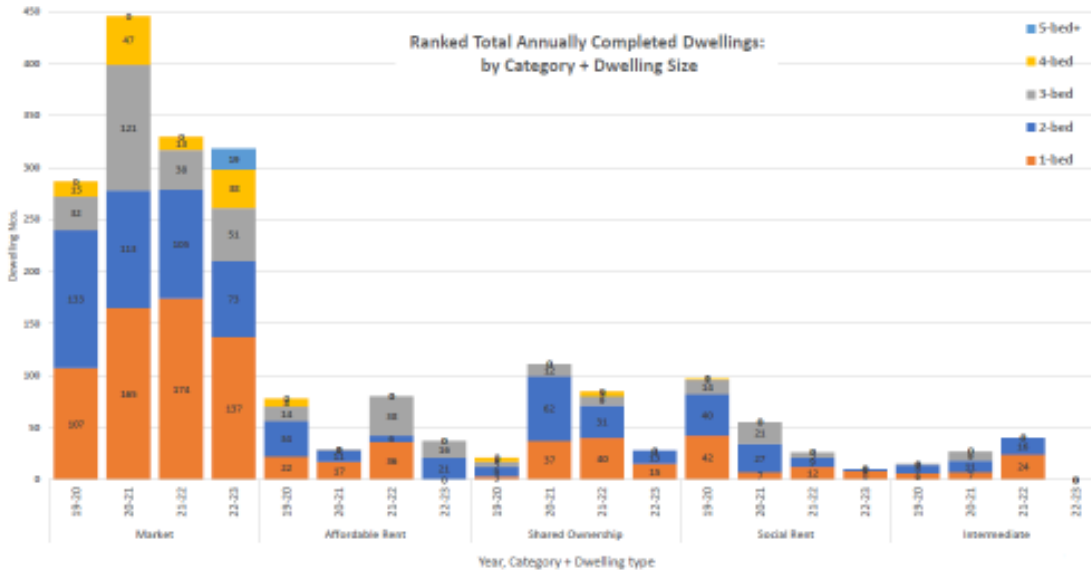
Housing supply has fallen short of the demand for new homes in London for many years and home building is currently facing unprecedented economic headwinds. Alongside persistent challenges such as levels of government investment, funding and policy uncertainty and funding rigidity, market conditions over the past year have been extremely challenging. Interest rates remain high and while the cost of construction materials has stabilised, they are at very high levels. This means that the cost of development (including debt servicing) is more expensive. Higher rates of contractor insolvencies, in part because of these conditions, are also making development more expensive and uncertain.

For social housing landlords, the combined effects of government policy to cap rent rises and mounting demand to tackle damp and mould, fire safety and energy efficiency are taking housing and development budgets to the point of being unsustainable. London's social housing stock has a lower level of decency than other parts of the country, driven by an older stock profile, a higher proportion of high-rise units, higher density development, and higher levels of overcrowding.

Lack of new supply coupled with the decline in the rental market is having significant implications for homelessness and temporary accommodation (TA). London is the epicentre of the national homelessness crisis, with more than half of all TA placements in the country made by a London borough. London Councils' own research has found that we have the equivalent of the population of Oxford living in TA, which amounts to one in 50 Londoners and includes one in 23 children.

- Extract from **"Making the economic case for housing investment in London"**, London Partnership Board, 17 October 2023

All Completions



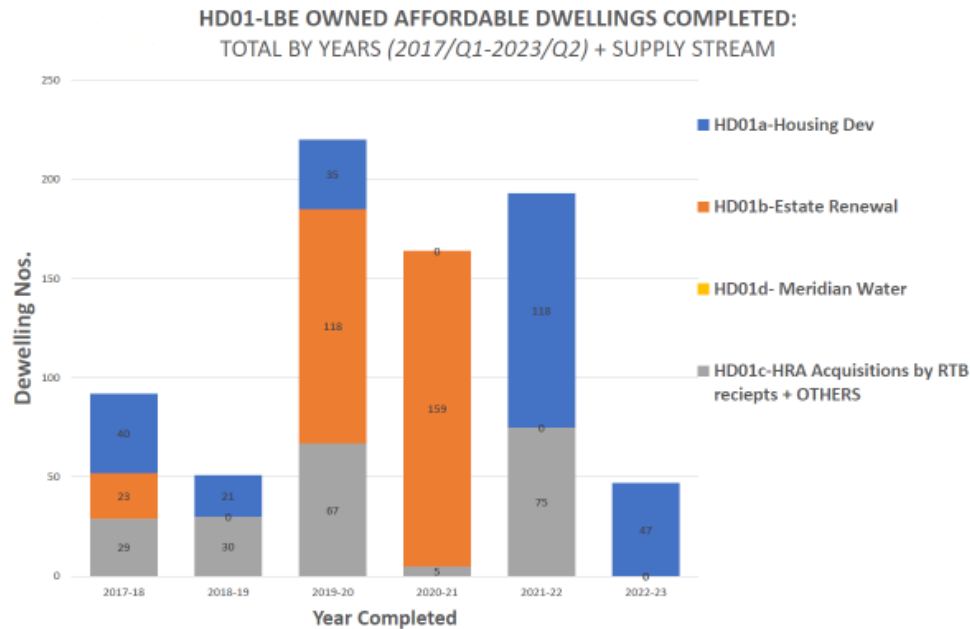
Completions have declined in all categories, with an aggregated supply peak of 668 units in 2020/21 falling by 45% to 368 units in 2022/23.

The predominate need within the borough is for large family homes (3 bedroom and larger). However:

- 1 & 2 bed units generally predominate across all these completions.
- 2 & 3 beds predominate in the 2022-23 affordable rented sector, although this is a small share of that years completions.
- 4 bed completions are found predominantly in the private market.
- 5 beds have only been completed in the private market but this was only in 2022-23.

A lack of supply impacts on low income households, particularly those with protected characteristics.

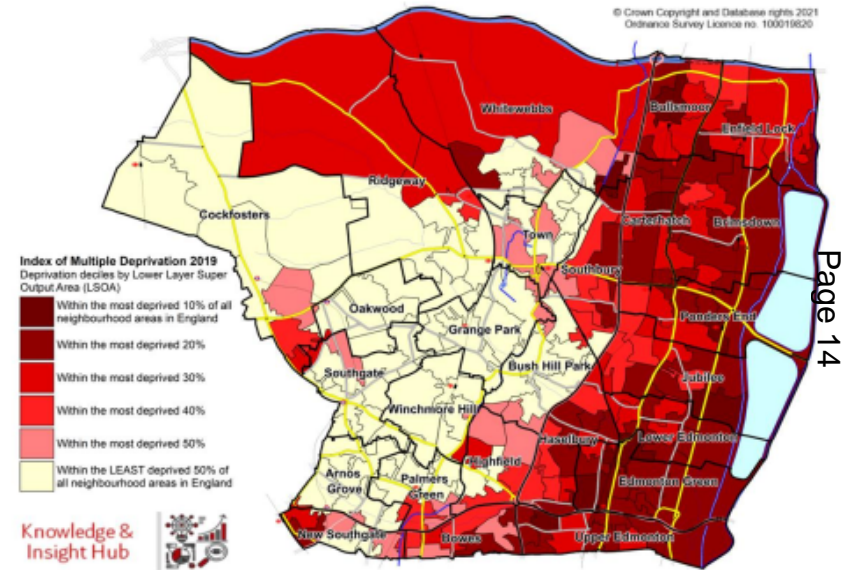
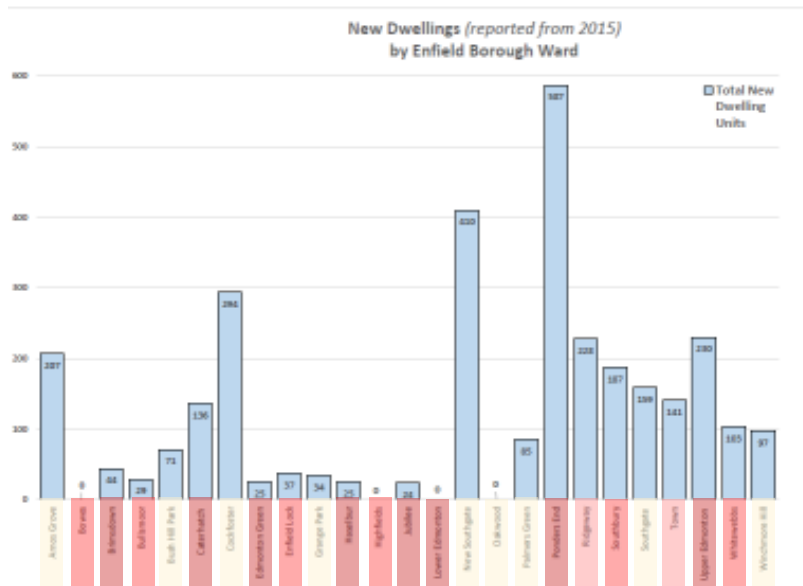
Council-owned Affordable Housing Completions



The reported annual number of Council-owned affordable housing completions from 2017 to 2023 shows significant fluctuation:

- Completions peaked in 2019-20 with 220, of which 67 were enabled through acquisitions.
- The 2022-23 total at 47 is significantly below the previous 3 years which averaged 192, and below 2018-19 at 51, which was also low.

Completions by Ward

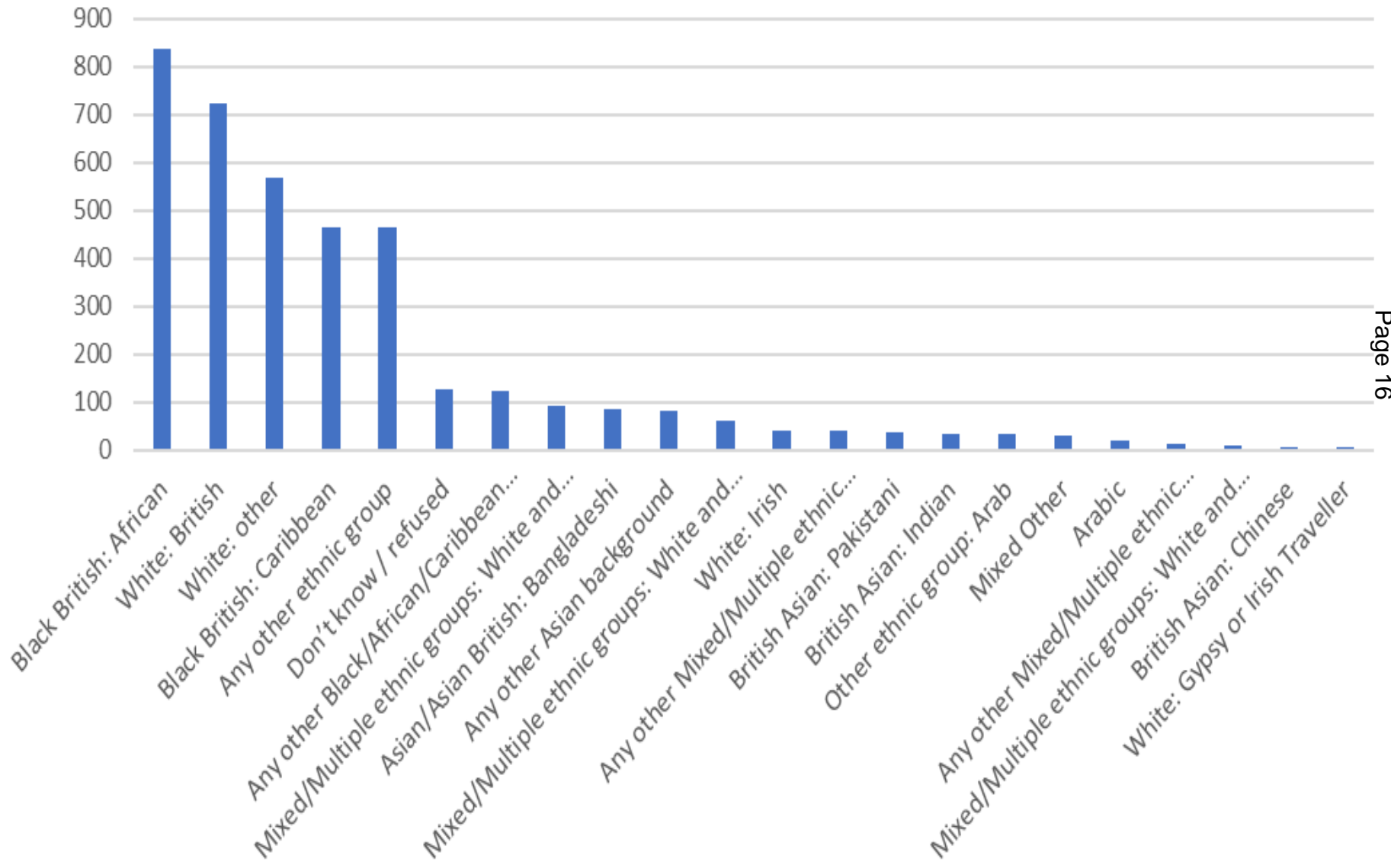


- Nearly 1,800 homes built in wards with areas within the most deprived 50% or greater
- Over 1,200 homes built in wards with areas within the least deprived 50%

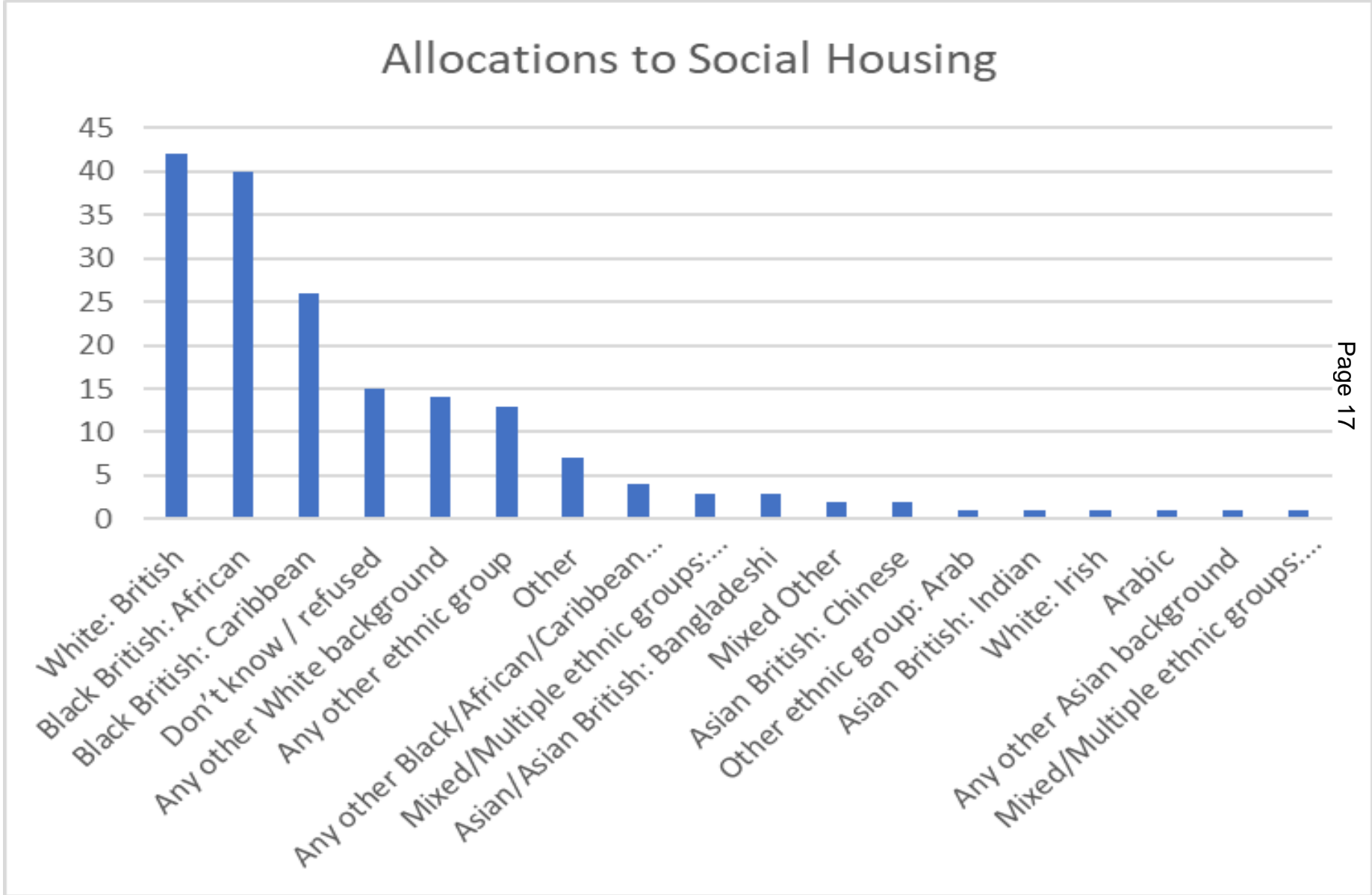
Social Housing Allocations

Housing Needs Register – Ethnicity

- No data on 2589 households

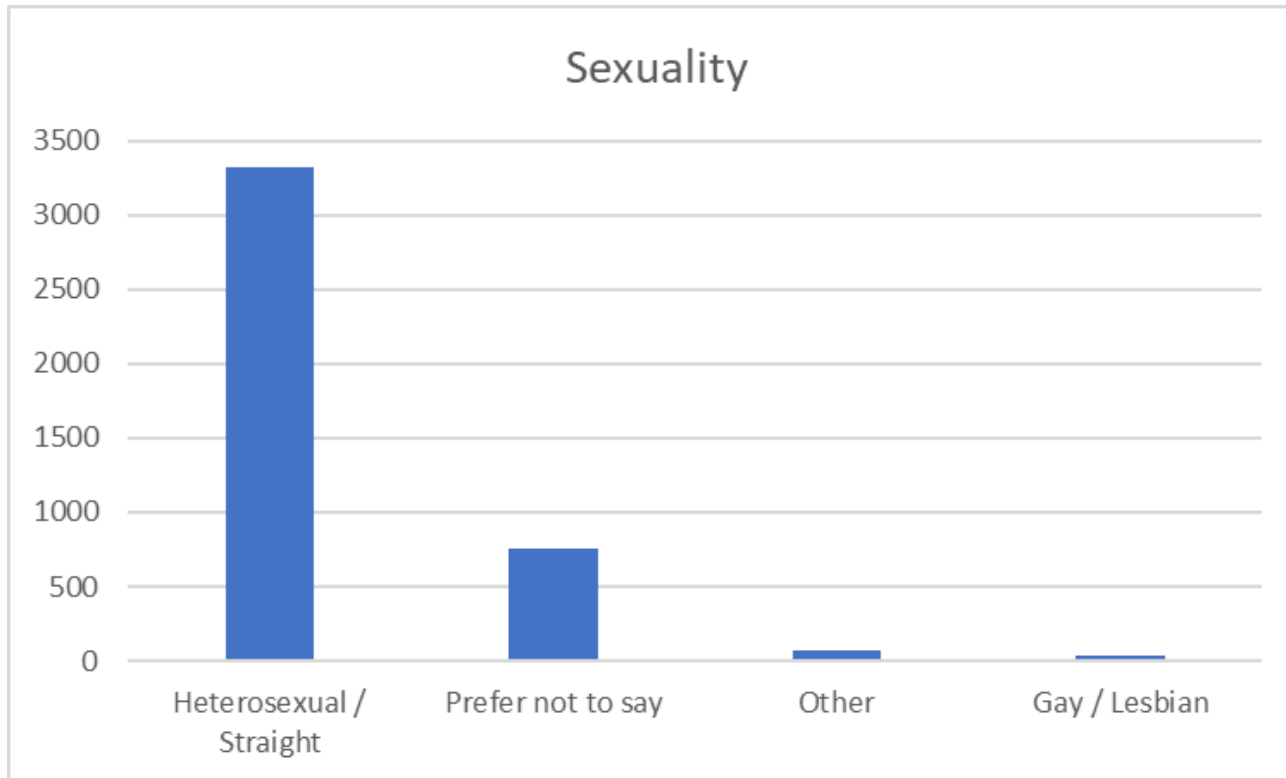


Allocations - Ethnicity

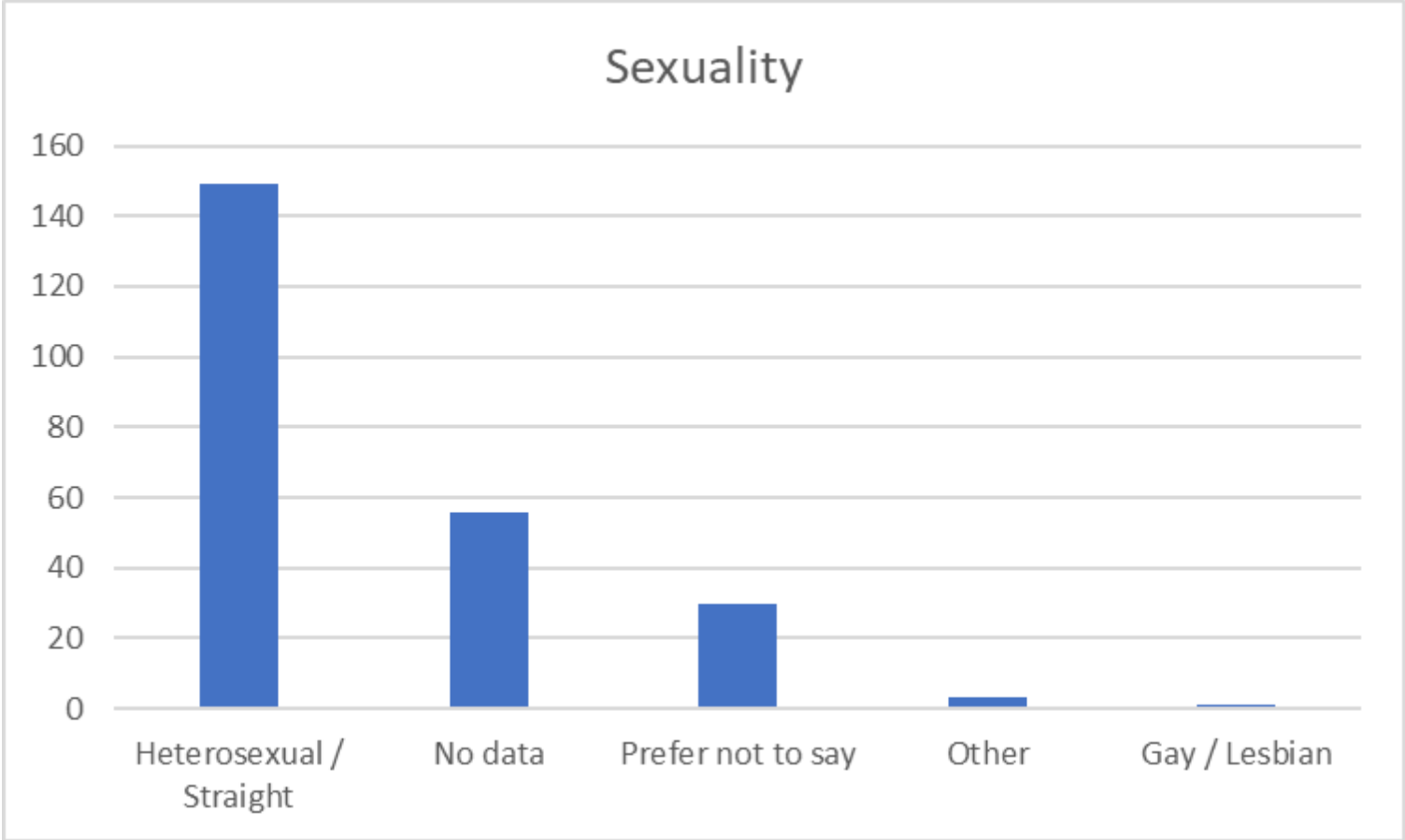


Housing Needs Register – Sexuality

- no data on 2841 households



Allocations - Sexuality



Out of borough placements: The Policy

- Statutory obligation to look at in borough placements first
- How do we choose who gets to stay in borough?
 - Medical
 - Education
 - Employment
 - Support needs

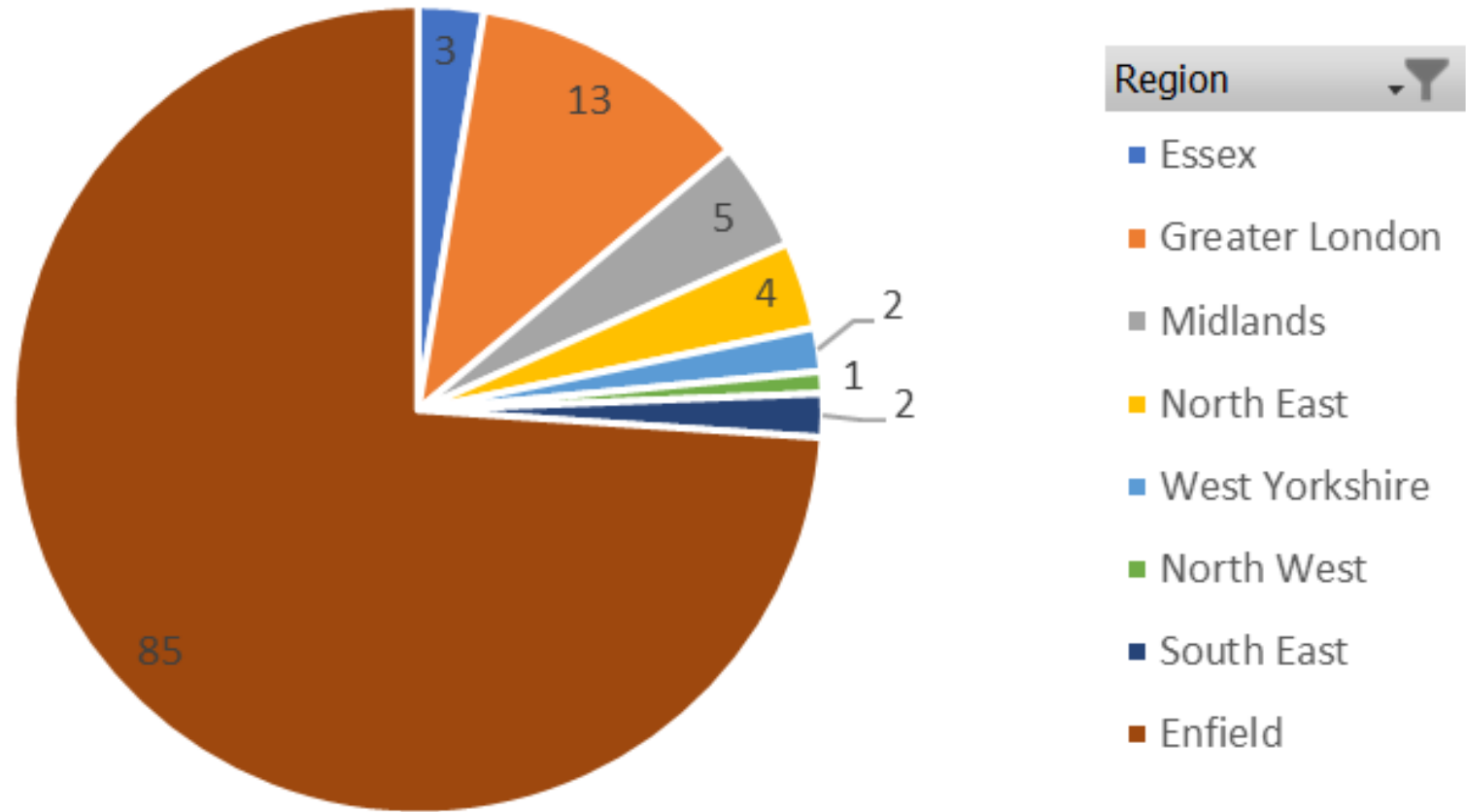
Suitability

- Every offer must be suitable to meet the needs of the household
 - Size
 - Affordability
 - Health
 - Schooling
 - Employment
 - Transport/facilities
 - Community and diversity
- Monitoring framework in development

Evolving picture

- Figures for the year to date
- In borough supply continues to fall due to affordability
- 52 properties currently being offered (as at 26/10/23)
 - 17 in borough
 - 10 in Greater London
 - 25 outside the South East

115 Private Rented Placements to date

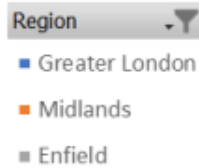
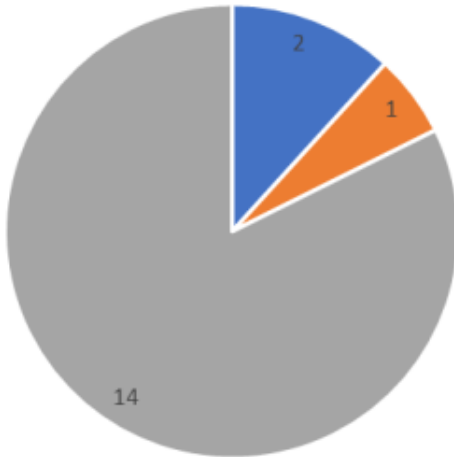


Breakdown of PRS placements by ethnicity

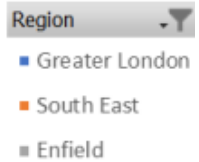
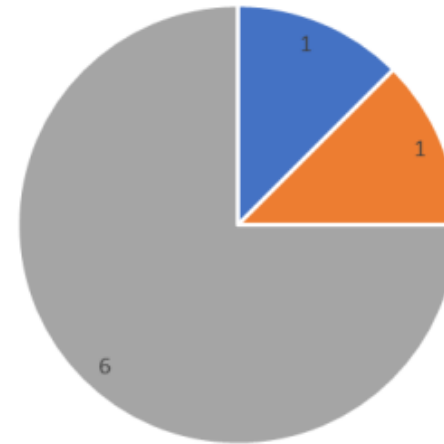
Any other ethnic group	2
Asian or Asian British - Indian	1
Black or Black British - African	12
Black or Black British - Caribbean	5
Don't know / refused	79
Mixed - White and Black Caribbean	1
White - British	8
White Other - Gypsy/Roma	1
White Other - Irish Traveller	1
White Other - Other	4
White Other - Turkish/Cypriot	1
Total	115

Ethnicity by placement area

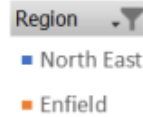
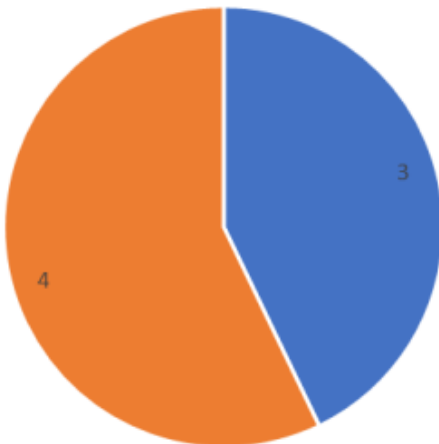
Black or Black British



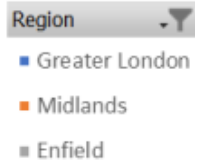
White British



White Other

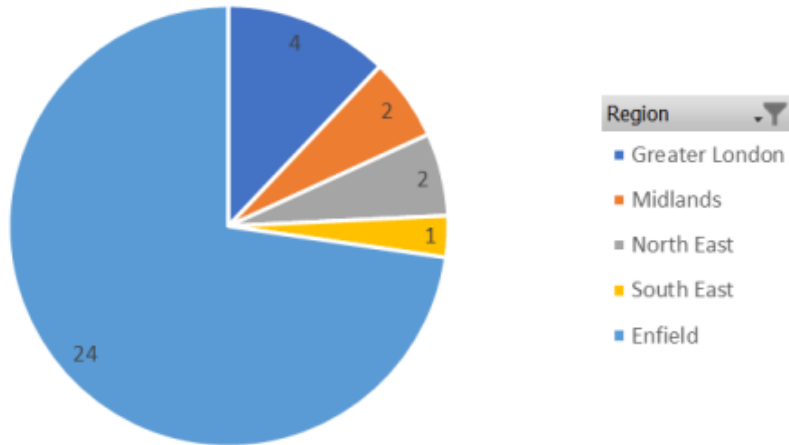


White and Black British

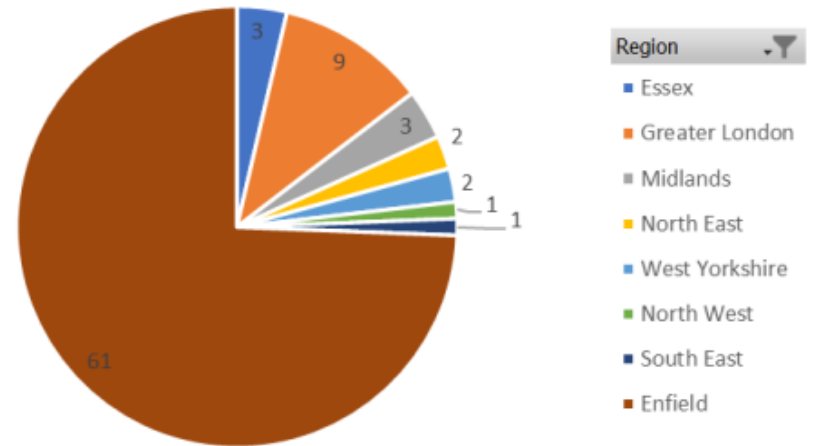


Sexuality by placement area

Heterosexual

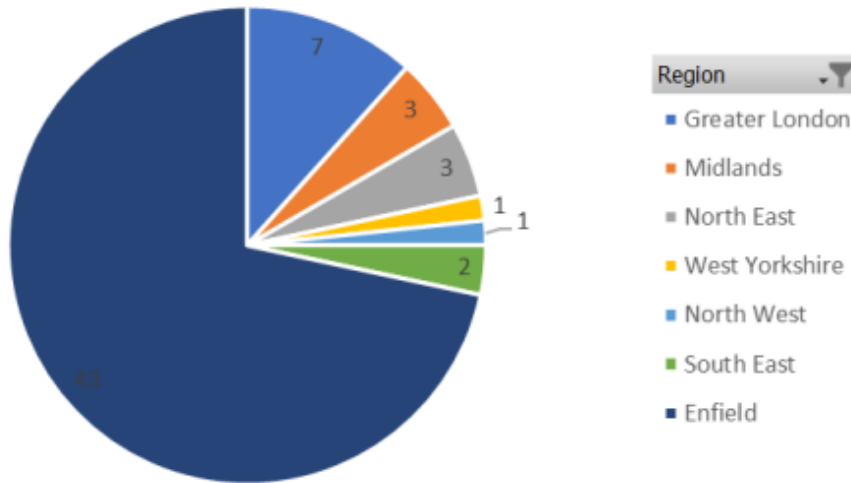


Not Known

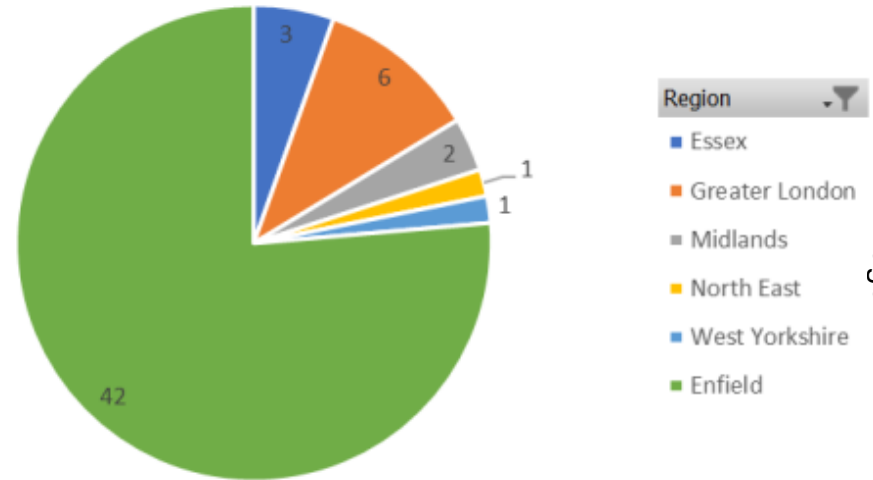


Gender Reassignment by placement area

Same gender



Not known



Key issues to address

- Quality of data and willingness of residents to share
 - Insufficient data on religion
 - 79 households had no equalities data
- Ensuring that host communities are sufficiently diverse
- Ongoing shortage of supply to meet need
- New presentations continue to increase
- Upward pressure on rents continues
- Changes to the Renters Reform Bill (s21)

Tenant satisfaction Equalities analysis

**Analysis of the findings of our 2022 Housing Service
Satisfaction Survey for Council Housing tenants
(general needs and sheltered) leaseholders and
temporary accommodation tenants**

www.enfield.gov.uk

Produced by the
Corporate Strategy
Service



Introduction

Topics analysed

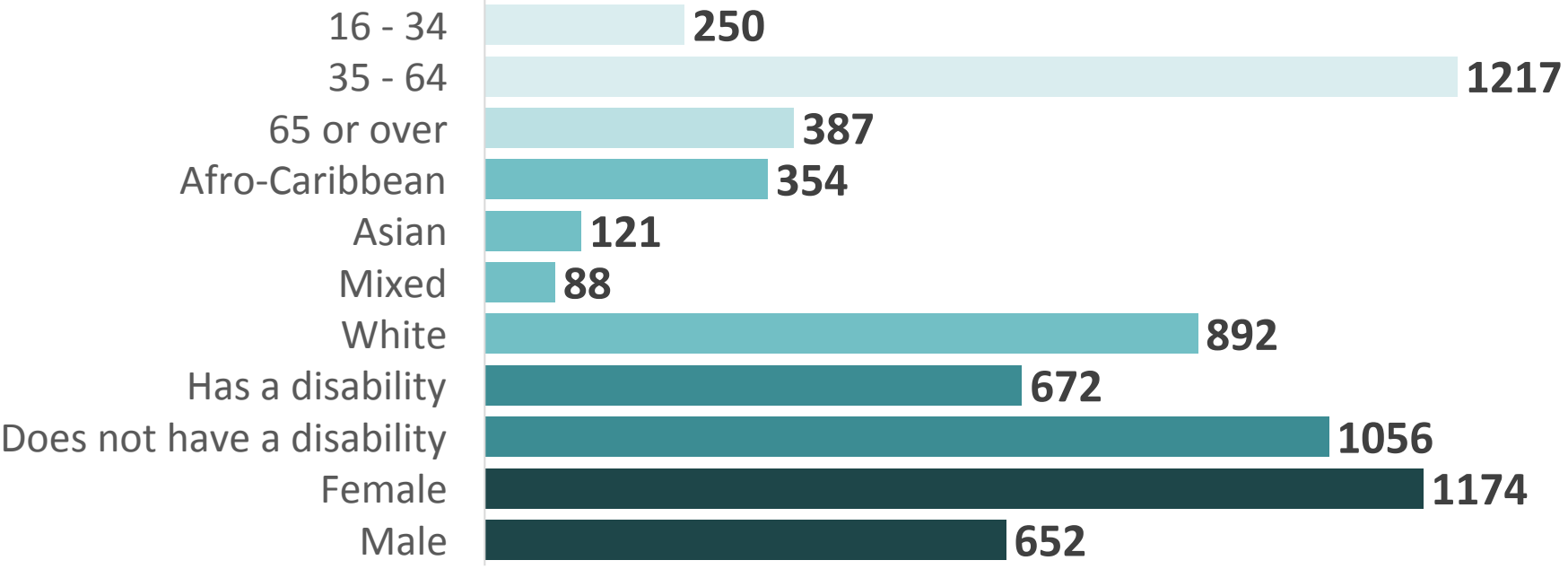
- Questions asked in our 2022 survey which directly link to the Tenant Satisfaction Measures (TMS) that will form the basis of future research, as prescribed by the Social Housing Regulator
- Question on safety outside in the local area after dark. This has been included as this is a topic where there may be an expectation of a difference in perceptions by protected characteristic

Key elements of the survey methodology

- Number of participants - 1,873 (including 604 general needs tenants, 106 sheltered tenants, 565 living in temporary accommodation and 518 leaseholders – these are unweighted bases)
- Data collection method – telephone interview and online questionnaire
- Fieldwork period – 31 October to 7 December 2022
- Equalities monitoring questions asked to identify age, gender, disability and ethnicity
- The sample has been weighted to ensure representativeness

Respondents

Weighted profile of respondents by protected characteristic



This chart displays weighted base sizes. Weighting factors are low suggesting that each protected characteristic was broadly represented in the sample prior to the weighting factor being applied. NB not all respondents provided a response to each of the equalities monitoring questions.

Analysis of perceptions by age

Around six out of 10 (147 out of 250) of all respondents aged 16-34 live in temporary accommodation (TA). Thus, the views of 16-34 year olds in temporary accommodation will have a significant impact on the scores recorded overall for the same age group.

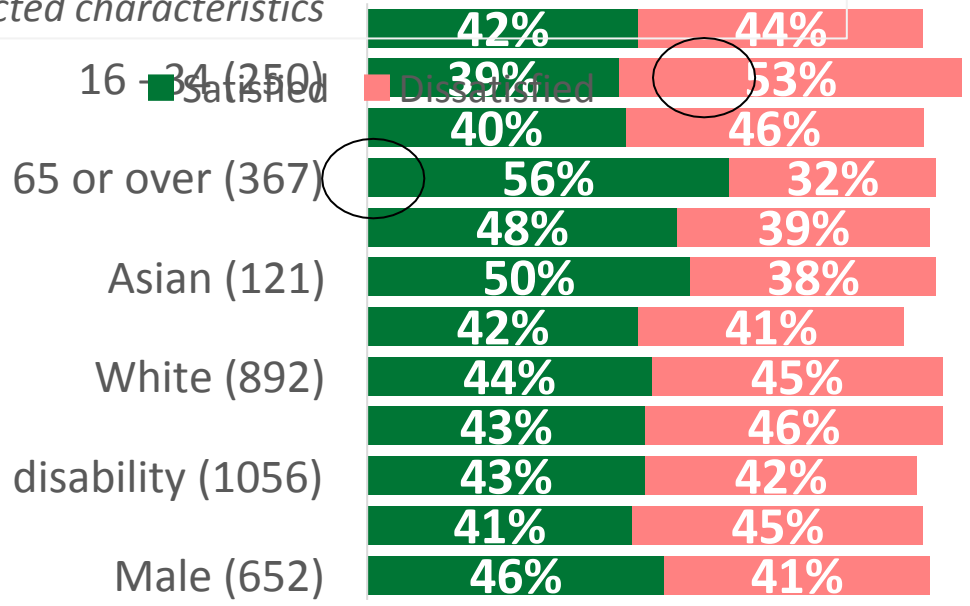
With positive ratings among those living in TA being comparatively low (and negative scores being high), this may, in part explain the difference in opinions across the various age groups. Thus, the differences in perceptions across age groups may be explained by tenure rather than experience based on age.

We could look at this issue in more detail by comparing the views of 16-34 year old respondents across each type of tenure. However, the numbers in this age groups in some forms of tenure is not substantial enough to enable meaningful analysis (e.g. 31 leaseholders and 66 general needs – unweighted).

Housing service (overall)

Comparatively high levels of dissatisfaction among 16-34 year olds

Satisfaction / dissatisfaction with the housing service overall. *All respondents and protected characteristics*



16-34 year olds are less satisfied than those aged 65 or over. While the latter are more dissatisfied than the former.

Analysis suggests perceptions of **satisfaction with maintenance of the property** is the main driver of perceptions with the overall service among respondents (excluding leaseholders). It is notable that those aged 16-34 and 35-64 have lower satisfaction scores with maintenance than those aged 65 or over (35% and 47% c.f. 74%). This may only be a partial explanation and the relationship may be correlation.

N.B. those who describe themselves as being of **mixed ethnicity** have less definitive opinions than others.

Q. Taking everything into account, how satisfied or dissatisfied are you with the housing service provided by the property managers / service provided by Enfield Council's housing service? Base: all respondents. Weighted base sizes are in parenthesis.

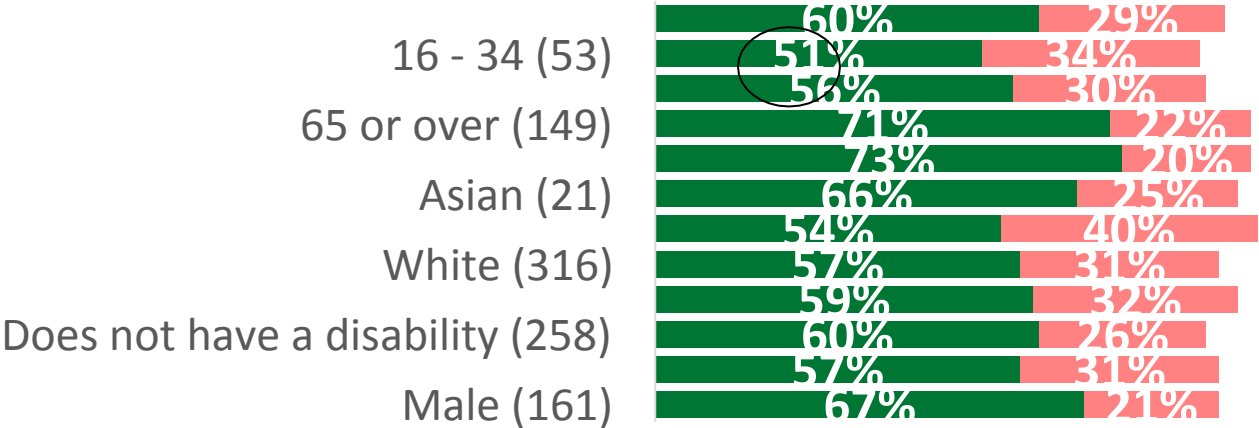
Repairs service (overall)

Satisfaction levels are comparatively low among females and high among 65 or older

Satisfaction / dissatisfaction with the repairs service. *All respondents and protected characteristics*

Caution: low base sizes, especially in relation to ethnicity

■ Satisfied ■ Dissatisfied



Those aged 65 or over are more positive than the other age groups.

Females less satisfied and more dissatisfied than males.

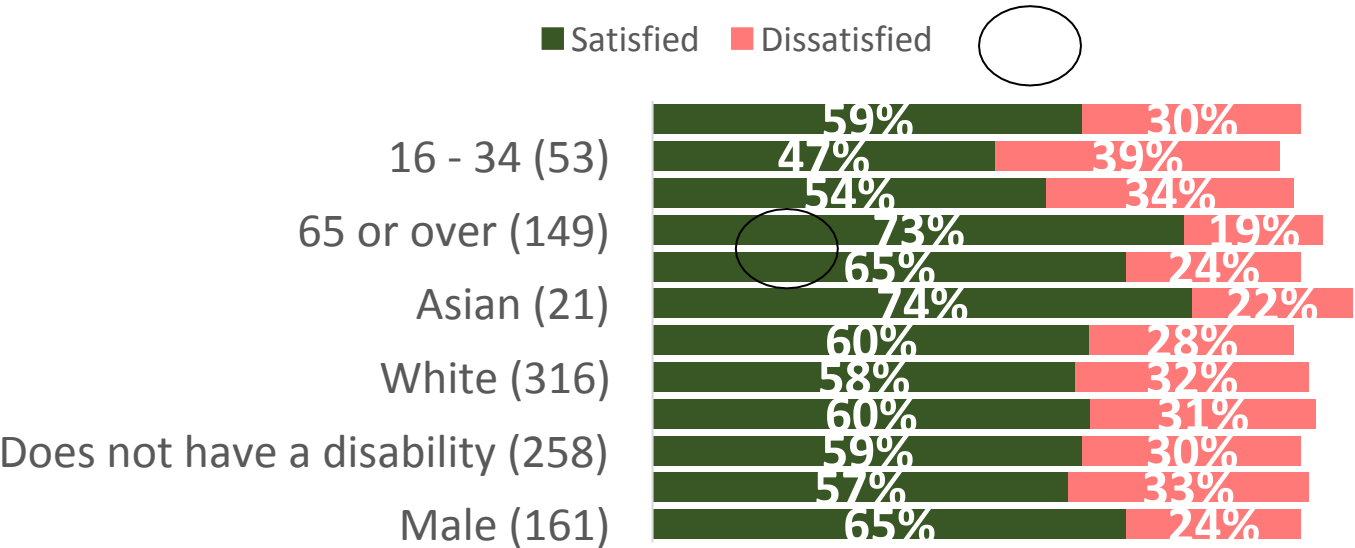
Q. How satisfied or dissatisfied are you with the overall repairs service from Enfield Council's Housing Service over the last 12 months? Base: Those who have had Enfield Council's Housing Service carry out a repair to your home in the last 12 months. Weighted base sizes are in parenthesis.

Time taken to complete most recent repair

Comparatively low satisfaction scores among female respondents

Satisfaction / dissatisfaction with time taken to complete most recent repair. *All respondents and protected characteristics*

Caution: low base sizes, especially in relation to ethnicity



Those aged 65 or over are more positive and less negative than other age groups.

Females are less satisfied than males. Levels of dissatisfaction just within the margin of error (NB low base sizes in relation to this question, compared to questions asked about all respondents)

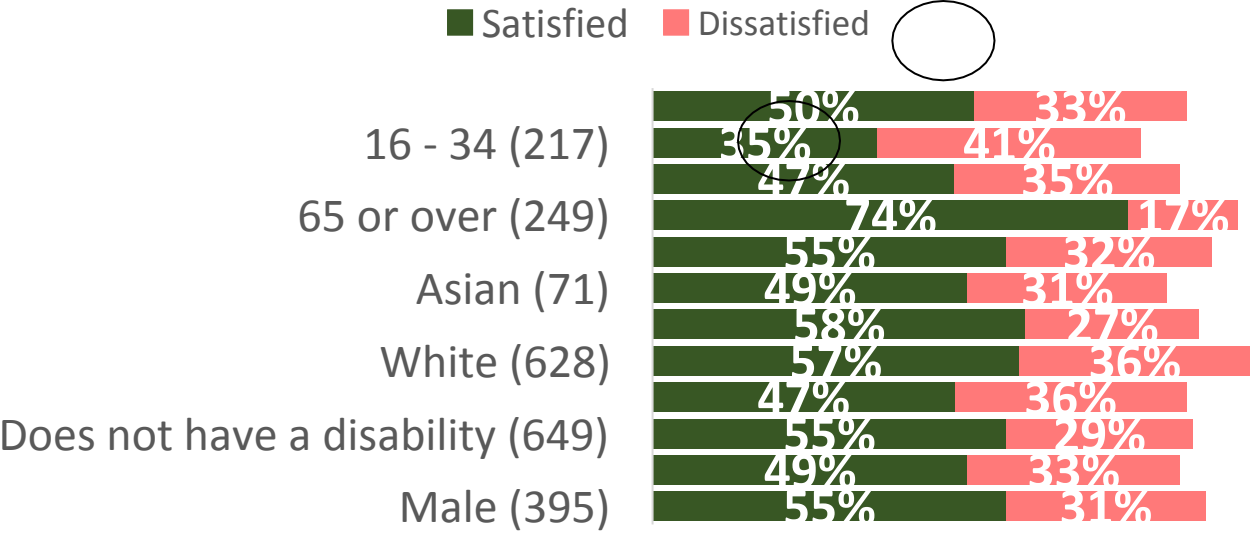
Q. How satisfied or dissatisfied are you with the time taken to complete your most recent repair after you reported it? Base: Those who have had Enfield Council's Housing Service carry out a repair to your home in the last 12 months. Weighted base sizes are in parenthesis.

Home being well maintained

Those with a disability, younger respondents and females are less positive about key issue

Satisfaction / dissatisfaction with the home being well maintained. *All respondents and protected characteristics*

NB: key driver analysis suggests this is the main influence on overall satisfaction



Those **aged 16-34** are less satisfied than both **35-64 year olds** and those **aged 65 or over**. With dissatisfaction for the youngest age group being more than double that of those **aged 65 or over**.

Those **with a disability** are less satisfied and more dissatisfied than those who **do not have a disability**.

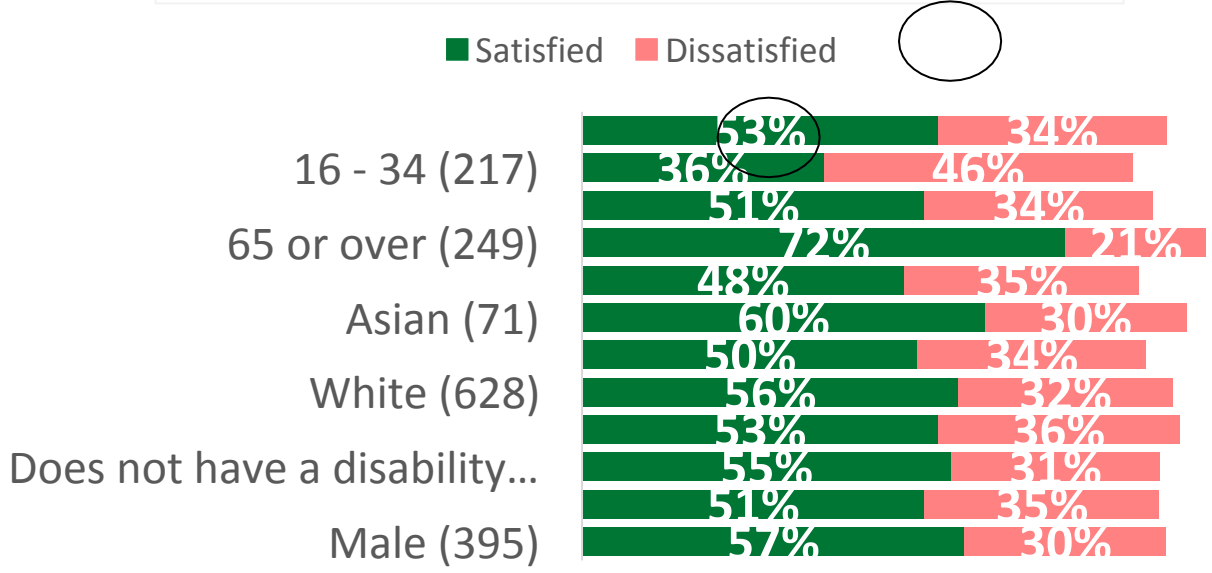
Females are less satisfied than **males**.

Q. How satisfied or dissatisfied are you that housing service provided by the property managers : Enfield Council's Housing Service' provides a home that is well maintained? Base: All groups except leaseholders. Weighted base sizes are in parenthesis.

Home being safe

Data indicates significant differences in perceptions by age are most stark

Satisfaction / dissatisfaction with the home being safe. *All respondents and protected characteristics*



Those aged **16-34** are less satisfied than **other age groups**. This satisfaction score for 16-34 year olds is 21 points lower than the overall score.

White respondents are more satisfied than **Afro-Caribbean**.

Those **with a disability** are more dissatisfied than those who **do not have a disability**.

Females are less satisfied than **males**.

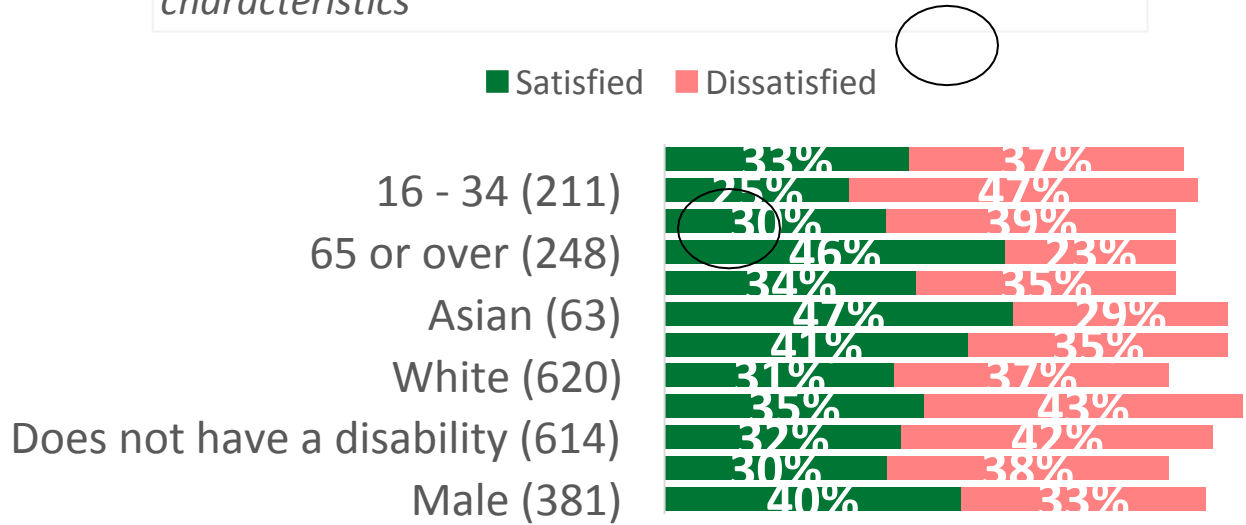
Q. Thinking about the condition of the property or building you live in, how satisfied or dissatisfied are you that Housing Gateway : Enfield Council's Housing Service provides a home that is safe? Base: All groups except leaseholders. Weighted base sizes are in parenthesis.

Council listening to views and acting on them

Substantial differences across the age ranges

Satisfaction / dissatisfaction with the Council's Housing Service listen to views and act on them. *All respondents and protected characteristics*

NB: high proportion of respondents who did not select a *satisfied* or *dissatisfied* option



Consistent with other indicators, there are substantial differences by age.

Asian respondents are more satisfied than those who are white.

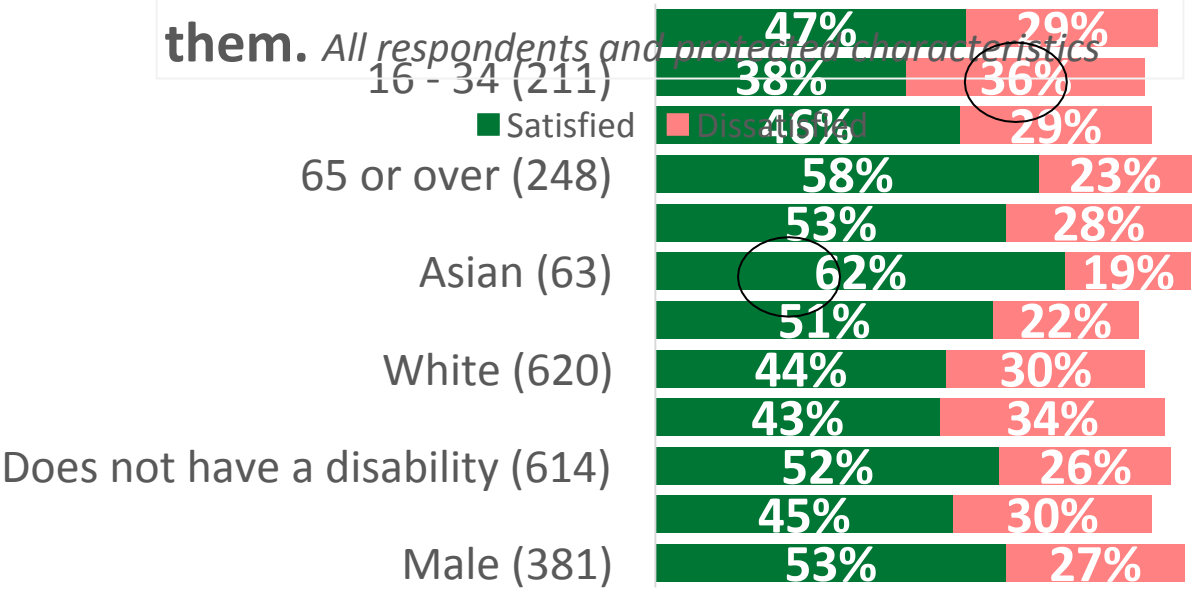
Females less satisfied than males.

Q. How satisfied or dissatisfied are you that Enfield Council's Housing Service listens to your views and acts upon them? Base: All groups except leaseholders and gateway customers. Weighted base sizes are in parenthesis.

Being kept informed

Those with a disability recorded comparatively both low positive and high negative scores

Satisfaction / dissatisfaction the Council's Housing Service keeps respondents informed about issues that matter to them. All respondents and protected characteristics



NB: high proportion of respondents who did not select a *satisfied* or *dissatisfied* option

Consistent with other indicators, there are substantial differences by age. Asian and Afro-Caribbean are both more positive than white respondents.

Those with a disability are both less satisfied and more dissatisfied than those with a disability. Formatting / method an issue?

Females less satisfied than males.

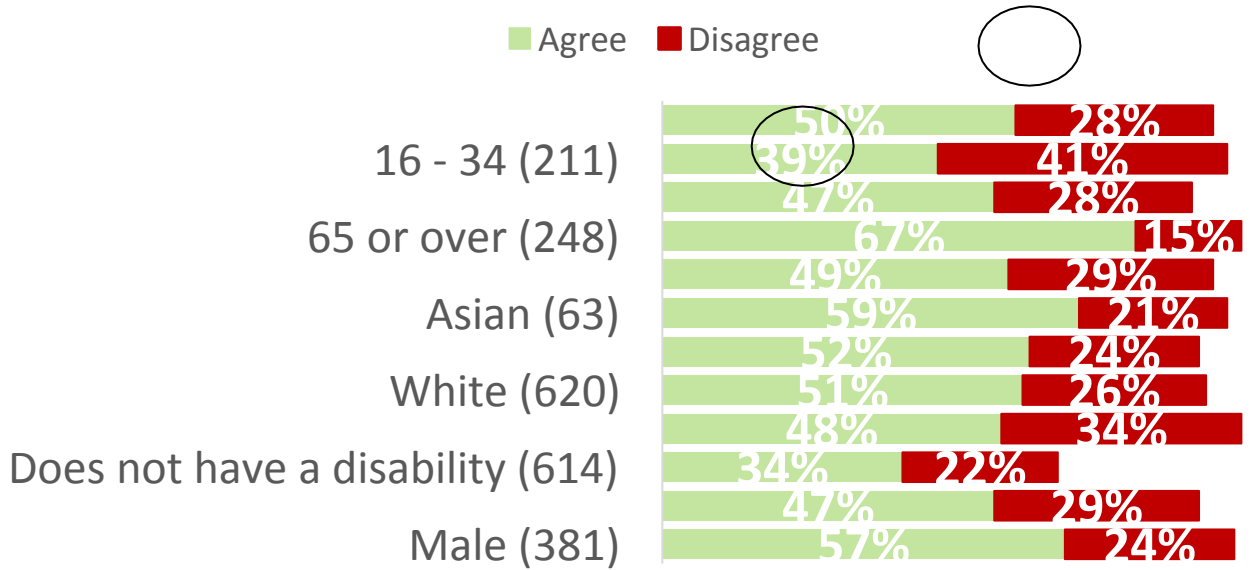
Q. How satisfied or dissatisfied are you that Enfield Council's Housing Service keeps you informed about things that matter to you? Base: All groups except leaseholders and gateway customers. Weighted base sizes are in parenthesis.

Treated fairly and with respect

Number of 16-34 year olds who disagree exceeds proportion who agree

Agree / disagree the Council treats them fairly and with respect. *All respondents and protected characteristics*

NB: high proportion of respondents who did not select either *agree* or *disagree* options



Consistent with other indicators, there are substantial differences by age.

Lower agree and higher disagree scores among those with a disability.

Lower agree score for female, than males.

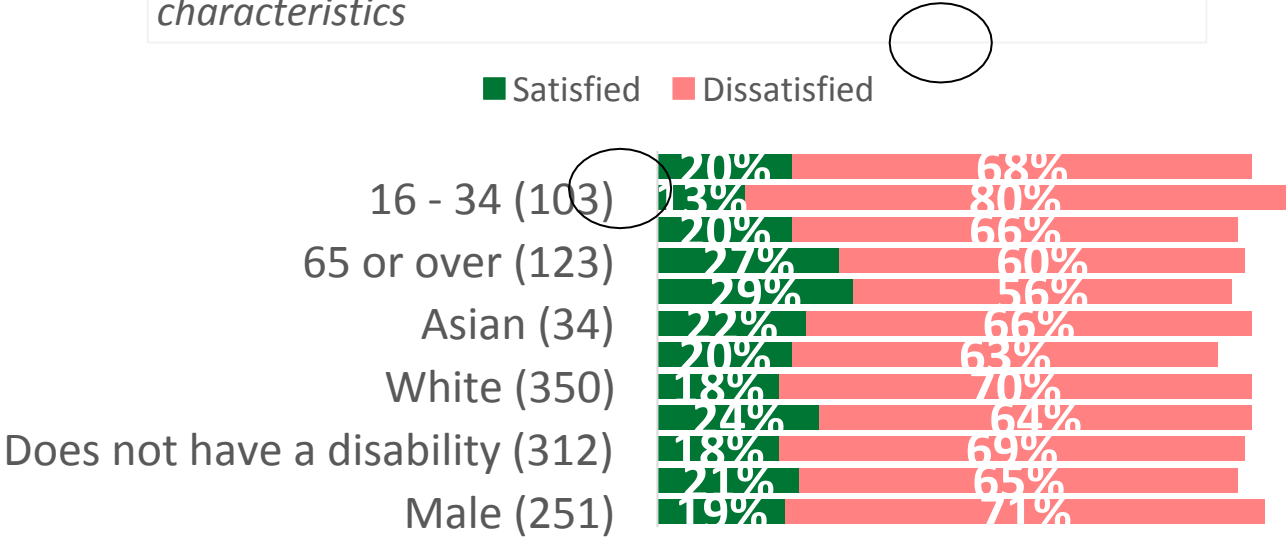
Q. To what extent do you agree or disagree with the following Enfield Council's Housing Service treats me fairly and with respect? Base: All groups except leaseholders and gateway customers. Weighted base sizes are in parenthesis.

Complaints handling

Across all groups, the proportion who are dissatisfied exceeds the number satisfied

Satisfaction / dissatisfaction with the Council's Housing Service approach to complaints handling. *All respondents and protected characteristics*

Caution: low base sizes, especially in relation to ethnicity



Only significant differences among comparative protected characteristics is that **those aged 65 or over** have a higher satisfaction score than **those aged 16-34**.

Q. How satisfied or dissatisfied are you with Enfield Council's Housing Service approach to complaints handling? Base: Those who have made a complaint to Enfield Council Housing Service in last 12 months. Weighted base sizes are in parenthesis.

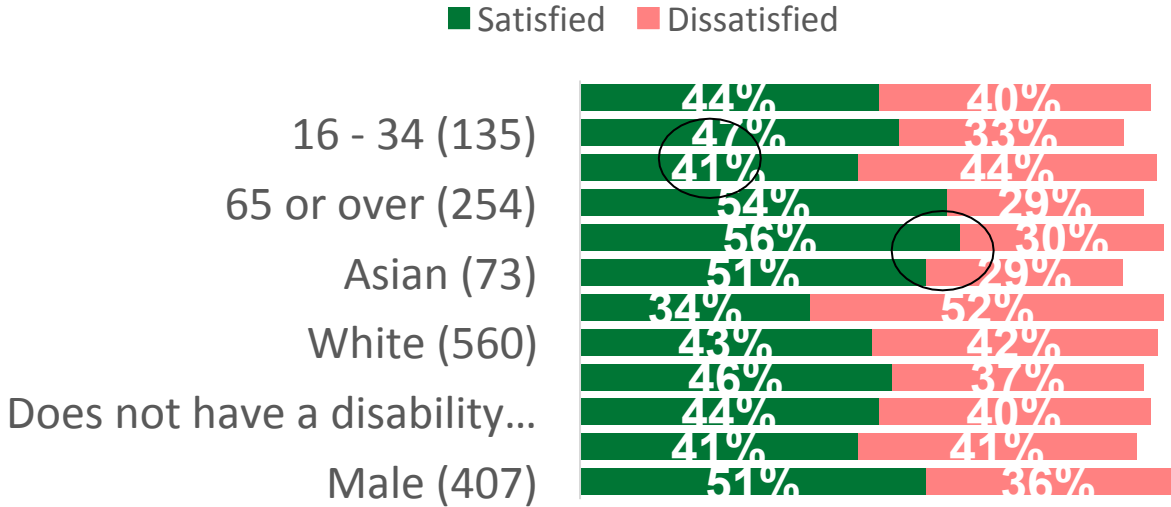
Maintenance and cleanliness of communal areas

% dissatisfied exceeds satisfied for mixed ethnic respondents and those aged 35-64

Satisfied / dissatisfied with cleanliness and maintenance of communal areas.

Overall and protected characteristics

NB: high proportion of respondents who did not select a *satisfied* or *dissatisfied* option and the base sizes are small



Those **aged 65 or over** are more satisfied than **35-64** year olds.

For those **aged 35-64**, the proportion dissatisfied exceeds the number satisfied.

Afro-Caribbean have a higher satisfaction score than **White** and **Mixed**. For those who describe themselves as **Mixed**, the proportion dissatisfied is higher than the number satisfied. Lower satisfaction score for **female** than **males**.

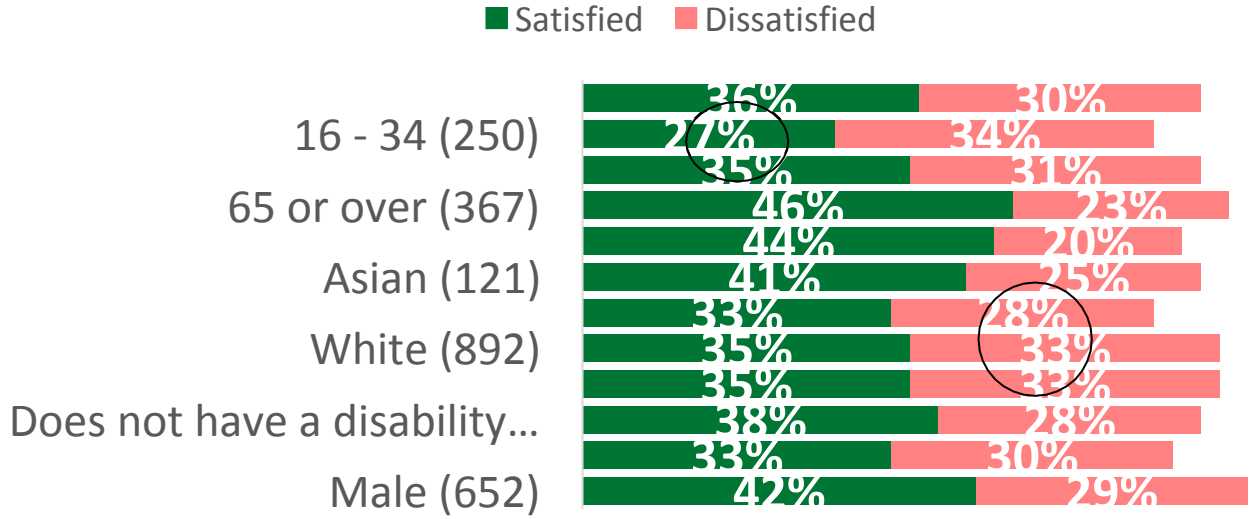
Q. How satisfied or dissatisfied are you that housing service provided by the property managers : Enfield Council's Housing Service keeps these communal areas clean and well maintained? Base: Those living in a building with communal areas, either inside or outside, that Enfield Council's Housing Service is responsible for maintaining. Weighted base sizes are in parenthesis.

Landlord makes positive contribution to the neighbourhood

Once more, of the age groups, those aged 65 or over are most positive

Satisfied / dissatisfied that landlord makes positive contribution to the neighbourhood.
Overall and protected characteristics

NB: high proportion of respondents who did not select a *satisfied* or *dissatisfied* option



For those **aged 16-34** have the lowest satisfaction score among the different age ranges. Those **aged 65 or over**, have the highest score.

Lower satisfaction score for **female** than **males**. No statistically significant difference in the dissatisfaction scores. A seemingly typical pattern across the indicators

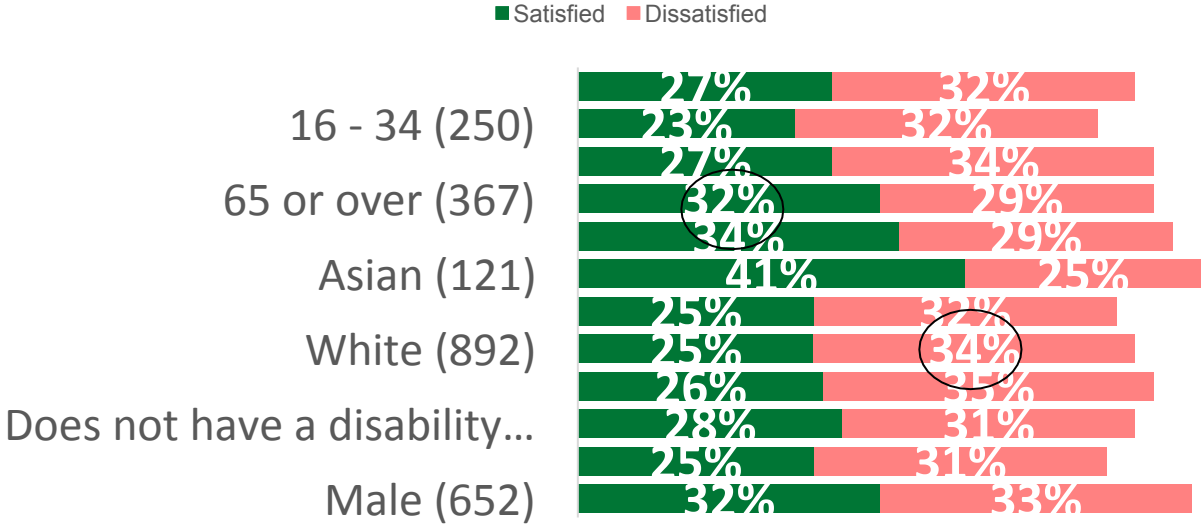
Q. How satisfied or dissatisfied are you that housing service provided by the property managers : Enfield Council's Housing Service makes a positive contribution to your neighbourhood? Base: all respondents. Weighted base sizes are in parenthesis.

Handling anti-social behaviour

Over a third of respondents with a disability are dissatisfied with how ASB is handled

Satisfied / dissatisfied with landlord's approach to handling ASB. *Overall and protected characteristics*

NB: high proportion of respondents who did not select a *satisfied* or *dissatisfied* option



Those aged 65 or over are more satisfied than those aged 16-34.

Both Asian and Afro-Caribbean have higher satisfaction scores than White respondents.

Females have lower satisfaction scores than males.

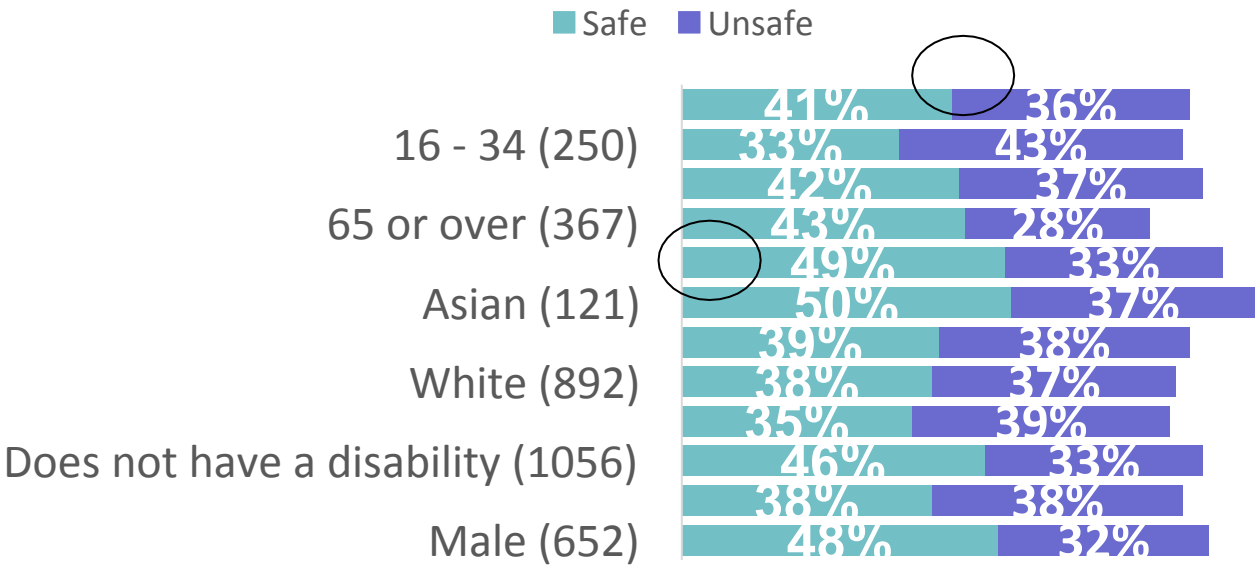
Q. How satisfied or dissatisfied are you with housing service provided by the property managers : Enfield Council's Housing Service approach to handling anti-social behaviour? Base: all respondents. Weighted base sizes are in parenthesis.

Safety outside after dark in the local area

More 16-34 year olds and those with a disability feel unsafe than safe

Safe / unsafe outside after dark in the local area. Overall and protected characteristics

NB: high proportion of respondents who did not select a *safe* or *unsafe* option.



The same question has been asked in Residents' Surveys in the borough in the past. Analysis of that data displayed similar patterns with **younger respondents** and **those with a disability** recording the highest unsafe scores.

Both **Asian** and **Afro-Caribbean** feel safer than **White** respondents.

Those **with a disability** feel less safe and more unsafe than those who **do not have a disability**.

Females feel less safe than **males**.

Q. How safe or unsafe do you feel when outside in your local area after dark? By local area I mean the area within 15 to 20 minutes walking distance from your home? Base: all respondents. Weighted base sizes are in parenthesis.

• Any questions?



London Borough of Enfield

Report Title	<i>Housing and Homelessness: Update to Equalities Board</i>
Report to	<i>Equalities Board</i>
Date of Meeting	<i>8 November 2023</i>
Cabinet Member	<i>Cllr Ergin Erbil (Cllr Nia Stevens as Equalities Board Chair).</i>
Executive Director / Director	<i>Joanne Drew, Strategic Director of Housing and Regeneration</i>
Report Author	<i>Joanne Drew Joanne.drew@enfield.gov.uk</i>
Ward(s) affected	<i>All</i>
Classification	<i>Part 1 Public</i>
Reason for exemption	<i>Not applicable</i>

Purpose of Report

1. This report presents a briefing in response to a request from the Equalities Board to receive a presentation on the development of new homes and to provide an update on housing allocations and ongoing and planned Council Housing tenant engagement at its meeting on 8 November 2023.
2. These areas will be considered in sequence and equalities perspective presented for each as follows:
 - a. Completion of new homes
 - b. Housing register and allocations (including out of borough)
 - c. Feedback from tenant engagement

Completion of new homes (2019-2023)

3. Analysis of recent completions in house building in the borough between 2019/20 and 2022/23 illustrates a lack of supply impacts on low-income households.

4. Completions across all tenures are as follows

	2020/21	2021/22	2022/23	Total
No. of homes required	830	1246	1246	3322
No. of homes delivered	853	1041	912	2806

5. The predominate affordable housing need within the borough is for large family homes (3 bedroom and larger) and the Councils own schemes aim to focus on meeting this supply as the market tends to bring forward more 1 & 2 bed, with 2 & 3 beds predominating in the 2022-23 affordable rented sector, although this is a small share of that year's completions. Our 4 bed completions are found predominantly in the private market and 5 beds have only been completed in the private market, but this was only in 2022-23.
6. The ability to accelerate and increase the availability of supply of new local homes whether through our own capital programming (including continuing acquisitions via Housing Gateway Ltd) or encouraging greater supply through the private rented sector remain (including through Enfield Lets) is at the heart of our strategy to meet significant ongoing housing need in the borough.

Housing allocations

7. As we know the local authority is under huge pressure in terms of its ability to house people owed a homelessness duty who are presently in temporary accommodation and has recently set out plans to alleviate this by seeking to secure increased private rented sector housing supply out of borough. This is in the context of a collapsing local private rented sector in Enfield that is constraining supply to an unprecedented extent. There is insufficient social housing available so like most Boroughs Enfield seeks to meet the needs of households who are homeless through the private rented sector.

Housing Needs Register analysis: September 2023

8. As of September 2023, we have 7,024 households on the Housing Needs Register. This includes households who do not presently qualify for enough points for rehousing but are on the register. Based on available monitoring information, we can analyse the protected characteristics of households on the register. However, it should be remembered that not all data has been captured due to the fact the register has been in place longer than we have been collecting equalities data as part of it.

- **Sex**

The households where the lead applicant was female is significantly higher than the percentage of households where the lead applicant was male (33%). In Enfield, 52% of the population are female and 48% are male.

- **Gender Reassignment**

In Enfield, 1.1% of the population declared in the 2021 census that their gender identity was different from that registered at birth. This is higher than the percentage of households on the housing register where the lead applicant is transgender (0.06%).

- **Age**

When considering the composition of the register by age, the overwhelming number on the register are aged 18-65. This equates to 78.3% of the total register with significant numbers of young people under 19 (13.4%) and nearly one in ten of those on register being over 65 (8.3%) This compares to the total proportion of under 19's in the borough which is 27.8% and over 65's in the borough which is 11.9%.

- **Disability**

In terms of declared disability or otherwise we can draw on 95% of the total register to determine composition. This shows us that 12.6% of the register's households are declaring a disability, 64.6% declaring no disability and 17.8% preferring not to say.

When compared to overall borough statistics the percentage of people declaring disability is broadly comparable with the borough average of 13.6% but if we also factor in those considered to have a disability not covered under the equalities act then the borough wide percentage increases to 18%.

- **Religion**

Around 35% of the total register have declared information relating to their religion and beliefs. Of those doing so, 18% of respondents identified as Christian and 10.4%. Of other religions none were higher than 0.4% which comprises those identifying as Hindu (24 households).

- **Ethnicity**

The current register holds information on ethnicity on 58% of the total number on the register. Of these 21.19% are Black or Black British, 11.5% are White British, 9.5% are White Other, 7.47% are from Other ethnic backgrounds, 3.74% are Asian or Asian British, and 3.35% are of Mixed / Multiple ethnic backgrounds.

The proportion of households on the housing register who are White British and White Other is significantly lower than the borough population,

(11.5% and 9.5% compared to 31.3% and 28.7%). The proportion of households on the housing register who are Black or Black British is higher than the borough population (21.19% compared to 18.5%).

- **Sexual Orientation**
- 11. Around 48.8% of lead applicants on the housing register have declared their sexual orientation, of which 47.3% identify as heterosexual, 0.5% identify as gay/lesbian and 1% identify as 'other'.
- 12. This compares with boroughwide statistics indicating 88% of residents identifying as heterosexual, 0.9% as gay/lesbian, 0.8% as bi-sexual and 9.7% preferring not to say or other.

Placing residents in accommodation including out of borough

- 13. There have been 115 placements made so far in 2023/24. From July 2023 the council operated a national placement policy. Of these placements, 85 have been in borough with the remainder placed out of borough. In addition, 52 properties are currently being offered as at 26/10/2023. Of these, 17 are in borough, 10 in Greater London and 25 outside the South East.
- 14. Before considering out of borough placement the local authority has a statutory obligation to look at in borough placements first. When considering suitability factors relating to medical, education, employment and wider support needs are taken into consideration. Every offer must be suitable to meet the needs of the household.
- 15. We have analysed a cut of data provided to us from the Housing Advisory Service regarding recent out of borough placements. We do not have comprehensive equalities data so that which we have needs to be treated with caution, but we do have some data relating to around a third of those families placed out of borough. This equates to partial information on 11 of the most recent 30 families placed outside of Enfield where some equalities data has been captured, we can see that of that cohort:
 - 8 families identified as UK national (of these 5 further identified as Black-British, 1 as Mixed Race – British, 2 as White-Other and 1 as Asian-British)
 - Of the other 4 cases for which we have ethnicity data; 2 identified as Black-African non-EEA, 1 as White-Other EEA and 1 as EEA-Romanian.
 - In terms of sexual orientation of 11 declarations made, 10 self-reported as heterosexual and 1 preferred not to say.
 - In terms of gender of the lead applicant were identified 5 were female and 1 as male.
 - In terms of religious beliefs, 4 identified as Christian and 1 as Muslim.
 - We have no details on disabilities for those placed other than 4 who were reported to not have any disability.
- 16. In terms of proximity to Enfield the out of borough placements range from neighbouring peer boroughs (Waltham Forest) to places in the north of England (Durham) and locations in between these two points. Given the

extraordinary pressure on temporary accommodation in the borough we can expect to see more out of borough placements to occur and we will be increasing the quality and breadth of equalities data gathering following recent improvement to how we gather relevant data from those we are seeking to support into sustainable housing options.

17. As evidenced, the local authority still has work to do to gain more complete information on those on the register and in the process of being placed. It is vital that we increase the quality of data and the willingness of residents to share.
18. The process of out of borough placement is still a developing one and we will be increasing our knowledge to work with families so they can be assured that host communities are sufficiently diverse and meet their requirements.
19. There remains a medium-term shortage of local supply to meet need and new presentations continue to increase. This in turn, and in combination with changes to the Renters Reform Bill, applies greater upward pressure on local rent levels making it increasingly difficult to place people locally.

Tenant engagement and satisfaction: 2022 Survey

20. Our ability to regularly engage with our tenants to inform future service delivery and respond/anticipate to resident priorities is a key element of our approach to managing our housing stock. We have a highly engaged Customer Voice forum that gathers feedback from our diverse tenant base and gather customer satisfaction data relating to our planned and responsive repairs service. This helps us create the context for an ongoing, action focused dialogue with tenants and drives service improvement and accountability.
21. In 2022, we conducted a detailed tenants' satisfactions survey. Questions asked directly to link to Tenant Satisfaction Measures (TMS) that will form the basis of future research, as prescribed by the Social Housing Regulator.
22. The survey was comprehensive with 1,873 participants (including 604 general needs tenants, 106 sheltered tenants, 565 living in temporary accommodation and 518 leaseholders – these are unweighted bases).
23. The data was collected via telephone interview and online questionnaire over the period 31 October 2022 to 7 December 2022. Equalities monitoring questions were asked to identify age, gender, disability, and ethnicity. The sample has been weighted to ensure representativeness.
24. When looking at the protected characteristics for which data was obtained, we can evidence the following.
 - **Age**

25. When examining three broad age ranges appropriate to equalities monitoring, we can evidence the following.
- **16–34-year-olds.**
 - Compared to other age groups, they have the lowest positive, and highest negative, scores in relation to each indicator
 - Of all protected characteristics, they have the highest recorded negative score across 6 of the 13 indicators in this report. This may, in part, be due to most respondents this age living in TA (those living in TA mostly have the least positive and most negative perceptions across the indicator set, except for feel safe/unsafe outside after dark).
 - **35 – 64-year-olds.**
 - Scores across all indicators were mostly more positive and less negative than those recorded for 16–34-year-olds.
 - **65 or over.**
 - Scores were mostly more positive and less negative than those of the other age groups. This group recorded the highest positive score across all protected characteristics in relation to the housing service overall, the landlord making a positive contribution to the neighbourhood and being treated fairly and with respect by the Council.
 - **Ethnicity**
26. Analysis of satisfaction by ethnicity suggests few differences. There was no clear pattern to suggest a specific ethnicity is more positive or less positive, in general, across the indicator set of the survey. The differences in perceptions are not as stark as those we see in relation to, for example, age.
27. For some questions in the survey (e.g., satisfaction with complaints handling) the base sizes were too small to enable meaningful comparative analysis by ethnic categories.
28. There were some issues arising to note. Of all the protected characteristics, Afro-Caribbean respondents were most positive about the repairs service overall. Asian respondents recorded the highest positive score for indicators regarding the landlord’s approach to handling ASB, safety outside after dark and being kept informed about issues that matter to most of them. Some caution should be applied to these findings as for some questions, the base size of Asian respondents was as low as 21.
29. The Mixed ethnicity respondents recorded the least positive rating for cleanliness and maintenance of communal areas whilst White respondents had the joint-highest negative score across all protected characteristics in relation to the landlord making a positive contribution to the neighbourhood.
- **Sex**

30. Only in relation to the question on time taken to complete repairs do females have statistically significant lower positive and higher negative scores than males.
31. When a margin of error is not deployed, females record both lower positive and higher negative scores than males across all 13 indicators within the survey excepting two: Council's handling of complaints and landlord's approach to handling ASB. Although applying the margin of error provides us with confidence in data, it can be argued that this finding is of indicative value was recommended for consideration by the Housing Service.
32. In total, females have fewer positive views, which are statistically significant, in all issues except for overall satisfaction / dissatisfaction with the housing service and Council's handling of complaints.
33. One of the key issues for consideration is that around two out of five (38%) female respondents feel unsafe outside after dark. It is notable that only the same number of females feel safe outside after dark.

○ **Disability**

34. The differences in perceptions between those who have a disability and those who do not, appear to be more definitive than those we see in relation to age and ethnicity.
35. There are three issues in which those with a disability have both lower positive and higher negative scores than those who do not have a disability (suggesting we can be especially confident in there being different opinions): These focus on the ability of the Housing Service to keep them informed about issues that matter; the perception that the Council treats them fairly and with respect (where differences between views in relation this question are most stark) and in feeling safe outside after dark
36. Those with a disability recorded higher dissatisfaction scores than those who do not have a disability in relation to the following: home being well maintained, home being safe and with the landlord approach to dealing with ASB - those with a disability recorded the highest negative score of all protected characteristics in relation to this question). In relation to each issue, the positive scores were similar.
37. The Housing Management Team is being refreshed under a new Service Director to drive service improvement and will continue to embed more robust equalities data gathering and reporting to help better understand how equalities considerations can inform better service delivery.

Main Considerations for the Equalities Board

38. To consider the evidence and analysis contained in the report in the context of our Fairer Enfield objectives and offer observations and recommendations to support and inform future housing service delivery.

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Appendices

Appendix 1: Slide deck to be presented at the Equalities Board on 8 November 2023.

Equalities Board Forward Plan 2023/24

Meeting	Fairer Enfield objective	Agenda items	Lead officer
<p>Wednesday 8 Nov 2023</p>	<ul style="list-style-type: none"> • Overcome racism in Enfield • Work with our partners to mitigate the impact of Covid-19 on children and young people’s mental health and wellbeing • Provide access to support services and networks to reduce social isolation 	<p>Item 1: School suspensions and diversity in local school governance</p> <ul style="list-style-type: none"> • To update the board on the current picture and school level data. • To provide information on how decisions are being made, and increasing diversity in local school governance. 	<p>Peter Nathan, Director of Education/ Lucy Nutt Head of Schools and Early Years Improvement</p>
		<p>Item 2: Education pathways and outcomes for the Gypsy, Roma and Traveller (GRT) community</p> <ul style="list-style-type: none"> • To receive a presentation on key projects and programmes. 	<p>Karen Maguire, Strategic Property Services</p>
		<p>Item 3: Inequalities in housing and homelessness</p> <ul style="list-style-type: none"> • To receive a presentation on the development of new homes and to provide an update on housing allocation, and ongoing and planned Council housing tenant engagement. 	<p>Joanne Drew, Director of Housing and Regeneration</p>

		<ul style="list-style-type: none"> • Additionally, an update is requested on the Council's approach to supporting residents rehoused in areas where accommodation is affordable, with a focus on social connection and identifying/reducing social isolation. 	
Monday 8 Jan 2024	<ul style="list-style-type: none"> • Deliver positive interventions to reduce serious youth violence in Enfield • Promote safer and stronger communities by encouraging the reporting of hate crime and reducing repeat incidents 	<p>Item 1: Trust, confidence, and inequality in the justice system</p> <p>To receive a presentation/update on:</p> <ul style="list-style-type: none"> • Stop and search outcomes and tackling racism. • Local implementation of the Metropolitan Police Turnaround Plan 2023. 	To seek advice from Ivana Price regarding inviting a representative of the Met Police
	<ul style="list-style-type: none"> • Keep people safe from domestic abuse 	<p>Item 2: Sexual and domestic violence/abuse demographic data, impacts and outcomes</p> <ul style="list-style-type: none"> • To receive a presentation on local demographic data, impacts and outcomes. 	To seek advice from Ivana Price regarding inviting relevant representatives
Monday	<ul style="list-style-type: none"> • Increase the number of residents affected by special educational needs and disabilities 	<p>Item 1: Local employment opportunities</p> <ul style="list-style-type: none"> • To update the board on the Council's 	To be confirmed

18 Mar 2024	(SEND) who are in paid employment	work to increase good quality employment opportunities for disabled people.	
		<p>Item 2: Public and active travel accessibly</p> <ul style="list-style-type: none"> To receive a presentation on transport accessibility in Enfield. This includes inclusive travel to locations of primary and secondary health care services, and places of employment. 	<p>Richard Eason, Programme Director Journeys and Places</p> <p>A representative of TFL where possible</p>
<p>Written briefings to be provided to the board:</p> <ol style="list-style-type: none"> Equality Impact Assessments (EqIAs) and the Council's approach to development and scrutiny Reducing HIV transmission rates and ending new transmission by 2030: Local action planning and sexual health service provision 			

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