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THE CABINET

AGENDA

Wednesday, 18th October, 2023 at 7.00 pm in the Conference Room, Civic Centre, Silver Street, Enfield, EN1 3XA

Membership:

Councillors : Nesil Caliskan (Leader of the Council), Ergin Erbil (Deputy Leader of the Council), Abdul Abdullahi (Cabinet Member for Children's Services), Chinelo Anyanwu (Cabinet Member for Public Spaces, Culture and Local Economy), Alev Cazimoglu (Cabinet Member for Health and Social Care), Susan Erbil (Cabinet Member for Licensing, Planning and Regulatory Services), Rick Jewell (Cabinet Member for Environment), Tim Leaver (Cabinet Member for Finance and Procurement), Gina Needs (Cabinet Member for Community Safety and Cohesion), George Savva MBE (Cabinet Member for Social Housing)

Associate Cabinet Members (Invitees)

Councillors : Mustafa Cetinkaya (Enfield South East), Ayten Guzel (Non-geographical), Ahmet Hasan (Enfield North) and Chris James (Enfield West)

Note: Conduct at Meetings of the Cabinet

Members of the public and representatives of the press are entitled to attend meetings of the Cabinet and to remain and hear discussions on matters within Part 1 of the agenda which is the public part of the meeting. They are not however, entitled to participate in any discussions.

PART 1

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

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

3. DEPUTATIONS

To note, that no requests for deputations have been received for presentation to this Cabinet meeting.

4. MINUTES (Pages 1 - 10)

To confirm the minutes of the previous Cabinet meeting held on 13 September 2023.

5. QUARTERLY CORPORATE PERFORMANCE REPORT (Q1) (Pages 11 - 42)

A report from the Executive Director of Resources is attached. **(Non Key)**

6. SAFEGUARDING ADULTS BOARD ANNUAL REPORT 2022/23 (Pages 43 - 94)

A report from the Executive Director of People is attached. **(Non Key)**

7. SAFEGUARDING CHILDREN PARTNERSHIP ANNUAL REPORT 2022/23 (Pages 95 - 132)

A report from the Executive Director of People is attached. **(Non Key)**

8. COUNCIL HOUSING ANTI-SOCIAL BEHAVIOUR POLICY 2023-28 (Pages 133 - 180)

A report from the Strategic Director of Housing and Regeneration is attached. **(Key decision – reference number 5656)**

9. QUARTERLY HOUSING REVENUE ACCOUNT (HRA) MONITORING 2023/24 QUARTER 2 (Pages 181 - 190)

A report from the Executive Director – Resources / Strategic Director – Housing and Regeneration is attached. **(Non Key)**

10. DATE OF NEXT MEETING

To note that the next meeting of the Cabinet is scheduled to take place on Wednesday 15 November 2023 at 7.00pm.

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CABINET - 13.9.2023

**MINUTES OF THE MEETING OF THE CABINET
HELD ON WEDNESDAY, 13 SEPTEMBER 2023**

COUNCILLORS

- PRESENT** Nesil Caliskan (Leader of the Council), Chinelo Anyanwu (Cabinet Member for Public Spaces, Culture and Local Economy), Alev Cazimoglu (Cabinet Member for Health and Social Care), Susan Erbil (Cabinet Member for Licensing, Planning and Regulatory Services), Rick Jewell (Cabinet Member for Environment), Tim Leaver (Cabinet Member for Finance and Procurement), George Savva MBE (Cabinet Member for Social Housing)
- ABSENT** Ergin Erbil (Deputy Leader of the Council), Abdul Abdullahi (Cabinet Member for Children's Services) and Gina Needs (Cabinet Member for Community Safety and Cohesion)
- OFFICERS:** Ian Davis (Chief Executive), Fay Hammond (Executive Director Resources), Joanne Drew (Strategic Director of Housing and Regeneration), Simon Pollock (Interim Executive Director of Environment and Communities), Doug Wilson (Director of Adult Social Care), Brett Leahy (Director of Planning and Growth), Terry Osborne (Director of Law and Governance), and Jane Creer (Secretary)
- Also Attending:** Associate Cabinet Members (Invitees): Councillor Mustafa Cetinkaya (Enfield South East), Councillor Ayten Guzel (Non-geographical), Councillor Ahmet Hasan (Enfield North) and Councillor Chris James (Enfield West)
Local press representative
Members and officers observing

1 APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Ergin Erbil, Gina Needs, and Abdul Abdullahi.

2 DECLARATIONS OF INTEREST

There were no declarations of interest.

3 DEPUTATIONS

NOTED that no requests for deputations had been received for presentation to this Cabinet meeting.

CABINET - 13.9.2023

4 MINUTES

AGREED that the minutes of the previous meeting of the Cabinet held on 7 June 2023 be confirmed as a correct record.

5 SUPPORTING INDEPENDENCE STRATEGY

Cllr Alev Cazimoglu (Cabinet Member for Health and Social Care) introduced the report of the Executive Director – People, seeking approval of the publication and roll out of *Supporting Independence: A Local Prevention Strategy 2023-2027*. The involvement of service users in the production of the strategy was highlighted.

Officers confirmed the feedback received during the development of the strategy which directly shaped the final draft and would continue to drive action planning. There had also been learning from the Covid-19 pandemic.

DECISION: The Cabinet agreed to:

I. Note work undertaken to inform and develop *Supporting Independence: A Local Prevention Strategy 2023-2027*.

II. Note content of the draft *Supporting Independence: A Local Prevention Strategy 2023-2027* including headline priorities for supporting independence, choice and control for young people in transition to adulthood, adults and older people with support and care needs.

III. Approve the publication and roll out of *Supporting Independence: A Local Prevention Strategy 2023-2027*.

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Key decision – reference number 5581)

6 COUNCIL HOUSING ASSET MANAGEMENT STRATEGY

Cllr George Savva (Cabinet Member for Social Housing) introduced the report of the Strategic Director of Housing and Regeneration, seeking approval for a Council Housing Asset Management Strategy (AMS) to cover the period 2023 to 2028. This was the Council's plan to deliver decent homes for every Council tenant and leaseholder in Enfield and in the next two years £100m would be invested as previously agreed.

Officers confirmed the engagement with residents and the annual satisfaction surveys. In response to members' queries, further details were provided in respect of the management of voids.

DECISION: The Cabinet agreed to:

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I. Approve the Council Housing Asset Management Strategy 2023-2028 attached at Appendix 1 of the report.

II. Delegate to the Strategic Director of Housing and Regeneration authority to agree, in consultation with the Cabinet Member for Social Housing, an annual programme of investment works to Council Housing in accordance with the approved strategy.

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Key decision – reference number 5247)

7 HOMELESSNESS IN ENFIELD (6) - HOMELESSNESS HOUSING SCHEMES

Cllr George Savva (Cabinet Member for Social Housing) introduced the report of the Strategic Director of Housing and Regeneration, seeking approval of the delivery strategy for meeting the Council's statutory homelessness responsibilities over the next five years. The context of the current housing and homelessness situation in the borough was set out.

Officers provided information in respect of modular housing, and its use in other London boroughs, and on repurposing of assets.

DECISION: The Cabinet agreed to:

I. Agree the delivery strategy for meeting the Council's statutory homelessness responsibilities over the next 5-years as set out in the report.

II. Note that requests from Housing Gateway for an additional equity contribution from Enfield Council in order to facilitate the acquisition or lease of properties for use as temporary accommodation and private rented accommodation for the purpose of discharging the Council's homelessness duty are to be anticipated and that any such requests will be referred to Cabinet for approval or to Council if it falls outside the Council approved budget.

III. Note that a review of the HRA Business Plan is underway, which will identify capacity within the capital programme to enable the delivery of Modular Housing.

IV. Agree £330k HRA revenue spend related to feasibility studies of modular housing.

V. Delegate to the Strategic Director of Housing and Regeneration, in consultation with the Executive Director of Resources and the Director of Law and Governance, authority to dispose of, appropriate, lease or otherwise acquire any land, building or property in furtherance of the agreed delivery strategy, subject to compliance with the General Disposal Consent (England)

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2003 and any other consents or requirements but not including the disposal or appropriation of any Open Space.

VI. Delegate to the Strategic Director of Housing and Regeneration, in consultation with the Executive Director of Resources and the Director of Law and Governance, authority to procure any works or services necessary to support delivery of the strategy up to a maximum cost of £3m per contract.

VII. Delegate to the Executive Director of Resources, in consultation with the Cabinet Member for Finance, to release General Fund assets to the HRA, Housing Gateway Limited (HGL) or other parties for the purposes of increasing the supply of accommodation for homeless and at-risk households subject to compliance with the General Disposal Consent (England) 2003 and any other consents or requirements.

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Key decision – reference number 5640)

8 QUARTERLY CORPORATE PERFORMANCE REPORT (Q4)

Cllr Nesil Caliskan (Leader of the Council) introduced the report of the Chief Executive, providing the quarterly report on the Corporate Performance Scorecard, reflecting performance in delivering on the Council priorities as outlined in the Council Plan.

Officers advised on actions in respect of customer service, and the homelessness service and housing advice service.

DECISION: The Cabinet agreed to note the progress being made against the key priority indicators for Enfield.

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Non Key)

9 TRAVELLERS' LOCAL PLAN REGULATION 18

Cllr Nesil Caliskan (Leader of the Council) introduced the report of the Executive Director – Housing, Regeneration and Development, seeking approval of the Traveller Local Plan (TLP) Issues and Options document for consultation (along with the associated evidence), in accordance with Regulation 18 of the Town & Country Planning (Local Planning) (England) Regulations 2012 as amended. The Council was required to assess the accommodation needs of Travellers and develop a strategy to address unmet needs, and it was right it should do this.

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Officers confirmed that Enfield had chosen to separate the TLP from the Local Plan. The plans would be run in parallel and the TLP would support the Local Plan.

DECISION: The Cabinet agreed to:

I. Approve the TLP Issues and Options document and associated evidence base for public consultation.

II. Delegate authority to the Director of Planning and Growth to agree the timing of the public consultation and to make any necessary and appropriate minor editorial amendments to the TLP in consultation with the Executive Director of HRD and Cabinet Member for Planning prior to it going out to statutory public consultation.

III. To note that, following this initial regulation 18 statutory public consultation, it is intended that the TLP be brought back to both Cabinet and Full Council for approval, to publish the Draft Plan (an additional Regulation 18 consultation), for consideration.

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Key decision – reference number 5631)

10 ORDER OF THE AGENDA

AGREED that the order of the agenda be amended to consider the remaining items in the most appropriate order. The minutes reflect the order of the meeting.

11 REVENUE OUTTURN 2022/23 AND QUARTER 1 2023/24 REVENUE FORECAST UPDATE

Cllr Tim Leaver (Cabinet Member for Finance and Procurement) introduced the report of the Executive Director – Resources, setting out the final financial position and variances to the revenue budget of the Council as at the year ended 31 March 2023, and Quarter 1 2023/24 revenue forecast update. Details of the variances to the revenue budget were set out within the report.

Cllr Leaver advised that the background context to all the financial reports on the agenda was the same and drew attention to the challenging financial position for councils in the medium term. The outturn reports all related to the period ended 31/3/23 and the financial accounts provided for that financial year.

DECISION: The Cabinet agreed to note the following:

a. The outturn position, which was an overspend of £21.186m against budget, reported in respect of the year ended 31 March 2023

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- b. The forecast adverse variance (overspend) of £25.819m reported in respect of financial year 2023/24, after additional in-year savings and mitigations have been found of £6.094m
- c. Progress on savings approved in the original 2023/24 budget as set out in Appendices B and C, with a projected shortfall in delivery in 1 year of £2.871m
- d. The impact of the forecast on the reserves balances as set out in paragraphs 150-156/Table 6 and the consequences this has for longer-term financial resilience
- e. The forecast in-year overspend on the Dedicated Schools Grant of £2.623m, leading to a projected cumulative deficit of £17.859m.

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Non Key)

12 CAPITAL OUTTURN 2022/23 AND 2023/24 PERIOD 3 CAPITAL MONITORING

Cllr Tim Leaver (Cabinet Member for Finance and Procurement) introduced the report of the Executive Director – Resources, providing an update on 2022/23 General Fund capital expenditure, and a brief overview of the 2023/24 capital programme and development of the Council's 2024/25 Capital Strategy. Details were provided in respect of the capital spend for 2022/23 that was less than budget, and reflected the Council's prudent approach.

DECISION: The Cabinet agreed to:

I. Recommend that Council approves

a. The carry forward of £10.2m unspent budgets from 2022/23 to future years, including 2023/24 (Appendix B), of which £2.2m is to be funded by borrowing.

II. Cabinet agreed to note:

a. Total 2022/23 capital expenditure of £213.3m, against original budget of £486.4m and Period 8 (November) forecast of £262.7m.

b. Less than half of the 2022/23 capital expenditure was funded by borrowing (£102.5m borrowing out of £213.3m capital expenditure), as detailed in Table 2

c. An overall net budget reduction of £78.3m in 2022/23 (Appendix D and E)

d. A reduction of £0.7m in the 2023/24 budgets, due to accelerated spend in the 2022/23 (Appendix B).

e. The 2023/24 capital programme position at Period 3, as detailed in paragraphs 79-87.

f. The overall capital programme is being reviewed as part of the development of the 2024/25 Capital Strategy. This will be presented to October Cabinet.

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Key decision – reference number 5653)

13 HOUSING REVENUE ACCOUNT (HRA) OUTTURN REPORT 2022/23 AND P3 UPDATE 2023/24

Cllr George Savva (Cabinet Member for Social Housing) introduced the report of the Executive Director – Resources, providing the final outturn position for 2022-23 and an update on the Period 3 forecast outturn for 2023-24 of the Housing Revenue Account (HRA). The investment in council housing despite the budget pressures was highlighted.

DECISION: The Cabinet agreed to note:

I. The HRA outturn position for 2022/23 for both revenue and capital.

II. The Period 3 forecast outturn position for 2023/24 for both revenue and capital.

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Key decision – reference number 5654)

14 TREASURY MANAGEMENT OUTTURN REPORT 2022/23

Cllr Tim Leaver (Cabinet Member for Finance and Procurement) introduced the report of the Executive Director – Resources, reporting the activities of the Council's Treasury Management function during the 2022/23 financial year. The low interest rates secured by the Council were highlighted and were a testament to its overall strategy.

DECISION: The Cabinet agreed to note the report prior to submission to Council on 27th September 2023.

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Key decision – reference number 5655)

15 MEDIUM TERM FINANCIAL PLAN (2024/25 TO 2028/29)

Cllr Tim Leaver (Cabinet Member for Finance and Procurement) introduced the report of the Executive Director – Resources, providing the first update of the funding and spending assumptions in the Medium Term Financial Plan. This was a forecast. The Council would be looking to address budget gaps.

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Responses were provided to Members' queries in respect of fair funding and on the impact of inflationary pressures.

DECISION: The Cabinet agreed to:

I. Note the forecast preliminary budget gaps of:

– £39.4m in 2024/25, prior to any increase in Council Tax, revision to the Council Tax Support scheme, savings and any additional Government funding.

– £118.6m gap across the medium term to 2028/29, and the reasons driving the gap, notably high inflation, demography, unprecedented increase in Temporary Accommodation costs, arising from a lack of available property and increasing capital financing costs as interest rates continue to rise.

– These forecasts are subject to a significant number of variables and estimates and are highly likely to change, but nevertheless represent our best estimates at this time.

II. Note the scale of the challenge and the need for the organisation to consider different ways of operating in order to remain financially sustainable in the long-term.

III. Note that in addition to the 2024/25 budget gap, there is a forecast £25.8m overspend for 2023/24 and Executive Directors and officers are implementing mitigating actions to reduce the in-year overspend.

IV. Note the risk associated with managing the Temporary Accommodation pressure. Reducing the forecast overspend is a Council priority and growth is built into the estimated gap assuming the mitigating actions are successful.

V. Note the continued prioritisation of increased budget requirement in Adult Social Care and Children's Services of £12m to meet inflation, demand and demographic pressures.

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Key decision – reference number 5641)

16 COUNCIL TAX SUPPORT SCHEME CONSULTATION 2024/25

Cllr Tim Leaver (Cabinet Member for Finance and Procurement) introduced the report of the Executive Director – Resources, seeking approval to start the 12-week public consultation on the proposal to amend Enfield's 2024/25 Council Tax Support scheme. Projected costs for the current scheme were not sustainable or affordable for the authority. It was noted that Enfield would remain one of the most generous councils in London in its Council Tax support scheme. There would also be an increased discretionary Council hardship fund.

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Responses were provided to Members in respect of the proposed consultation and engagement, and provision of debt and welfare advice.

DECISION: The Cabinet agreed to: consult on the proposal to amend Enfield's 2024/25 Council Tax Support scheme by:

- Restricting council tax support to a maximum Band C council tax liability
- Introducing a minimum non-dependant deduction for most households with other adults living in the property and increasing the current deductions by 20%
- Standardising the minimum payment for most working age claimants at 50% (excluding war widows and single people under 25 including care leavers)
- Providing an additional £1m funding for the hardship scheme to target support the most vulnerable

The report sets out the options considered, if any, and the reasons for the recommendations and the decision.

(Non Key)

17 DATE OF NEXT MEETING

NOTED the next meeting of the Cabinet was scheduled to take place on Wednesday 18 October 2023 at 7:00pm.

The meeting ended at 8.50 pm.

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London Borough of Enfield

Report Title	Quarter 1 23/24 Performance Report
Report to:	Cabinet
Date of Meeting:	18 th October 2023
Cabinet Member:	Cllr Erbil, Deputy Leader
Directors:	Ian Davis
Report Authors:	Harriet Potemkin Sarah Gilroy
Ward(s) affected:	n/a
Classification:	Part I Public

Purpose of Report

1. This is the quarterly report on the Corporate Performance Scorecard that reflects our performance in delivering on the Council priorities as outlined in the [Council Plan 2023-26](#). The report attached at Appendix 1 shows the Quarter 1 performance for 2023/24 (April 2023 – June 2023) and compares it to the Council's performance across the previous period for a series of Key Performance Indicators (KPIs).

Recommendations

Note the progress being made against the key priority indicators for Enfield.

Background and Options

2. The Council continues to monitor its performance in an increasingly challenging financial environment, both for the Council and local people relying on our services. Our performance management framework ensures that the level and quality of service and value for money is maintained and where possible improved; and enables us to take appropriate action in areas where performance is deteriorating. This may include delivering alternative interventions to address underperformance or making a case to central government and other public bodies if the situation is beyond the control of the Council.
3. The Corporate Performance Scorecard has been developed to demonstrate progress towards achieving the Council's aims and key priorities as set out in the [Council Plan 2023-26](#). The report is a management tool that supports Council directors, the Executive Management Team (EMT) and Cabinet in scrutinising, challenging and monitoring progress towards achieving the Council's aims.
4. Performance information is reported quarterly to the Departmental Management Teams (DMT) for each directorate and then to the Executive Management Team (EMT) and Cabinet. In addition, detailed management and operational performance information is monitored more regularly.
5. The Corporate Scorecard is reviewed annually with departments and EMT to identify the key performance indicators (KPIs) that should feature in the scorecard for the coming year. Targets are set based on the previous 3 years' performance, direction of travel, local demand and by considering available resources to deliver services.
6. Targets allow us to monitor our performance. KPIs are rated at quarterly intervals as Red, Amber or Green (RAG), by comparing actual performance to the target. The RAG ratings are determined as follows:
 - a. Red: The KPI is significantly behind/below target. The acceptable variance is calculated based on the level of risk associated with the missed target. In most cases, a red rating is given if the actual performance varies 10% or more from its target.
 - b. Amber: The KPI is narrowly missing its target
 - c. Green: The KPI is meeting/exceeding its target.
7. The table below gives an overview of the performance indicators rated as Red, Amber or Green in Quarter 1 2023/24. As the scorecard has been updated to reflect the new Council Plan, the number of indicators has changed significantly since the previous quarter and comparison to the previous quarter is not possible.

	Q1 2023-2024 (April - June)
Total KPIs RAG rated	62
Number KPIS as Red	17 (28%)
Number KPIS as Amber	13 (21%)
Number KPIS as Green	32 (52%)
Data only KPIS	74

8. Further information on how we are delivering on our actions for each of our Council Plan 2023-26 priorities and principles are set out in the following sections, along with a summary of the action being taken to address areas where performance is rated as red. The full set of indicators and commentary are provided in the Appendix.

Clean and green places

	Q1 2023-2024 (April - June)
Total KPIs RAG rated	6
Number KPIS as Red	2
Number KPIS as Amber	1
Number KPIS as Green	3
Data only KPIS	4

9. The kilograms of residual waste produced per household is on target and the annual figure for 22/23 showed a 9% decrease on the previous year. The percentage of household waste sent for recycling is not yet meeting our target but is higher than at the same period last year. Annual performance for 22/23 was 34.2%, an improvement on the figure for 21/22 of 30.9% (figures awaiting verification from DEFRA). Work to reduce recycling contamination has resulted in a reduction in the tonnes rejected at the re-processor with performance for Q1 23/24 showing a 69% reduction on the rejected loads at the same period in 22/23.
10. We were below target on number of new electric vehicle charging points, with no charging points installed in Q1 23/24. The Highways Team is working with Legal on a Deed Variant to our PFI contract to allow slow electric vehicle chargers to be attached to lamp columns. Once agreed, the procurement of slow electric vehicle chargers can commence. We are still on track to install 300 chargers by the end of 23/24.

Strong, healthy and safe communities

	Q1 2023-2024 (April - June)
Total KPIs RAG rated	8
Number KPIS as Red	1
Number KPIS as Amber	1

Number KPIS as Green	6
Data only KPIS	17

11. Our crime indicators show that total notifiable offences were down 1.3% on the previous 12 months. Enfield recorded 90.3 offences per 1,000 population between July 2022 and June 2023, this was the 14th lowest rate of the 32 London boroughs. Residential burglary, domestic abuse incidents, hate crime and violence against the person offences have all recorded a decrease in comparison to the previous 12-month period. Domestic abuse violence with injury offences have recorded a 14% increase on the previous 12 months and knife crime offences have increased by 6% on the previous 12 months.
12. We were below target on number of new admissions to residential and nursing care 18-64 per 100,000 population. The increase in the number of admissions to residential and nursing care this quarter is due to clients who are approaching age 65, but who have had to permanently go into care homes for a variety of reasons such as strokes or early onset dementia.
13. This quarter's report contains the latest data for the adult social care indicators now being monitored by Office for Local Government (Oflog). Enfield's social care clients and carers recorded a higher quality of life score than the London average of 0.398. Our adult social care clients and carers also find it easier, on average, to find information about services than the London average.
14. The measure on short term services reflects the proportion of new clients who received short-term adult social care services during the year where no further requests was made for ongoing support. Since short-term services aim to re-able people and promote their independence, this measure provides evidence of a good outcome in delaying dependency or supporting recovery. Therefore, local authorities would want to see a higher figure for this indicator. We recorded a significant decrease from 91.2% in 2020/21 to 59.8% in 2021/22. The provisional figures for 22/23 (awaiting verification) show an improved performance for 22/23.
15. Enfield recorded a 26.8% staff turnover rate among the local authority and independent sector adult social care workforce. When comparing with other boroughs who have a similar numbers of care facilities/similar size adult social care workforce, Enfield records a similar overall turnover rate.
16. The proportion of drug users successfully completing treatment has increased over the last two quarters and is now in line with the local target of 20%. Several actions have been taken to improve performance including analysis and audits of caseloads for complexity as well as targeting transfers for recovery.

Thriving children and young people

	Q1 2023-2024 (April - June)
Total KPIs RAG rated	9
Number KPIS as Red	1
Number KPIS as Amber	1
Number KPIS as Green	7
Data only KPIS	12

17. This quarter's scorecard contains a number of indicators that are reported annually. The take up rate of funded early years education for 2-year-olds as of January 2023 was 61.5%, lower than both the London (65.2%) and England (73.9%) averages. The take up rate of funded early years education for 3 and 4-year-olds was 83.5%, slightly lower than the London (83.7%) and significantly lower than the England (93.7%) average. Enfield early years foundation stage pupils were slightly more likely to achieve a good level of development than England overall (65.2%) but less likely than London (67.8%) and Outer London (67.9%). Inspection outcomes for early years providers and childminders show that 96% of inspected providers were rated as good or outstanding as of 31 March 2023. This is in line with the England average and slightly above the London average of 95%.

18. We were below target for the percentage of young people engaged in suitable education, training and employment (ETE) at the end of their court order. However, the data for Q1 shows an increase from Q4 22/23 (40%). Just under 70% of young people ended in ETE. Seven young people were not engaged in suitable education, training and employment at the end of their order.

19. We have recorded a steady improvement over the past year for the percentage of Children & Family Assessments for children's social care that were authorised within 45 days of their commencement and this indicator is now above target.

More and better homes

	Q1 2023-2024 (April - June)
Total KPIs RAG rated	26
Number KPIS as Red	9
Number KPIS as Amber	6
Number KPIS as Green	11
Data only KPIS	14

20. Although the number of households living in temporary accommodation has not increased significantly (and is slightly lower than it was at quarter

1 of 2022/23), it remains above our target, reflecting the London-wide crisis in the supply of affordable homes. The proportion of households in B&B accommodation also continues to increase as temporary accommodation providers exit the market. A new five-year strategy for the provision of accommodation to prevent homelessness and to meet our statutory homelessness duties was approved at the September 2023 Cabinet meeting. It sets out a number of potential delivery options for constructing new temporary accommodation in Enfield, including building new homes using modular techniques, extending existing temporary accommodation blocks and repurposing general needs housing schemes for temporary accommodation use.

21. In Council Housing, we are meeting our targets for percentage of homes with a current gas safety certificate; and proportion of homes for which required asbestos management surveys, fire and legionella risk assessments have been carried out. We were below target for percentage of homes for which all lift safety checks have been carried out as 5 communal passenger safety lifts had outstanding lift inspections at the end of Q1 23/24. This was due to the lifts being out of service and remedial works have been booked.
22. Our council housing complaints performance has recorded a significant improvement from Q4 22/23 following the deployment of additional resources to address backlogs. Although the indicator remains below target, performance in July 2023 was further improved with 85% of complaints responded to within target.
23. The turnaround time for local authority housing properties has been significantly impacted by the holding of properties for the Walbrook and Shires rehousing project. The figure in the report shows the average number of days taken to re-let general needs minus the held period (42 days). Repairs on void properties continue to show good progression. We are still seeing a large proportion of properties needing substantial repair works and clearances when handed back at the end of the tenancy and the service continues to work with tenants or next of kin to provide guidance on how to leave the property when the tenancy ends.
24. In Planning, we recorded an increase in the percentage of pre-application advice given within 60 working days from the previous quarter. Although April remained below target, May and June were in line with the target. Looking ahead to Q2/Q3, the intention is to further refine the target for pre application enquires to better reflect the different types of pre application enquiries –focused on householder, new building and major development proposals which will enable us to better track performance against differing customer needs.
25. In relation to fast track performance, this indicator looks at the time taken to determine Lawful Development Certificates (LDCs) and PRHs (applications for prior approval) by officers. This is now a function of a newly trained team of officers. Although Q1 was below target, performance in Q2 is steadily improving and already meeting the targets.

26. In relation to undetermined applications, although Q1 remains below target, the Planning “Wellbeing and Improvement” project has succeeded in reducing the number of legacy planning applications from around 1,800 at the end of 2022 to just over 700 as of the end of August 2023.

An economy that works for everyone

	Q1 2023-2024 (April - June)
Total KPIs RAG rated	1
Number KPIS as Red	0
Number KPIS as Amber	0
Number KPIS as Green	1
Data only KPIS	17

27. This section of the scorecard includes a number of contextual socio-economic indicators. Enfield continues to face higher rates of unemployment (claimant count) than London (4.9%) and UK (3.7%) averages. As in previous quarters, unemployment rates are highest in Edmonton Green, Lower Edmonton, Haselbury and Upper Edmonton. Borough-wide unemployment is higher than average in all age groups between 18 and 44 years.

28. The scorecard also includes new indicators relating to procurement spend with local and MSME organisations. In 22/23, procurement spend with Enfield based organisations (14.4% of total procurement spend) was higher than the previous year but spend with MSME organisations (13.9%) was lower.

Accessible and responsive services

	Q1 2023-2024 (April - June)
Total KPIs RAG rated	9
Number KPIS as Red	4
Number KPIS as Amber	2
Number KPIS as Green	3
Data only KPIS	0

29. Performance in Q1 23/23 was below target for percentage of initial complaints, Member Enquiries (MEQs) and Subject Access Requests (SARs) responded to within target. Complaints performance has improved in the last quarter with significant improvement in Housing and Regeneration seeing a month on month increase in performance. Planning had several overdue cases which brought overall performance down but has put arrangements in place to ensure more robust monitoring of cases.

30. Targeted work with Heads of Service is being undertaken to further improve performance and the process of MEQs being recorded on the system has been changed to ensure all enquiries are uploaded. A new proactive approach across Environment and Communities department focusing on MEQ responses at risk during Q1 has increased performance significantly compared to the previous quarter. Improvements to how MEQs are classified should help to improve performance in future months.
31. In relation to SARs, there were a high number of complex coordinated SARs (29 of the total 53 received, compared to 8 in the previous quarter). A vacancy in the team will be filled to help address this. The service will also be conducting a deep dive to understand reasons for delays and to establish an improvement plan.
32. Although the average wait time for calls answered by the contact centre in relation to Council Housing was below target, it showed a marked improvement on the previous two quarters.

Financial resilience

	Q1 2023-2024 (April - June)
Total KPIs RAG rated	3
Number KPIS as Red	0
Number KPIS as Amber	2
Number KPIS as Green	1
Data only KPIS	10

33. The council tax collection rate as of the end of June 2023 was 28.1%. This is a very slight reduction on the collection rate at the same period last year (28.19%). The business rates collection rate as of the end of June 2023 was 26.09%. This is an improvement on the collection rate at the same period last year (24.51%).
34. This section of the performance scorecard includes the latest publicly available data for the Office of Local Government (Oflog) finance indicators with Enfield's outturn compared to similar local authorities. Enfield spends a slightly higher proportion of its core spending power on social care than the median average of our CIPFA neighbours (63.9%). According to the Institute for Fiscal Studies data, Enfield has one of the largest gaps in the country between relative funding and relative need of all local authorities (4th highest gap in percentage terms out of 150 local authorities). That is a £271 per person gap between relative funding and relative need. This means that a higher proportion of Enfield's budget has to be spent on core statutory services than other local authorities.
35. In relation to total debt as a percentage of core spending power, Enfield is an outlier when compared to the median average of our CIPFA neighbours (275.7%) and the England median (226.7%). It should be noted that most councils suffering severe financial problems in recent

years have had debts significantly higher per head of population, such as Woking's £19,000 per head and Thurrock's £8,600, compared with Enfield's £3,400.

36. Enfield spends a smaller percentage of its core spending power on debt servicing than our CIPFA neighbours and records the 18th lowest rate out of the London boroughs. A separate report on how we're managing our debt is presented at this Cabinet meeting.

Relevance to Council Plans and Strategies

37. The performance measures are grouped under the Council Plan 2023-26 priorities and principles:

- Clean and green places
- Strong, healthy and safe communities
- Thriving children and young people
- More and better homes
- An economy that works for everyone
- Fairer Enfield
- Accessible and responsive services
- Financial resilience
- Collaboration and early help
- Climate conscious.

38. Our progress in delivering the objectives of Fairer Enfield is tracked and reported on in our [Annual Equalities Report](#).

39. Our progress in delivering our Climate Action Plan is monitored through our [annual carbon emissions report and annual climate action progress report](#).

40. Our progress in delivering our [Early Help for All Strategy](#) is monitored through a number of the indicators grouped under our Council Plan priorities.

Financial Implications

41. The performance scorecard includes indicators measuring the Council's financial resilience.

Legal Implications

42. There is no statutory duty to report regularly to Cabinet on the Council's performance, however under the Local Government Act 1999 a best value authority has a statutory duty to secure continuous improvement in the way in which its functions are exercised having regard to a combination of economy, efficiency and effectiveness. Regular reports on the Council's performance assist in demonstrating best value.

Equalities Implications

43. Our performance scorecard includes indicators which monitor our performance in tackling inequality in Enfield. Our progress in delivering the objectives of Fairer Enfield is tracked and reported on in our [Annual Equalities Report](#).

Environmental and Climate Change Implications

44. Our performance scorecard includes indicators which monitor our performance in delivering climate action in Enfield. More detailed progress in delivering on our Climate Action Plan is monitored through our [annual carbon emissions report and annual climate action progress reports](#).

Public Health Implications

45. Our performance scorecard includes indicators which help us monitor the impact of action we are taking to improve health for local people, and performance against targets for providing good quality public health services for the borough.

Safeguarding Implications

46. Our performance scorecard includes indicators which help us to monitor how we are safeguarding vulnerable children and adults.

Crime and Disorder Implications

47. Our performance scorecard includes indicators which help us to monitor community safety.

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Appendices

Appendix 1: Q1 2023/24 Performance Scorecard

Background Papers

None

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Priority One: Clean and green places

Keep our streets and public spaces clean and welcoming

- A total of 2,688 fly tips were reported and removed in Q1 23/24, this was an increase on Q4 22/23 (2,047), Q3 22/23 (1,785) and Q2 22/23 (2,006).
- A new indicator tracking the percentage of reported fly tipping incidents cleared within 24 hours recorded 99% performance in Q1 23/24.

Fly tipping - Fixed Penalty Notices (S33 and S87)		Customer reported fly tips removed		Percentage of reported fly tipping incidents cleared within 24 hours		
1,333		2,688		99%		
	Quarterly Q1 23/24		Quarterly Q1 23/24	Quarterly target	90%	Quarterly Q1 23/24
				Annual target	90%	
Previous quarter	1,230	Previous quarter	2,047	Previous quarter	New indicator for 23/24	

Enable active and low carbon travel

- No new electric vehicle charging points were installed in Q1 23/24. The Highways Team is working with Legal on a Deed Variant to our PFI contract to allow slow electric vehicle chargers to be attached to lamp columns. Once agreed, the procurement of slow electric vehicle chargers can commence. We are still on track to install 300 chargers by the end of 23/24.
- In 22/23, 3 new School Streets were introduced, and 6 more were made permanent after initially being introduced on an experimental basis. There are now a total of 16 School Streets in the borough.

Number of new electric charging points installed on public highway and in public car parks		Km of new cycle routes added to the network		Number of school streets introduced in year	
0		2.5km		9	
Quarterly target:	75	Quarterly Q1 23/24	Annually 22/23	Annually 22/23	
Annual target:	300				
Previous quarter	0	Previous year	1.4km	Previous year	11

Priority One: Clean and green places

Facilitate reuse of materials, reduce waste and increase recycling rates

- Contamination work undertaken in 22/23 has resulted in a reduction in the tonnes rejected at the re-processor. Q1 23/24 recorded a 69% reduction on the rejected loads when compared to the same period in 22/23 (618.4tn). The percentage contamination rates in May and June were below the 10% target.
- The recycling rate for Q4 22/23 was a slight improvement on performance at the same period last year (30.2%). Annual performance for 22/23 was 34.2%, an improvement on the figure for 21/22 of 30.9% (figures awaiting verification from DEFRA).

Rejected dry recycling loads (tonnes)			Percentage contamination rate at material recycling facility			Residual waste per household (kg) (cumulative)			Percentage of household waste sent for recycling		
193.3 tn			Oflog indicator 11.1%			Oflog indicator 544 kg per h/h			Oflog indicator 31.1%		
Quarterly target	325 tn	Quarterly Q1 23/24	Quarterly target	10%	Quarterly Q1 23/24	Quarterly target	600kg per h/h	Quarterly Q4 22/23	Quarterly target	40%	Quarterly Q4 22/23
Annual target	1375 tn		Annual target	10%		Annual target	600kg per h/h		Annual target	40%	
Previous quarter	299 tn		Previous quarter	16.7%		Previous quarter	399.1 kg per h/h		Previous quarter	33.5%	

Priority Two: Strong, healthy and safe communities

Improve feelings of safety and reduce crime and antisocial behaviour

- Total notifiable offences were down 1.3% on the previous 12 months. Enfield recorded 90.3 offences per 1,000 population between July 2022 - June 2023. This was lower than the London average of 99.8 and the 14th lowest rate of the 32 London boroughs.
- Residential burglary, domestic abuse incidents, hate crime and violence against the person offences have all recorded a decrease in comparison to the previous 12 month period.
- Domestic abuse violence with injury offences have recorded a 14% increase on the previous 12 months. In London there was an increase of 3.7% over the same period.
- Knife crime offences have recorded a 6% increase on the previous 12 months. London recorded a much larger increase of 21% in the same period.
- There are gaps in the ASB data from the Metropolitan Police for this period. Comparison with the previous 12 month period is therefore not possible.

Total notifiable offences		Burglary - residential offences		Domestic abuse incidents		Domestic abuse violence with injury offences		Anti Social Behaviour calls	
30,136		1,443		4,874		1,029		5,723	
July 2022 - June 2023		July 2022 - June 2023		July 2022 - June 2023		July 2022 - June 2023		July 2022 - June 2023	
Previous 12 months	30,548	Previous 12 months	1,675	Previous 12 months	6,466	Previous 12 months	906	Previous 12 months	9,962
688		2,555		9,281		602		There are gaps in the data from the Metropolitan Police for this period. Comparison with the previous 12 month period is therefore not possible.	
July 2022 - June 2023		July 2022 - June 2023		July 2022 - June 2023		July 2022 - June 2023			
Previous 12 months	814	Previous 12 months	1,971	Previous 12 months	9,469	Previous 12 months	566		
Hate crime overall total (5 strands combined)		Non domestic abuse violence with injury offences		Violence against the person offences		Number of knife crime offences			

Priority Two: Strong, healthy and safe communities

Protect vulnerable adults from harm and deliver robust early help and social care services

- The increase in the number of admissions to residential and nursing care this quarter is due to clients who are approaching a ge 65, but who have had to permanently go into care homes for a variety of reasons such as strokes or early onset dementia. Overall, we are a high achieving council for this indicator and in 2021/22, we were the 25th best performing local authority nationally for this measure. 3.46 admissions per 100,000 population (16-64) represents a total of 7 admissions.
- Enfield's social care clients recorded a higher quality of life score than the London average (0.398). Enfield's carers also reported a higher quality of life score than the London average (7.1). We were also the 37th best performing local authority for this measure in 21/22. Additionally, our adult social care clients and carers find it easier, on average, to find information about services than the London average (ASC clients - 63.2% and carers - 51.6%).
- The measure on short term services reflects the proportion of new clients who received short-term services during the year where no further requests was made for ongoing support. Since short-term services aim to re-able people and promote their independence, this measure provides evidence of a good outcome in delaying dependency or supporting recovery. Therefore, local authorities would want to see a higher figure for this indicator. We recorded a significant decrease from 91.2% in 2020/21 to 59.8% in 2021/22. The provisional figures for 22/23 (awaiting verification) show an improved performance for 22/23.

New admissions to supported permanent Residential and Nursing Care (65+) per 100,000 population over 65 (cumulative)			New admissions to Residential and Nursing Care 18-64 (per 100,000 population) (cumulative)			Percentage of current social care clients with Long Term Support receiving a Direct Payment			Percentage of adults with learning disabilities in settled accommodation			Percentage of people who use services who say that those services have made them feel safe and secure		
106			3.46			55.2%			87.4%			86.3%		
Quarterly target	107.6	Quarterly Q1 23/24	Quarterly target	1.48	Quarterly Q1 23/24	Quarterly target	56%	Quarterly Q1 23/24	Quarterly target	86%	Quarterly Q1 23/24	Quarterly target	86%	Annually 21/22
Annual target	430.5		Annual target	5.92		Annual target	56%		Annual target	86%		Annual target	86%	
Previous quarter	122.7 (Q1 22/23)		Previous quarter	0 (Q1 22/23)		Previous quarter	55.8%		Previous quarter	86%		Previous year	90.4%	
Quality of life of people who use adult social care services (out of 1.0)			Quality of life of carers (out of 12)			Percentage of people who received short-term services during the year (who previously were not receiving services) where no further request was made for ongoing support			Percentage of people who use adult social care services who find it easy to find information about services			Percentage of carers who find it easy to find information about services		
0.403			7.4			59.8%			65.9%			57.5%		
Oflog indicator		Annually 21/22	Oflog indicator		Annually 21/22	Oflog indicator		Annually 21/22	Oflog indicator		Annually 21/22	Oflog indicator		Annually 21/22
Previous year	0.426		Previous year	7.8 (18/19)		Previous year	91.2%		Previous year	64.2%		Previous year	64.9% (18/19)	

Priority Two: Strong, healthy and safe communities

Protect vulnerable adults from harm and deliver robust early help and social care services

- The 26.8% staff turnover rate is based on a workforce of 8,800 across the local authority and independent sector. This includes people providing direct care, ancillary and administrative staff and managerial staff. This means that around 2,000 people left the ASC local authority and independent workforce in 21/22. When comparing with other boroughs who have a similar numbers of care facilities/similar size adult social care workforce, Enfield records a similar overall turnover rate.

Number of requests resulting in a service per 100,000 population		Staff turnover in the adult social care workforce	
Oflog indicator	1,192	Oflog indicator	26.8%
	Annually 21/22		Annually 21/22
Previous year	Not available	Previous year	Not available

Work with our partners to provide high quality and accessible health services

- The proportion of drug users successfully completing treatment has increased over the last two quarters and is now in line with the local target of 20%. Several actions have been taken to improve performance including analysis and audits of caseloads for complexity as well as targeting transfers for recovery. There continues to be weekly review of planned and unplanned discharges focusing on non-opiate completions, evaluation of treatment and recovery pathways and increasing access to peer mentors and mutual aid across the system.
- The actual reported figure for proportion of young people exiting treatment in a planned way was 64%. However, this was because the service is being transferred to a new provider and existing clients are showing as having "exited" treatment when they have transferred provider. If we exclude this issue, the actual successful completion rate is 80.2% as reported.

Successful completion rate (%) for all drug users in treatment (aged 18+), excluding alcohol-only users (NDTMS Partnership)		Substance misuse: proportion of young people exiting treatment in a planned way of all treatment exits		Percentage of patients who completed treatment within a month of diagnosis at Enfield Sexual Health Clinics	
	20%		80.2%		93%
Quarterly target:	20.0%	Quarterly Q4 22/23	Quarterly Q4 22/23	Quarterly Q3 22/23	Quarterly Q3 22/23
Annual target:	20.0%	Quarterly target:	77%	Annual target:	90%
Previous quarter	18.3%	Annual target:	79%	Previous quarter	90%
		Previous quarter	92%		93.2%

Priority Two: Strong, healthy and safe communities

Support communities to access healthy and sustainable food

- Take up of healthy start vouchers as of the end of Q1 23/24 was just below the Outer London average of 59% and lower than the England average of 65%.

Take up of healthy start vouchers

58%

Quarterly target:	58%	Quarterly Q1 23/24
Annual target:	58%	
Previous quarter	Not available	

Priority Three: Thriving children and young people

Help all children to have the best start in life

- Enfield's take up of free early years education for 2 year olds was significantly lower than the London average of 65.2% and significantly below the England average of 73.9%.
- Enfield's take-up rate for 3-4 year olds was slightly below the London average of 83.7% and significantly below the England average of 93.7%
- Enfield early years foundation stage pupils were slightly more likely to achieve a good level of development than England overall (65.2%) but less likely than London (67.8%) and Outer London (67.9%).
- Inspection outcomes for early years providers and childminders show that 216 out of 226 (96%) inspected providers were rated as good or outstanding as of 31 March 2023. This is in line with the England average and slightly above the London average of 95%.

Percentage of children benefitting from funded early years education - 2 year olds			Percentage of children benefitting from free early years education - 3 and 4 year olds			Percentage of pupils achieving a good level of development at the end of the Early Years Foundation Stage			Percentage of all early years providers and childminders judged as good or outstanding by Ofsted (as at 31 March)		
	61.5%	Annually 2023		83.5%	Annually 2023		65.4%	Annually 21/22		96%	Annually 22/23
Annual target	62.0%		Annual target	88.0%		Annual target	No target set		Annual target	96%	
Previous year	59.0%		Previous year	82.0%		Previous year	69.7% (18/19)		Previous year	96%	

Safeguard children and increase support in-borough for looked after children with complex needs

- 1,041 out of 1,164 completed Children & Family assessments were authorised within 45 working days of the assessment start date. There has been a steady improvement over the past year (the figure was 61% in Q1 22/23) and performance is now in line with the target.

Looked after children (LAC) per 10000 population (81,723) aged under 18		Percentage of Children & Family Assessments for children's social care that were authorised within 45 working days of their commencement (Cumulative)			Number of children on a Child Protection Plan per 10,000 children		Percentage of children subject to a Child Protection Plan for a second or subsequent time (within past 2 years)		Percentage of 19-21 year old care leavers in employment, education or training					
	53.2	Quarterly Q1 23/24		89.4%	Quarterly Q1 23/24		40.1	Quarterly Q1 23/24		10.1%	Quarterly Q1 23/24		72.3%	Quarterly Q1 23/24
			Quarterly target	85%					Quarterly target	70.0%		Quarterly target	70.0%	
			Annual target	85%					Annual target	70.0%		Annual target	70.0%	
Previous quarter	51.3		Previous quarter	78.7%		Previous quarter	39.3		Previous quarter	6.6%		Previous quarter	54.9%	

Priority Three: Thriving children and young people

Safeguard children and increase support in-borough for looked after children with complex needs

- 2.9% of 16-17 year olds were NEET or not known as of Q1 23/24. This includes 1.4% of 16-17 year olds who are not in education, employment or training (NEET) and 1.5% who are not known. The percentage of 16-17 year olds who are NEET is lower than the England average of 3.2% but higher than the London average of 1.7%. 70.2% of young people are seeking employment or training, 10.5% are NEET due to illness.
- The data for Q1 in relation to percentage of young people engaged in suitable education, training and employment (ETE) at the end of the order shows an increase from Q4 22/23. Just under 70% of young people ended their order in ETE. 7 young people were not engaged in suitable education, training and employment at the end of their order.

Number of first time entrants to the Youth Justice System aged 10-17 (known to Youth Justice Service)		Percentage of young people sentenced at court who are given a custodial sentence		Total number of young people sentenced at court who are given a custodial sentence in the period		Percentage of young people engaged in suitable education, training and employment at the end of the order (Pre and Post Court)		Percentage of 16-17 year olds not in education, employment or training (NEET) and Not Known (NK)		
13		0%		0		69.6%		2.9%		
	Quarterly Q1 23/24	Quarterly target	5%	Quarterly Q1 23/24	Quarterly Q1 23/24	Quarterly target	85.00%	Quarterly Q1 23/24	Quarterly target	3.4%
		Annual target	5%			Annual target	85%		Annual target	3.4%
Previous quarter	18	Previous quarter	0%	Previous quarter	0	Previous quarter	40%	Previous quarter	3%	

Improve educational outcomes for all children and young people

Education Health and Care Plans (EHCPs)

- 97.7% of EHCPs were completed within 20 weeks. This indicator has remained broadly stable over the last few quarters.

Percentage of Education Health Care Plans (EHCPs) completed within 20 weeks (excluding exceptions)

	97.7%	Quarterly Q1 23/24
Quarterly target	85%	
Annual target	85%	
Previous quarter	97.2%	

Priority Three: Thriving children and young people

Increase local education, play and leisure opportunities for children and young people with special educational needs and disabilities

- The number of SEND pupils who attend school outside of the borough has been gradually increasing over the last 2 years. 892 SEND pupils were attending school outside of the borough as of the end of Q1 23/24, this is 30% higher than at the same period in 22/23.

Percentage of pupils (0-25 years old) with an Enfield maintained Education Health Care Plan (EHCP)		Number of pupils (0-25 years old) with an Enfield maintained Education Health Care Plan (EHCP)		Percentage of SEND pupils who attend independent special schools out of the borough		Number of SEND pupils who attend independent special schools out of the borough		Number of SEND pupils who attend school outside of the borough	
7.9%		4,220		20%		128		892	
Quarterly Q1 23/24		Quarterly Q1 23/24		Quarterly Q1 23/24		Quarterly Q1 23/24		Quarterly Q1 23/24	
Previous quarter	New measure for 23/24	Previous quarter	New measure for 23/24	Previous quarter	New measure for 23/24	Previous quarter	New measure for 23/24	Previous quarter	865

Engage children and young people in positive activities

- The total number of young people who engaged in our local youth offer (including our universal youth services and Inspiring Young Enfield) in 22/23 was 12,636.

Number of young people engaged in local youth offer provided by Youth Services	
12,636	
Annually 22/23	
Previous year	New measure for 23/24

Priority four: More and better homes

Build and facilitate more good quality affordable homes for local people

Planning

- In relation to pre-application advice, the timescale reflects the determination targets for major planning applications and is a realistic objective based on the current position. Although April remained below target, May and June were in line with the target and the overall position for the Q1 is amber with a performance of 58%. Looking ahead to Q2/Q3, the intention is to further refine the target for pre-application enquires to better reflect the different types of pre-application enquiries – focused on householder, new building and major development proposals which will enable us to better track performance against differing customer needs.
- The targets for the number of applications (major, minor and other) have been amended in line with current Government performance criteria. They are now a more accurate reflection of performance and the service experienced by applicants as extensions of time are no longer being used to extend the determination period.
- In relation to undetermined applications, the indicator has been amended to equate to 8 weeks' worth of "live" planning applications. This indicator monitors if the "Wellbeing and Improvement" project is succeeding in addressing the number of legacy planning applications which at the start of the project was in excess of 1,800. The current position as of 1st September 2023 was 719, reflecting the significant progress that has been made.
- In relation to the percentage of pre-application advice given leading to a successful planning decision, while performance will be influenced by the response of applicants to the pre-application advice received, a recent Planning Advisory Service review of our pre-application service identified the importance of having a positive and proactive culture by officers. This is addressed in a Pre-Application Action Plan and supported by the current Wellbeing and Improvement project which, by addressing caseloads, is enabling greater focus to adding value at pre application stage so that the advice and support given by officers to applicants is more solution focused and focused on delivering positive outcomes.
- In relation to fast-track performance, this indicator looks at the time taken to determine Lawful Development Certificates (LDCs) and PRHs (applications for prior approval) by officers. This is now a function of a new team formed of officers from the Technical Support team who have received training to enable them to deal with this type of application. The target has therefore been set at 60% within 7 weeks. Q1 shows the performance for the first month of June. This will then move to 70% within 6 weeks for Q2, 80% within 6 weeks for Q3 and 90% within 6 weeks for Q4. This reflects the upskilling taking place within the Fast Track Team and over time, the plan is to expand their role to undertake the assessment of householder extensions. This will then release capacity for senior planning officers to focus on larger and more complex development proposals. Performance of the fast track team for Q2 is steadily improving and already meeting the targets.

Percentage of pre-application advice given within 60 working days of registration of a valid enquiry			Percentage of major applications determined within target			Percentage of minor applications determined within target			Percentage of other applications determined within target			Percentage of 2 year rolling major applications determined within target		
58%			100%			71.4%			77.9%			96.3%		
Quarterly target	60%	Quarterly Q1 23/24	Quarterly target	60%	Quarterly Q1 23/24	Quarterly target	70%	Quarterly Q1 23/24	Quarterly target	70%	Quarterly Q1 23/24	Quarterly target	80%	Quarterly Q1 23/24
Annual target	60%		Annual target	60%		Annual target	70%		Annual target	70%		Annual target	80%	
Previous quarter	53.6%		Previous quarter	100%		Previous quarter	94.3%		Previous quarter	93.5%		Previous quarter	96.6%	
Percentage of 2 year rolling minor applications determined within target			Percentage of 2 year rolling minor & other applications determined within target			Number of live planning applications in the system that are undetermined			Percentage of pre-application advice given leading to a successful planning decision			Fast track performance: percentage of applications determined within 7 weeks		
82.6%			89.5%			719			50%			51.61%		
Quarterly target	80%	Quarterly Q1 23/24	Quarterly target	80%	Quarterly Q1 23/24	Quarterly target	580	Quarterly Q1 23/24	Quarterly target	75%	Quarterly Q1 23/24 (data only covers June 2023)	Quarterly target	60%	Quarterly Q1 23/24 (data only covers June 2023)
Annual target	80%		Annual target	80%		Annual target	580		Annual target	75%		Annual target	60%	
Previous quarter	90.3%		Previous quarter	91.7%		Previous quarter	New indicator		Previous quarter	New indicator for 23/24		Previous quarter	New indicator for 23/24	

Priority four: More and better homes

Build and facilitate more good quality affordable homes for local people

Planning

Number of new dwellings approved at Planning stage (net additional)

277

Quarterly
Q1 23/24

Quarterly target 312

Annual target 1,246

Previous quarter 23/24
New indicator for

Housing Development

- The 47 completed homes include 25 London Affordable Rent homes at Bury Street West (excludes 25 market homes), 10 social rent at Maldon Road & 12 affordable rent at Gatward Green.

Number of council owned homes delivered (completions) (affordable housing)

47

Annually
22/23

Number of new dwellings started on site on council schemes (all tenures)

59

Annually
22/23

Create well-connected, digitally enabled and well-managed neighbourhoods

- As of January 2023, 7.2% of premises (residential and non-residential) in Enfield had Full Fibre broadband. This is significantly lower than the England average of 36%. Enfield records the lowest percentage of full fibre broadband availability in Outer London.

Percentage of all premises that have coverage from a Full Fibre service from fixed broadband

7.2%

Jan-23

Previous 6 months 4.6%

Priority four: More and better homes

Invest in and improve our council homes

Tenant satisfaction measures

- There was a small decrease recorded in the number of council homes meeting the Decent Homes Standard. A new Council Housing Asset Management Strategy is scheduled for approval at September Cabinet and sets out how the Council will achieve 80% decency by March 2024 and full compliance by 2026.
- The percentage of repairs completed within target timescale recorded a fall below target in Q1. In this quarter we have moved to reporting jobs that were previously due in 90 days to a 30 day target. The transition has affected completion times which will be corrected in the next quarter's figures.
- The Council remains on track with gas, fire, asbestos and legionella safety measures. 5 communal passenger safety lifts had outstanding lift inspections at the end of Q1 23/24. This was due to the lifts being out of service and remedial works have been booked.
- The percentage of complaints responded to within complaint handling code timescales recorded a significant improvement from Q4 22/23 following the deployment of additional resources to address backlogs. Although the indicator remains below target, performance in July 2023 was further improved with 85% of complaints responded to within target. Further steps will be taken in the coming months to improve triaging of service requests versus complaints and to improve performance in areas of the service which are generating complaints (e.g. turnaround time for repairs).

RP01 Percentage of homes that do not meet the Decent Homes Standard			RP02 Percentage of repairs completed within target timescale (YTD)			NM01 Anti-social behaviour cases relative to the size of the landlord		BS01 Percentage of council owned homes which have a current gas safety certificate			BS02 Percentage of homes for which all required fire risk assessments have been carried out		
31.8%			85.4%			26.51		100%			100%		
Quarterly target	30%	Quarterly Q1 23/24	Quarterly target	98%	Quarterly Q1 23/24	New indicator for 23/24		Quarterly target	100%	Quarterly Q1 23/24	Quarterly target	100%	Quarterly Q1 23/24
Annual target	30%		Annual target	98%				Annual target	100%		Annual target	100%	
Previous quarter	31%		Previous quarter	95.1%				Previous quarter	99.9%		Previous quarter	99.03%	
BS03 Percentage of homes for which all required asbestos management surveys or re-inspections have been carried out			BS04 Percentage of homes for which all required legionella risk assessments have been carried out			BS05 Percentage of homes for which all required communal passenger lift safety checks have been carried out		CH01 Number of complaints relative to the size of the landlord			CH02 Percentage of complaints responded to within complaint handling code timescales		
100%			99.5%			95.7%		15.83			77.2%		
Quarterly target	100%	Quarterly Q1 23/24	Quarterly target	100%	Quarterly Q1 23/24	Quarterly target	100%	Quarterly target		Quarterly Q1 23/24	Quarterly target	95%	Quarterly Q1 23/24
Annual target	100%		Annual target	100%		Annual target	100%	Annual target			Annual target	95%	
Previous quarter	100%		Previous quarter	99.7%		Previous quarter	98.3%	Previous quarter	47.29		Previous quarter	53.06%	

Priority four: More and better homes

Invest in and improve our council homes

Repairs

- In relation to repairs completed on target, in this quarter we have moved to reporting jobs that were previously due in 90 days to a 30 day target. The transition has affected completion times which will be corrected in the next quarter's figures.
- ERD repairs completed right first time recorded a slight drop on Q4 22/23. An improvement plan is being actioned to improve on the right first time job.

Percentage of responsive repairs completed by agreed target date (YTD)			Number of repair orders raised concerning damp and mould			Percentage of urgent repairs completed on time (YTD)			Percentage of Enfield Repairs Direct repairs completed right first time		
93.8%			195			96%			82.85%		
Quarterly target	98%	Quarterly Q1 23/24	Quarterly target	195	Quarterly Q1 23/24	Quarterly target	97%	Quarterly Q1 23/24	Quarterly target	90%	Quarterly Q1 23/24
Annual target	98%		Annual target	222		Annual target	97%		Annual target	90%	
Previous quarter	91.1%		Previous quarter	222		Previous quarter	95.2%		Previous quarter	84%	

Void management

- The turnaround time for local authority housing properties has been significantly impacted by the holding of properties for the Walbrook and Shires rehousing project. The figure in the report shows the average number of days taken to re-let general needs minus the held period. If the held period is included, the average time taken to re-let general needs local authority housing in Q1 was 93 days.
- Repairs on void properties continue to show good progression for Q1. This is the result of working closely with our main contractors.
- We are still seeing a large proportion of properties needing substantial repair works and clearances when handed back at the end of the tenancy. The service continues to work with tenants or next of kin to provide guidance on how to leave the property.

Percentage of stock vacant and unavailable to let			Average time taken to re-let general needs local authority housing (YTD) * excluding held period		
2.62%			42		
Quarterly target	2.62%	Quarterly Q1 23/24	Quarterly target	25	Quarterly Q1 23/24
Annual target	2.62%		Annual target	25	
Previous quarter	2.35%		Previous quarter	42	

Priority four: More and better homes

Drive up standards in the private rented sector

- Continual monitoring of private sector licensing applications shows we are on target to receive the predicted number of selective license applications over the scheme's lifetime. Additional HMO license applications remain below predicted numbers and the forecast has been revised.

Private sector housing licensing applications received		Private sector housing licensing inspections and interventions carried out		Private sector housing licensing enforcement notices	
	721		1,391		82
Quarterly target	Quarterly Q1 23/24	Quarterly target	1,181	Quarterly Q1 23/24	Quarterly Q1 23/24
Annual target		Annual target	4,725		
Previous quarter	973	Previous quarter	1,303	Previous quarter	85

Homelessness and temporary accommodation

- Although the number of households living in temporary accommodation has not increased significantly (and is slightly lower than it was at quarter 1 of 2022/23), it remains above our target, reflecting the London-wide crisis in the supply of affordable homes. The proportion of households in B&B accommodation also continues to increase as temporary accommodation providers exit the market. The growing use of hotel accommodation for nightly paid accommodation is a key budget pressure for 2023/24.
- A new five-year strategy for the provision of accommodation to prevent homelessness and to meet our statutory homelessness duties was approved at the September 2023 Cabinet meeting. It sets out a number of potential delivery options for constructing new temporary accommodation in Enfield, including building new homes using modular techniques, extending existing temporary accommodation blocks and repurposing general needs housing schemes for temporary accommodation use.

Number of households living in temporary accommodation		Number of children living in temporary accommodation		Number of children in B&B accommodation		Families with children in Bed and Breakfast accommodation for more than 6 weeks, excluding those pending review		Number of homeless applications received	
	3,120		4,434		247		150		1,231
Quarterly target	3,000	Quarterly Q1 23/24	Quarterly Q1 23/24	Quarterly Q1 23/24	Quarterly Q1 23/24	Quarterly target	0	Quarterly Q1 23/24	Quarterly Q1 23/24
Annual target	3,000					Annual target	0		
Previous quarter	3,100	Previous quarter	4,336	Previous quarter	169	Previous quarter	95	Previous quarter	802

Number of Homelessness Prevention duties ended with positive prevention		Percentage of successful statutory preventions (accommodation sustained or straight into private rented sector)	
	86		45.5%
Previous quarter	164	Previous quarter	46.1%

Priority five: An economy that works for everyone

Enable local people to develop skills to access good quality work

- Enfield continues to face higher rates of unemployment (claimant count) than London (4.9%) and UK (3.7%) averages. As in previous quarters, unemployment rates are highest in Edmonton Green, Lower Edmonton, Haselbury and Upper Edmonton. Borough-wide unemployment is higher than average in all age groups between 18 and 44 years.
- Enfield continues to have lower estimated employment levels than the regional and national averages. However, employment has increased over the past year.
- Enfield's working age residents (16-64) are less likely to hold no qualifications than London (5.5%) and England (6.6%) overall. However, when comparing the population aged 16+, Enfield residents are significantly more likely to hold no qualifications (22.5%) compared to London (16.2%) and England (18.2%) overall.
- On the other hand, 68.5% of the working age population have a Level 3 (A Level or equivalent) or above qualification. This is above the national average (61.5%) but lags behind London as a whole (71.4%).

Employment rate in Enfield (working age population)		Claimant count as a percentage of working age population		Median gross weekly pay		Number of households with earnings below London Living Wage (LLW)		Percentage of working age residents (16-64) who have no qualifications	
72.3%		5.9%		£708.80		10,634		4.4%	
Quarterly Q4 22/23		Quarterly Q1 23/24		Annually 21/22		Quarterly Q1 23/24		Annually 21/22	
Previous quarter	70.2%	Previous quarter	5.8%	Previous year	£670.50	Previous quarter	9,271	Previous year	7.1%
Percentage of working age residents (16-64) who do not have a Level 2 qualification		Percentage of working age population (16-64) with a Level 3 or above qualification		Percentage of adults with learning disabilities in employment					
19.9%		68.5%		15.9%					
Annually 22/23		Annually 22/23		Quarterly Q1 23/24					
Previous year	21.3%	Previous year	59.8%	Quarterly target	15.9%				
				Annual target	15.9%				
				Previous quarter	15.9%				

Priority five: An economy that works for everyone

Support local businesses and encourage inward investment in growing sectors which offer sustainable employment to local people

- Business start ups in Q1 23/24 were 20% higher than the same period last year. The most common industries were: real estate, professional services & support activities (246); wholesale and retail trade (167); construction (147); and recreational, personal and community service (90).
- In 22/23, procurement spend with Enfield based organisations was higher than the previous year but spend with MSME organisations was lower.

Business rates income		Business start-ups (as reflected in opening of first current account from a bank's small business product ranges)		Procurement spend Council-wide with Enfield-based organisations (by value)		Procurement spend Council-wide with Enfield-based organisations (by volume)		Procurement spend Council-wide with MSME organisations (by value)	
	£97.9m		958		£46.96m		14.4%		£45.3m
	Annually 22/23		Quarterly Q1 23/24		Annually 22/23		Annually 22/23		Annually 22/23
Previous year	£117.3m	Previous quarter	869	Previous year	£37.03m	Previous year	12%	Previous year	£60.05m

Procurement spend Council-wide with MSME organisations (by volume)

	13.9%
	Annually 22/23
Previous year	19.4%

Provide support and advice for residents on low incomes

- The number of residents claiming Council Tax Support and/or Housing Benefit is 6% higher than at the same quarter in 22/23.

Number of referrals to Welfare Support and Debt Advice Team		LBE administered benefits: combined benefits caseload (Housing Benefit and Council Tax Support)	
	699		41,014
	Quarterly Q1 23/24		Quarterly Q1 23/24
Previous quarter	New indicator for 23/24	Previous quarter	No data for previous quarter

Priority five: An economy that works for everyone

Transform our industrial land to create modern and low carbon spaces for business

- According to the latest Authority Monitoring Report from 21/22, Enfield gained 3,125 sq.m in Strategic Industrial Location space (SIL). A total of 27,334 sq.m of general industrial space was gained outside strategic industrial sites, this includes 11,142 sq.m for the new Beavertown brewery at Ponders End Industrial Estate.

Net increase in floorspace in Strategic Industrial Locations (square metres)		Net increase in floorspace in Locally Significant Industrial Sites (square metres)	
	3,125		0
	Annually 21/22		Annually 21/22
Previous quarter	1,613	Previous quarter	653

Our principles

Accessible and responsive services

Complaints, FOIs, MEQs and SARs

- Complaints performance was largely impacted by the Housing, Regeneration and Development department. However, performance has improved in the last quarter with significant improvement in Housing and Regeneration seeing a month on month increase in performance. Planning had several overdue cases which brought overall performance down but has put arrangements in place to ensure more robust monitoring of cases.
- MEQ response time in People department recorded an improvement from Q4 performance, and the average response rate is 7 days. Targeted work with Heads of Service is being undertaken to further improve performance and the process of MEQs being recorded on the system has been changed to ensure all enquiries are uploaded.
- A new proactive approach across Environment & Communities department focusing on MEQ responses at risk during Q1 has increased performance significantly compared to the previous quarter.
- In Housing, Regeneration and Development, improvements to how MEQs are classified should help to improve performance in future months.
- There were a high number of complex co-ordinated SARs (29 of the total 53 received, compared to 8 in the previous quarter). A vacancy in the team will be filled to help address this. The service will also be conducting a deep dive to understand reasons for delays and to establish an improvement plan.

Initial review complaints - percentage responded to inside target (Council overall)			Final review complaints - percentage responded to inside target (Council overall)			Percentage of FOIs answered within 20 days (Council overall)			Percentage of MEQs responded to within 8 days (Council overall)			Percentage of SARs closed within a calendar month (Council overall)		
70%			87%			93%			81%			57%		
Quarterly target	95%	Quarterly Q1 23/24	Quarterly target	95%	Quarterly Q1 23/24	Quarterly target	100%	Quarterly Q1 23/24	Quarterly target	95%	Quarterly Q1 23/24	Quarterly target	100%	Quarterly Q1 23/24
Annual target	95%		Annual target	95%		Annual target	100%		Annual target	95%		Annual target	100%	
Previous quarter	69%		Previous quarter	94%		Previous quarter	90%		Previous quarter	79%		Previous quarter	63%	

Contact Centre

- During this quarter the contact centre were 6.5 FTE down due to staff changes that required recruitment and training which impacted on performance. Officers are also being encouraged to deal with the query fully at first contact and we will be able to monitor this once the new telephony system is implemented.

Percentage of calls answered by contact centre (Gateway Telephones)			Average wait time for calls answered by the contact centre (Gateway Telephones)			Average wait time for calls answered by the contact centre (Gateway Telephones - Council Housing)			Percentage of calls to the contact centre answered within 5 minutes		
89%			00h 02m 57s			00h 08m 16s			81%		
Quarterly target	80%	Quarterly Q1 23/24	Quarterly target	00h 03m 00s	Quarterly Q1 23/24	Quarterly target	00h 03m 00s	Quarterly Q1 23/24	Quarterly target	80%	Quarterly Q1 23/24
Annual target	80%		Annual target	00h 03m 00s		Annual target	00h 03m 00s		Annual target	80%	
Previous quarter	88%		Previous quarter	00h 03m 18s		Previous quarter	00h 17m 24s		Previous quarter	78%	

Our principles

Financial resilience

- The council tax collection rate as of the end of June 2023 was 28.1%. This is a very slight reduction on the collection rate at the same period last year (28.19%). The business rates collection rate as of the end of June 2023 was 26.09%. This is an improvement on the collection rate at the same period last year (24.51%).
- The Oflog data explorer tool compares the local authority's outturn with the England median and the median of the local authority's CIPFA nearest neighbours (statistically similar authorities). For reference, Enfield's CIPFA neighbours are Haringey and the other Outer London boroughs (excluding Barking and Dagenham, Bromley, Kingston and Richmond).
- Enfield spends a slightly higher proportion of its core spending power on social care than the median average of our CIPFA neighbours (63.9%). According to the Institute for Fiscal Studies data, Enfield have one of the largest gaps in the country between relative funding and relative need of all local authorities (4th highest gap in percentage terms out of 150 local authorities). That is a £271 per person gap between relative funding and relative need. This means that a higher proportion of Enfield's budget has to be spent on core statutory services than other local authorities.
- Enfield spends a smaller percentage of its core spending power on debt servicing than our CIPFA neighbours and records the 18th lowest rate out of the London boroughs. A separate report on how we're managing our debt is presented at this Cabinet meeting.
- In relation to total debt as a percentage of core spending power, Enfield is an outlier when compared to the median average of our CIPFA neighbours (275.7%) and the England median (226.7%). It should be noted that most councils suffering severe financial problems in recent years have had debts significantly higher per head of population, such as Woking's £19,000 per head and Thurrock's £8,600, compared with Enfield's £3,400.

Percentage of Council Tax collected (in year collection)			Council Tax arrears from previous years			Percentage of Business Rates collected (in year collection)			Business Rate/NNDR arrears from previous years			Percentage of all council invoices paid within 30 days		
28.1%			£36,090,250			26.09%			£19,341,791			99.59%		
Quarterly target	28.47%	Quarterly Q1 23/24		Quarterly Q1 23/24		Quarterly target	27%	Quarterly Q1 23/24	Quarterly Q1 23/24		Quarterly target	98%	Quarterly Q1 23/24	
Annual target	95%					Annual target	96%				Annual target	98%		
Previous quarter	28.19% (Q1 22/23)		Previous quarter	£32,724,996 (Q1 22/23)		Previous quarter	24.51% (Q1 22/23)		Previous quarter	£21,382,712 (Q1 22/23)		Previous quarter	99.51%	
Non-ringfenced reserves as a percentage of Net Revenue Expenditure			Non-ringfenced reserves as a percentage of service spend			Total Core Spending Power per dwelling			Level of Band D council tax rates			Council Tax revenue per dwelling		
Oflog indicator			Oflog indicator			Oflog indicator			Oflog indicator			Oflog indicator		
36.80%			34.1%			£1985.82			£1,518			£1,513		
		Annually 2021/22			Annually 2021/22			Annually 2021/22			Annually 2023/24			Annually 2023/24
Previous year	New indicator		Previous year	New indicator		Previous year	New indicator		Previous year	£1,446		Previous year	£1,427	
Social care spend as a percentage of core spending power			Debt servicing as a percentage of core spending power			Total debt as a percentage of core spending power								
Oflog indicator			Oflog indicator			Oflog indicator								
67.1%			9.2%			458.8%								
		Annually 2021/22			Annually 2021/22			Annually 2021/22						
Previous year	New indicator		Previous year	New indicator		Previous year	New indicator							

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London Borough of Enfield

Report Title	Enfield Safeguarding Adults Board Annual Report 2022/3
Report to	<i>Cabinet</i>
Date of Meeting	<i>18th October 2023</i>
Cabinet Member	<i>Cllr Alev Cazimoglu</i>
Executive Director / Director	<i>Tony Theodoulou</i>
Report Author	<i>Elspeth Smith, Safeguarding Adults Board Manager and Bharat Ayer, Head of Safeguarding Partnerships</i>
Ward(s) affected	
Key Decision Number	<i>Non key</i>
Classification	<i>Part 1 Public</i>
Reason for exemption	N/A

Purpose of Report

- 1) The report is being presented to note the Safeguarding Adults Board's (SAB) activity to protect adults at risk in 2022-23. It highlights the positive actions taken to prevent neglect, abuse and exploitation against adults at risks, includes data to demonstrate the impact of these actions, and states the key

priorities for the Safeguarding Adults Board (SAB) for the 2023-24 period. The report also provides safeguarding updates on work undertaken by agencies during 2022/23.

Recommendations

- I. To note the Annual Report. Noting the report at Cabinet, Scrutiny and Council enables Enfield Council to demonstrate its commitment to safeguarding adults at risk throughout the organisation. The report is a partnership document and as such is agreed at the Safeguarding Adults Board.
- II. To commend the report to the November Council meeting for noting.

Background and Options

- 2) There are statutory duties for publishing an annual Safeguarding Adults report. These duties apply to the Safeguarding Adults Board. The duties require specific information to be provided. The actions taken to address the requirements are in italics below.
- 3) For the Safeguarding Adults Board, the Care Act requires that the report includes:
 - a) what it has done during that year to achieve its objectives and strategy (*the information in the report is organised by the priority areas of the strategy*);
 - b) what each member has done during that year to implement the strategy (*this is done through the partner statements in the appendix*);
 - c) information on Safeguarding Adults Reviews, including information on referrals received, on-going reviews and key learnings from reviews that have been published (*this is detailed in the learning from experience section*).
- 4) Across the Safeguarding Adults Partnership, our primary responsibility is to provide a way for local agencies to work together to safeguard those at risk, and to ensure that the arrangements in place are working effectively.
- 5) This report highlights the work of the Enfield Safeguarding Adults Board over 2022-23 and also includes brief updates from our partner agencies on their work.

The summary of the key issues or achievements of the year highlights:

- 6) **Safeguarding Adults Reviews (SARs):** During 2022/23, two SARs were completed – giving all partners a wealth of learning and areas to make

improvements. All published SARs can be found on the Enfield Safeguarding Adults pages on Enfield MyLife

- 7) **Safeguarding Adults concerns** –numbers of concerns remain high with a total of 3,501 received across the Multi-Agency Safeguarding Hub and the Mental Health Trust teams compared to 2,305 in 18/19. This is a huge challenge that staff continue to meet.
- 8) **Enfield's work with Assistive Technology** was shortlisted for the Municipal Journal (MJ) Digital Transformation Award (2023) and continues to explore inventive ways to improve the lives of Enfield's vulnerable residents – primarily by adding isolation for a growing population that lives alone but also through PainChek, an innovative programme that supports carers to recognise levels of pain in those who may struggle to communicate.
- 9) **LeDeR reviews** - 13 deaths of people with learning disabilities were notified to the Learning Disability Learning from Lives and Deaths Programme (LeDeR) in 2022/23. Work continues to examine the learning from these sad deaths and improve the lives of people with Learning Disabilities in Enfield. This is slightly more than the pre-pandemic 5 year average.
- 10) **Multi-agency Thematic Learning Event Chaired by Professor Michael Preston-Shoot in January 2023:** inspiring learning and discussion around the partnership response to adults who self-neglect.
- 11) **Infection Control:** Work across the partnership continues to train care providers around infection control. Training has reached 120 front-line staff members with spot visits to residential care homes and presentations to provider forums.
- 12) **Modern Slavery:** In recognition of the Modern Slavery team's outstanding efforts, they have been nominated for the 2023 Local Government Chronical Awards. This prestigious nomination reflects the significance of the team's work in tackling modern slavery and their commitment to making a lasting impact. What impact?
- 13) **The Quality Checkers and the Community Engagement Group:** The Enfield Safeguarding Adults Board continues to work with adults and community groups to keep their views and needs at the centre of the work that the Board does. This includes interventions both large and small such as consulting on the Enfield MyLife Safeguarding pages or highlighting key concerns such as carer hesitation around vaccination for discussion at the Board.
- 14) **Supporting the development of Multi-disciplinary panels to discuss high risk cases and ensure partners work together:** this includes the Safeguarding Information Panel, Hoarding Panel and High Risk Advisory Panels (all of which are discussed further later in the report) amongst others. This ensures that information is shared and agencies work together promptly – a key piece of learning from SARs.

Important areas of work for 2023-24:

- 15) In 2023, we will be developing the 2023-2028 Enfield Safeguarding Adults Board Strategy – incorporating feedback from partners, members of the public and users of services as well as providers – to help guide and structure our work over the next 5 years. The proposed priorities have been developed in consultation with Board Members and the Community Engagement Group but broader ranging consultation will be beginning in September.

Safeguarding Priority 1: Preventing Abuse.

- 16) Ensuring that members of the public are informed about types of abuse and how to prevent and report this by:
- 17) Updating our webpages and information available, including revising the Safeguarding Factsheets available and creating a 'What Happens After You Report Abuse' leaflet/page. These sites should also give an opportunity for adults to feedback on their experiences.
- 18) Ensuring our Community Engagement Group is reaching our local community through regularly meeting with voluntary and community groups such as Quality Checkers and reporting their priorities and concerns back to the Enfield SAB via Quarterly updates.
- 19) Continuing to work with Rise Mutual around behaviour change in domestic abuse cases for those at risk of being perpetrators as well as supporting survivors and working to ensure all partners are aware of this.
- 20) Develop a Task and Finish group to enhance and support the work of partners around adults who may self-neglect.

Safeguarding Priority 2: Protecting Adults at Risk.

- 21) Working with Board partners to develop and implement multi-agency audits to give assurance about the work we do.
- 22) Map out the different multi-agency meetings run by partners to discuss safeguarding risks to ensure that there is correct attendance and a lack of duplication.
- 23) Work together as partners to develop agreements around how best to handle concerns in specific areas – for example, Slips, Trips and Falls and Pressure Care.
- 24) Develop an Escalation Protocol so that partners have a clear route to escalate concerns with each other.

Safeguarding Priority 3: Learning from Experience.

- 25) The Safeguarding Adults Board will develop a new process to ensure that Safeguarding Adults Reviews are dealt with more promptly.

- 26) A Learning and Development framework will be developed for the Safeguarding Adults Board to incorporate learning from Safeguarding Adults Reviews, Multi-agency audits, single cases and other experiences.
- 27) All SARs published will have a 7-minute-briefing and learning materials made available to partners.
- 28) The Practice Improvement Group will continue to meet regularly and report on its activity and areas of practice improvement to the Board.

Safeguarding Priority 4: Supporting Service Improvements.

- 29) The Safeguarding Adults Board will continue to support Provider Concerns processes in Enfield and highlight concerns to providers via the Provider Newsletter (published by the Enfield Local Authority).
- 30) Work with partners across the North and Central London region on ensuring that information for, and expectations of, services are consistent and clearly communicated. A key piece of work in this area will be looking at when individuals are placed across borough boundaries.

Preferred Option and Reasons For Preferred Option

- 31) Publishing this report is part of the Enfield Safeguarding Adults Board's statutory duties, and not doing so would mean we would be in breach of these.
- 32) As mentioned above, noting this partnership report at Cabinet, Scrutiny and Council enables Enfield Council to demonstrate its commitment to safeguarding adults at risk of abuse or neglect.

Relevance to Council Plans and Strategies

- 33) The work of the Enfield Safeguarding Adults Board meets the Council's priority of "Strong, healthy and safe communities".
- 34) The purpose of safeguarding work is to protect adults at risk and their carers so that they can all thrive in the borough. The SAB's approach to safeguarding focusses on well-trained staff who can effectively engage and manage the risks that may be present.

Financial Implications

- 35) This report is not requesting any additional financial resources and therefore there are no specific implications for the budget of noting the Annual Safeguarding report. However, it is important to note that the costs of safeguarding adults are increasing and this places significant cost pressures on the Council as reflected in the Council's medium term financial strategy.

Legal Implications

- 36) Section 43 (1) Care Act 2014 ("the Care Act") requires each local authority to establish a Safeguarding Adults Board ("SAB") for its area. The statutory objective of an SAB is to safeguard and protect vulnerable adults in its area. A SAB may do anything which appears to it to be necessary or desirable for the purpose of achieving its objective.
- 37) Paragraph 4 of Schedule 2 of the Care Act requires a SAB to publish an annual report as soon as feasible after the end of each financial year about what it has done during that year to achieve its objectives, implement its strategy, the findings of safeguarding adults' reviews which have been concluded and which are ongoing. In addition, to publish what it has done to implement the findings of reviews and where it is decided not to publish the findings of a review, the reasons for that decision.
- 38) This report complies with the above legislation and guidance.

Equalities Implications

- 39) Anti-discriminatory practice is fundamental to the ethical basis of safeguarding and care provision and critical to the protection of people's dignity. The Equality Act protects vulnerable adults and children receiving our care and the workers that provide it from being treated unfairly because of any characteristics that are protected under the legislation.
- 40) In Fairer Enfield 2021-25, we clearly outline our commitment to the Equality Act and the policy provides clear principles and guidance for staff and service users on how we will ensure we are complying with the Act. This annual report outlines how we are delivering inclusive services to safeguard adults at risk in Enfield.

HR and Workforce Implications

- 41) There are significant staffing challenges across adult social care nationally, regionally, and locally. The care sector has vacancies caused by changes in employment patterns, particularly increased competition for domiciliary care staff. We have Social Work and Occupational Therapy vacancies across all teams. The staffing pressures are resulting in increased caseloads for current staff at a time when demand is also increasing. The rising demand will compound our current difficulties concerning recruitment and retention of permanent staff.

Environmental and Climate Change Implications

- 42) The Safeguarding Partnership works across the Council to deliver positive outcomes for vulnerable residents, this includes improving housing

conditions so people are safe, as well as improving health outcomes including through active and sustainable transport improvements.

Public Health Implications

- 43) Important public health aims include enabling young people to 'start life well' and for older people to 'live and age well'. Ensuring that the most vulnerable are safe and enabled to thrive is therefore very relevant.
- 44) The Safeguarding Adults Board has strong links with the Health and Wellbeing Board. Public health officers are also members of the Safeguarding Adults Board Activity Groups, to enable joined-up work with a focus on prevention.

Safeguarding Implications

- 45) The report highlights the work of the Safeguarding partnership to safeguard adults at risk. The safeguarding implications of this work are:
- 46) For Enfield Council – as lead agency for safeguarding adults, it is important that we highlight how we work together with our community and partners, and detail what we are learning and how we improve current provision. The report does highlight areas of work for the coming year also.
- 47) For the community - improvements in understanding how to stay safe, how to recognise abuse and how to report it.
- 48) For our partners – good communications so that any issues with joint work (which is essential to effective safeguarding) can be escalated, managed and improved.

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Appendices

Safeguarding Adults Board Annual Report 2022/23

Background Papers

Please talk to us

Safeguarding adults at risk, children and families is everyone's responsibility. As someone who might live, work or study in Enfield you have a role too. If you are worried about someone or yourself, **please talk to us**. You can get help in any of these ways.

Adults

If you or the person you are concerned about is over 18 (an adult at risk) you can call anonymously on the Adult Abuse Line:

020 8379 5212 (Textphone: **18001 020 8379 5212**).

In an emergency always call **999**.

There is also helpful information on the MyLife Enfield website. Go to:

www.mylife.enfield.gov.uk/enfield-home-page/safeguarding

Children and young people

If you or the person you are concerned about is under 18 (a child or young person):

- Ring the Children Multi-Agency Safeguarding Hub (MASH) Team on **020 8379 5555**, Monday to Friday 9.00am to 5.00pm.
- Call the emergency duty team on **020 8379 1000** (at night and weekends) and tell them what is happening.
- For people who work with children and young people, please make your referral using the Children Portal:

www.enfield.gov.uk/childrensportal

- You can email at: **ChildrensMash@enfield.gov.uk**

- In an emergency – such as when someone is being hurt or shut out of their home – ring the police on **999**.

You can also ring **ChildLine** on **0800 1111** or visit the ChildLine website: **www.childline.org.uk**

If you don't want to talk to someone you don't know, you can ask an adult that you trust, like a teacher or youth worker or even a friend, to make the phone call for you. When people are working with children they have to follow set procedures, but they will explain to you what they will do and should be able to support you through the process.

ChildLine

ChildLine have launched the '**For Me**' app – the app provides counselling for young people via smartphone and other mobile devices. For more information and to download the app for free, go to: www.childline.org.uk/toolbox/for-me

For all Enfield residents

Domestic Abuse Support

If you have experienced or are currently experiencing being made to feel unsafe by someone close to you, this is domestic abuse. Domestic abuse is not okay and is a crime. Anyone can be affected by domestic abuse and there is help available.

Solace Women's Aid Advice Service offers support for domestic and sexual violence. Phone the advice line on **020 3795 5068**.

You can also find more resources to support anyone experiencing domestic abuse at:

<https://www.enfield.gov.uk/services/community-safety/domestic-abuse#how-to-get-help-with-abuse>

Modern Slavery Helpline

Modern Slavery is a crime that is hidden from plain sight but, occurs everywhere around us. Modern slavery is happening right here in Enfield and it needs to be stopped. An advice line is available to provide information and support for those that have any concerns or general questions regarding modern slavery. If you would like to discuss your concerns, please contact us on:

020 3821 1763 (Mon-Fri 10am-2pm), or you can email us at: **ModernSlavery@enfield.gov.uk**

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Vision statement

Our vision:

**“An Enfield community where we can all live free from abuse and harm;
a place that does not tolerate abuse;
where we all work together to stop abuse happening at all, and
where we all know what to do if it does take place.”**

Foreword by the Chair

Geraldine Pic...

As the Independent Chair of the Enfield Safeguarding Adults Board, I want to thank all our partners and staff members who have contributed to another hard working and busy year.

The Board continues to meet at quarterly intervals, with all the key agencies around the table. In addition, we have a series of Activity Groups that work on behalf of the Board and report in at regular intervals. This Annual Report gives a lot of detail of the actual themes and work generated and there are a few that I want to draw your particular attention too.

It has been fantastic to be able to meet in person again, as during the Covid peak periods this had not been possible. We have now adapted our style of working and whilst we have increasing numbers of colleagues able to join us, we also have several online too. Across all our partners this 'hybrid' style works well. I have also been out and about and met many of our colleagues at their workplace which again has made our dialogue more meaningful.

During 2022-23 we benefited from an external review of the SAB which took place last summer. While broadly positive there were some helpful suggestions made that were adopted. An Executive Group now meet around a month ahead of the quarterly meetings, this gives each statutory organisation (Local Authority Safeguarding Adults, Integrated Health Board, the Metropolitan Police and Enfield Probation Service) an opportunity to make sure all partners are up to date with key local changes to practice that may have an impact on broader safeguarding activities. We also work with voluntary sector colleagues who make important contributions to our Safeguarding conversations. (Healthwatch, One to One and the Carers Association)

Safeguarding Adult Reviews (SARs) are being closely monitored as there have been more incidents reported into the Board and there were some legacy reports which were held up during Covid. It is imperative that we as a system continue to review practice and move more efficiently through the review processes. We are keen to adopt a speedier though nonetheless detailed analysis when cases and safeguarding concerns demand it. Again, more of the SAR details can be found later in this report.

An important Multi-Agency Learning Event took place in January 2023, this focused on a thematic review assessing the impacts of homelessness, addictions, and self-neglect. We had Professor Preston-Shoot facilitating around 100 plus staff through his detailed report which will be published by September 2023. This was an excellent way for all present to consider the safeguarding themes and what might be considered better practice when these very tricky themes are so prevalent amongst some of the adults known to Enfield services.

The Board has also been happy to contribute to the valuable work of the Combating Drugs and Alcohol Partnership Team, run by Enfield Council's Public Health Department, which was established in 2022/3. This group does vital work to, amongst other things, support more adults and young people into treatment where drug or alcohol use is harmful.

I would encourage all readers to consider this report in depth. Safeguarding Adults is a serious concern and all the staff involved take their roles and responsibilities very seriously. I hope you find the report informative, and I want to encourage all of you to send us your thoughts. Tell us what you think, what are we doing well, what do we need to improve on, how else can we communicate better across all the different communities of Enfield. We are always looking for feedback from residents so please get in touch. Email us at SafeguardingEnfield@enfield.gov.uk

Geraldine Gavin

Independent Chair

Enfield Safeguarding Adults Board

August 2023

A Summary of What We Did in 2022-23

Safeguarding Adults Reviews (SARs): During 2022/23, two SARs were completed – giving all partners a wealth of learning and areas to make improvements. All published SARs can be found on the Enfield Safeguarding Adults pages on Enfield MyLife (there are also more details later in this report).

Safeguarding Adults concerns –numbers of concerns remain high with a total of 3,501 received across the Multi-Agency Safeguarding Hub and the Mental Health Trust teams compared to 2,305 in 18/19. This is a huge challenge that staff continue to meet with determination and creativity.

Enfield's work with Assistive Technology was shortlisted for the Municipal Journal (MJ) Digital Transformation Award (2023) and continues to explore inventive ways to improve the lives of Enfield's vulnerable residents – primarily by adding isolation for a growing population that lives alone but also through PainChek, an innovative programme that supports carers to recognise levels of pain in those who may struggle to communicate.

LeDeR reviews - 13 deaths of people with learning disabilities were notified to the Learning Disability Learning from Lives and Deaths Programme (LeDeR) in 2022/23. Work continues to examine the lessons from these deaths and improve the lives of people with Learning Disabilities in Enfield. This is slightly less than the pre-pandemic 5-year average.

Multi-agency Thematic Learning Event Chaired by Professor Michael Preston-Shoot in January 2023: inspiring learning and discussion around the partnership response to adults who self-neglect.

Infection Control: Work across the partnership continues to train care providers around infection control. Training has reached 120 front-line staff members with spot visits to residential care homes and presentations to provider forums.

Modern Slavery: In recognition of the Modern Slavery team's outstanding efforts, they have been nominated for the 2023 Local Government Chronical Awards. This prestigious nomination reflects the significance of the team's work in tackling modern slavery and their commitment to making a lasting impact.

The Quality Checkers and the Community Engagement Group: The Enfield Safeguarding Adults Board continues to work with adults and community groups to keep their views and needs at the centre of the work that the Board does. This includes interventions both large and small such as consulting on the Enfield MyLife Safeguarding pages or highlighting key concerns such as carer hesitation around vaccination for discussion at the Board.

Supporting the development of Multi-disciplinary panels to discuss high risk cases and ensure partners work together: this includes the Safeguarding Information Panel, Hoarding Panel and High Risk Advisory Panels (all of which are discussed further

later in the report) amongst others. This ensures that information is shared and agencies work together promptly – a key piece of learning from SARs.

Please see Appendix A for further updates, from the individual agencies and services within the Safeguarding Adults Board, around safeguarding adults in Enfield.

Prevent abuse

In this section, we present the work we've done to prevent abuse from happening. This can include:

- raising awareness about risks so people can stay safe;
- making sure we've identified the right priorities (consultations); and
- continuing to work in ways that can prevent abuse from happening.

ADULTS

Preventing Abuse in Enfield's Adult Care Providers

Enfield has 195 Care Quality Commission (CQC) registered providers of care to adults- one of the highest numbers in London - and a high number of unregistered providers of care. Many of these providers also have high numbers of adults originally placed in Enfield by other local authorities.

To manage the risks around quality and safeguarding, we have a Safeguarding Information Panel (SIP) to ensure that partners can effectively share information, identify any risks of harm to those who use services, and prevent any future or additional harm taking place.

The Panel can initiate actions such as the Provider Concerns process (for more information please see Enfield MyLife webpages & the relevant section of this report), Quality Checker visits, Immigration Enforcement visits and safety visits from the London Fire Brigade (**6** were made as a result of the panel discussions this year). The Panel meets every six weeks.

Over 2022-23, the following were implemented by the Safeguarding Service Improvement team (often but not exclusively as a result of SIP):

- **25** unannounced visits to providers following whistleblowing or other concerns.
- **24** visits to supported living providers.
- **57** visits to residential and nursing home providers
- **32** visits to domicillary care providers
- **23** visits to resident's private homes to discuss the services they receive
- **5** over-night and unannounced visits to residential and nursing homes

All these visits result in feedback and action planning for the provider so that they can improve their services and the Safeguarding Information Panel can continue to monitor.

During the Summer 2022 heatwave, the Safeguarding Service Improvement Team visited **11** providers (and sent information to others) to ensure that they were prepared for the extreme temperatures and how they might impact those who used their services. They also supported the Public Health team to ensure that providers were aware of the Extreme Weather protocols.

The team have also developed the Providers' Newsletter to go out to all care providers and keep them up to date with the latest advice, processes and best practice on a regular basis. This has really helped to improve communication with some providers who are unable to attend the Provider Forums. Recent topics have included vaccination support, fire safety and safe recruitment.

In **23** cases, the team has also worked with individual residents of care homes, and their families, to mediate where there are concerns and achieve improvements where possible – or to support a safe transfer to another provider if necessary.

Over the course of the last few years, the Safeguarding Service Improvement Team have focused hard on developing working relationships with providers and partners. This has led to improvements

in how information is disseminated and means that they provide a lot of ad hoc support and advice (hopefully preventing the need for more formal interventions later). One partner said this year “We are so lucky to work with such wonderful people in Enfield. We really appreciate all of you.”

Infection Prevention and Control Measures in Care Homes:

A key consideration for all providers of adult social care is Infection Prevention and Control or IPC. This is especially important to manage COVID-19 but also other viruses and infections which can be devastating to a group of clinically vulnerable adults.

The Improvements and Standards Manager leads on Infection Prevention and Control to support the borough’s social care providers to implement and maintain robust IPC measures to minimise the risks of cross infection of infectious conditions and to contain and manage identified ‘outbreaks’.

The Improvements and Standards Manager works closely with the Public Health team to monitor levels of infectious conditions in care homes and delivers IPC training to front line workers.

19 Infection Prevention and Control training sessions were provided – which reached **120** front-line social care staff. These sessions have focused on improving the competence and confidence of those delivering care. Feedback was very positive including “would recommend to colleagues” and “learnt how to protect myself and my residents”.

55 organisational learning reviews have been completed with social care providers that have experienced an outbreak of COVID-19 in 2022/23 (**20** of these were joint with our Public Health colleagues). These reviews are helpful for the individual providers as recommendations are made (and followed up), but also for the wider community as themes are identified and tracked. Information and advice can then be highlighted to all providers.

4 presentations on improving infection prevention and control have been given at Provider Forums.

Safeguarding Community Engagement Group.

The Safeguarding Community Engagement Group has gone from strength to strength in 2022-23. Chaired by Gill Hawken, a long-term and highly respected lay member of the Enfield Safeguarding Adults Board, this group continues to be active in Board discussions and give scrutiny and feedback on all aspects of our work.

Most recently this includes:

- Continuing to reach out to community groups around safeguarding adults.
- Giving feedback on the Draft Safeguarding Adults Board Strategy for 2023-2028.
- Working with the Quality Checkers to gain their views on key pieces of documentation that the Enfield Safeguarding Adults Board are developing or reviewing.

Members of the Community Engagement Group often raise key issues for Board members – highlighting risks and the experience of adults in Enfield.

Going forward, the group will focus on recruiting more lay members as well as continuing to engage with voluntary groups – ensuring their concerns are reflected in the work of the Board at all times.

Deprivation of Liberty Safeguards (DoLS)

The Deprivation of Liberty Safeguards (DoLS) process is required by law to make sure that any restrictions to a person's liberty are independently judged as being in that person's best interests.

Financial Year	2018/19	2019/20	2020/21	2021/22	2022/23
Applications received	1468	1559	1557 (COVID had an affect here)	1748	1767

Over the past 5 years, we have seen a rise in Deprivation of Liberty Safeguards (DoLS) applications. This has been because of a better understanding of the Mental Capacity Act 2005 following training sessions delivered by the DoLS team and due to an increase in the number of individuals being placed in residential and hospital care settings who lack capacity.

On average, the team issues DoLS authorization within 44 days (from receipt of the application to sign off date). According to NHS Digital data returns (available online), the national average to complete this is 156 days (or over 5 months).

The Mental Capacity (Amendment) Act 2019 paved the way for DoLS to be replaced with a new scheme called the Liberty Protection Safeguards (LPS) but after much to-ing and fro-ing the government announced that the LPS will be delayed 'beyond the life of this parliament'. A lot of work was undertaken in anticipation of the LPS; including streamlining DoLS assessments with Care Act assessments, refocus on community DoLS and protecting younger peoples' liberties. This has further attributed to a better understanding of the Mental Capacity act 2005 and the need for protecting vulnerable peoples' human rights.

The Assistive Technology Board – technology in adult social care

Over the last couple of years there have been many initiatives across Enfield Health and Adult Social Care to increase the use of assistive technology – to improve the lives of people and also protect them from harm.

These initiatives include:

- The SmartLiving Project – looking at how SMART devices could support people and combat isolation
- Learning Disability Assistive Technology Panel – specifically targeting how people with learning disabilities can be supported and
- PainChek – a clinically proven digital pain assessment tool that is really useful in working with adults who may struggle to communicate their level of pain.

The Local Authority also has a well-established and successful Safe and Connected service which is the telecare service supporting nearly 2,500 people to continue to live as independently as possible.

An Assistive Technology Board was launched to increase assistive technology awareness across the Health and Adult Social Care workforce and to increase the confidence of staff with recommending assistive technology solutions. The Board has overseen an increase in training and

ensured that each adult social care team has an Assistive Technology champion as well as providing training for voluntary groups and partners about what assistive technology can do.

Enfield Council were shortlisted as a finalist for **the Municipal Journal (MJ) Digital Transformation Award** in recognition of SMART Living project, Painchek and assistive technology innovations. This is a fantastic achievement recognising the passion and commitment of everyone involved.

[In-Box] Mary is a 79-year old woman who lives alone and suffers from seizures. She was recently admitted to hospital following a fall and was worried about returning home. However, she felt that carers were an invasion of her privacy.

Assistive technology was put in place to help her – a falls detector alarm, a monitor that could detect a seizure in bed and an Amazon Echo which gives her a reminder of when to medication and when medical appointments might be due. Mary gave the Safe and Connected Service a key so that she can be helped if any of these alarms goes off.

All this helps Mary to be as independent as possible for as long as possible – and on her own terms.

Protect people at risk

One of the main tasks for the Safeguarding Partnership is to make sure we have excellent responses to concerns. We do this through having clear policies, good training, looking at our data and audits (checks). This year a significant part of this work involved responding to emerging risks due to COVID-19. Here we present some of our key responses, policies, talk about our training and present some high-level data. More detailed information can be found in the appendices.

Adults

[in box]

Care Act 2014 (Adults)

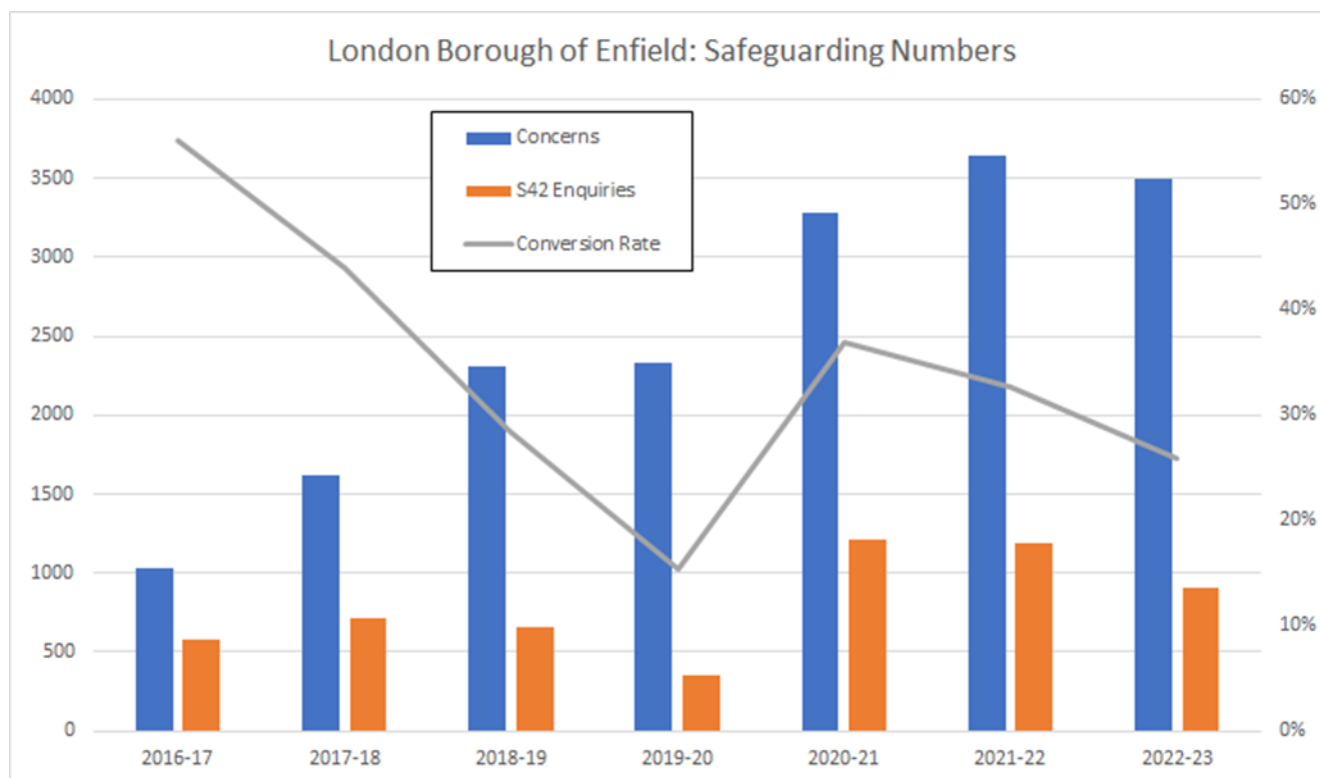
Safeguarding Adults duties are detailed in Section 42 of the Care Act and in the accompanying statutory guidance. Where the criteria are met, the Local Authority, who is named as the lead agency for safeguarding, must ensure that a Safeguarding Enquiry takes place. The criteria that a concern must meet to require an enquiry are that: it is about a person who is 18 years of age or over, with care and support needs, and who is experiencing, or is at risk of, abuse or neglect, and is unable to protect themselves.

Safeguarding Concerns and Enquiries under Section 42 of the Care Act.

The Local Authority continues to respond to a large number of Safeguarding Adults concerns. 3,501 in 2022/23 – 2,653 of which were responded to via the Multi-Agency Safeguarding Hub and 848 of which were responded to via Local Authority staff seconded to the Barnet, Enfield and Haringey Mental Health Trust teams.

This is a slight reduction from 2021/22 (when the total was 3,638) but the numbers remain very high when compared to a few years ago as you can see below.

Not every concern results in a complete Safeguarding Adults Enquiry under Section 42 of the Care Act (2014), in 22/23 909 enquiries took place (26% of concerns).



The types of abuse that are being reported have changed over time. Self-neglect is the most prevalent type of abuse in Enfield in 22/23 and this has been increasing year-on-year for some time – how we respond to such concerns is a key focus of the Board's work over the coming years.

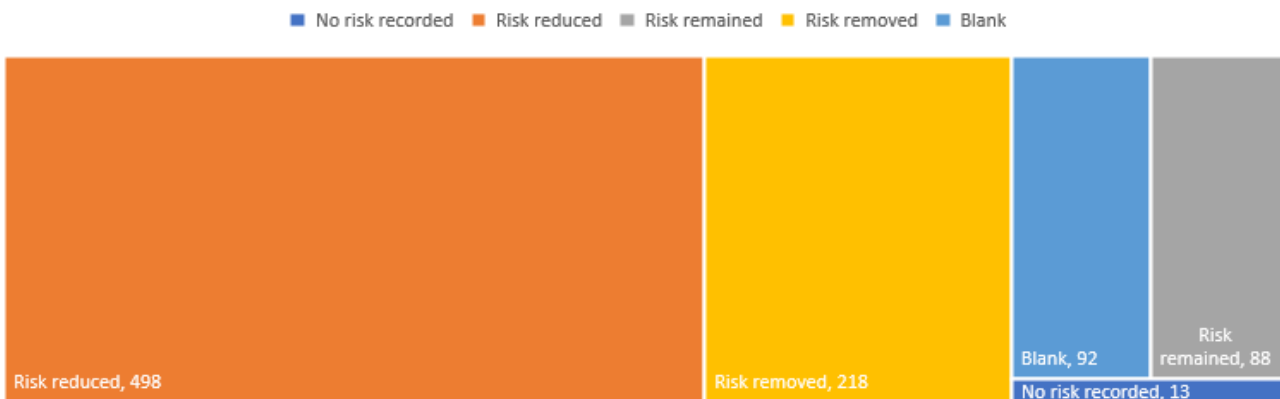
Type of Abuse	2022-23		2021-22	2020-21	2019-20	2018-19
	Yes	%	%	%	%	%
Self-Neglect or Hoarding	917	23.8%	20.7%	20.3%	17.3%	18.8%
Neglect and Acts of Omission	858	22.2%	20.1%	18.0%	21.7%	22.7%
Physical abuse	474	12.3%	13.7%	14.0%	11.9%	12.3%
Emotional / Psychological Abuse	441	11.4%	13.3%	13.8%	14.0%	12.7%
Domestic Abuse	367	9.5%	10.5%	11.3%	5.7%	5.6%
Financial or Material Abuse	407	10.5%	10.2%	9.7%	10.1%	11.1%
Sexual Abuse or Exploitation	161	4.2%	4.2%	3.7%	6.9%	7.7%
Organisational Abuse	149	3.9%	3.2%	3.7%	3.0%	2.5%
Pressure Sores	9	0.2%	2.4%	3.4%	8.0%	5.5%
Modern Slavery	35	0.9%	0.9%	0.5%	0.4%	0.3%
Discriminatory Abuse	29	0.8%	0.5%	0.7%	0.2%	0.2%
Hate Crime or Disability Hate Crime	6	0.2%	0.3%	0.5%	0.6%	0.5%
Honour Based Violence	2	0.1%	0.1%	0.3%	0.1%	0.0%
Forced Marriage	4	0.1%	0.1%	0.1%	0.0%	0.1%
Female Genital Mutilation	2	0.1%	0.0%	0.1%	0.0%	0.0%
Total	3,861					

When we look at location of abuse, we can see that the majority of people are abused in their own homes – 54%.

Location of Abuse	Count	%
Own Home	1,901	54.3%
Blank	452	12.9%
Other	280	8.0%
Care Home - Residential	204	5.8%
Care Home - Nursing	170	4.9%
Hospital	206	5.9%
In the community (public place)	113	3.2%
Mental Health Setting	92	2.6%
In a community service (e.g. daycare)	83	2.4%
Total	3,501	

After every Safeguarding Enquiry, the adult at risk is asked if they feel that the risk has been reduced, removed or remains (this might be for a number of reasons including the adult declining services). As you can see below, the majority of adults that we work with believe that the risks that they face have been either reduced or entirely removed. Where no risk is recorded, this usually means that the enquiry found the adult was not at risk at all.

Risk Outcomes 2022-23



Although the Local Authority is the lead agency in terms of the Section 42 Enquiry, none of this work would be successful without the support and work of multiple agencies and committed professionals. This is one reason why the Enfield Safeguarding Adults Board is so important as a point to coordinate and strategically plan partnership work.

Modern Slavery

The Modern Slavery Team, led by Fiana Centala, stands as a trailblazer by being the first of its kind in England. Their establishment marked a significant milestone in combating modern slavery and addressing the urgent need for coordinated efforts across partner agencies like the police.

Through proactive collaboration with law enforcement agencies, Non-Government Organisations, and local communities, the team has strengthened intelligence sharing and coordination. This has resulted in more effective identification of modern slavery cases, leading to increased rescues and protection for victims. They continue to raise awareness and offer training to a number of partners and organisations.

In recognition of the team's outstanding efforts, they have been nominated for the 2023 Local Government Chronicle Awards. This prestigious nomination reflects the significance of the team's work in tackling modern slavery and their commitment to making a lasting impact.

The Modern Slavery Team's updated strategy for 2023-28 was signed off in February 2023 and further demonstrates the team's commitment to making a tangible difference in the lives of those affected by this grave injustice.

The Council's Modern Slavery Team were key in the successful prosecution of members of an Enfield-based family who trafficked a woman from Poland into the UK to be exploited as cheap labour this year. Two men and two women were sentenced at Reading Crown Court after they were found guilty at Wood Green Crown Court, following a seven-week trial. The Modern Slavery Team provided evidence to the police in connection with concerns over the activities of the four which resulted in their arrest. This is an excellent example of the team's work in getting justice for an individual but also protecting others by supporting the Criminal Justice to hold perpetrators to account.

The most common type of exploitation received by the team is around child criminal exploitation. This crime amounted to 44% of all referrals received during the year 2022/23. To proactively manage these risks, the team has successfully secured funding for a pilot program; Devolved Decision Making National Referral Mechanism centred on decentralised decision-making to bring about support and protection for vulnerable and at risk young people. This initiative aims to offer a swift and robust response to young people who are vulnerable to exploitation.

High Risk Advisory Panel

The High Risk Advisory Panel continues to meet on a monthly basis. This is chaired by our Principal Social Worker, David Williams, and brings together senior multi-disciplinary colleagues for cases where there has been a lack of progress using usual processes. This provides social care staff with a way to escalate their concerns about particular cases beyond their team's/services' own Complex Case meetings.

Self neglect (and declining services or assessment) continues to be a theme in the cases that are brought to the Panel. Several Safeguarding Adults Board partners have been involved which has

been essential in moving very complex cases forward. Multi-agency risk assessments are completed for all adults discussed.

The London Borough of Enfield has also worked with other London Boroughs to observe each other's risk panels and see where improvements can be made. The Terms of Reference for the group are currently under review.

Themes identified through the Panel include substance and alcohol dependence and the communication between agencies which we are working to improve.

IN BOX — Carys was an older woman who abused alcohol and was not taking her medication. The High Risk Advisory Panel brought together colleagues across health, social care, substance misuse and police services. Complex issues around medication were being resolved and key legal advice around depriving someone of their liberty was shared with Carys' family. The social worker felt that there was clear direction and guidance for their work after discussing the case, and new ideas were given to help work with Carys and keep her safe.

Hoarding multi-agency database and response

During 2022/23, the London Borough of Enfield and the London Fire Brigade worked together to further develop the database of properties/ individuals where there is a high risk due to clutter or hoarding. These are cases where the Clutter Image Rating is between 6 and 9 which indicates a significant increase in fire risk and an indication of self-neglect in some cases.

A regular meeting with multi-agency involvement, particularly Housing, Adult Social Care and the London Fire Brigade, has been developed to discuss and review how to support adults in these situations, monitor changes in the level of risk and ensure that they and their local communities are supported.

IN BOX – The East Locality Team from the Local Authority raised concerns about Nicholas, a former rough sleeper living in Enfield who needed care and support. However, Nicholas' home was extremely cluttered – particularly in certain rooms and this meant that there were problems with providing him with the right equipment (such as a hospital bed) and with care agencies attending to help him. Through the Hoarding Panel (and subsequent meetings), different partners and teams were able to make a plan together to help him improve his environment room-by-room. His Housing Officer played a key part in this. The London Fire Brigade assessed and gave crucial advice on managing any fire risk and what needed to be done first.

Transitional Mentoring and Advocacy Pilot Service

Adults Social Care and Children and Family Services have identified a need to support young adult residents aged 18 to 25 in achieving positive outcomes. These young adults may have been known to Children's Services as vulnerable children or have come to the notice of Adult Social Care post 18. This group may have received some support as a child, but when turning 18 are often unable to access equivalent or ongoing support as adults, unless they have been assessed as having eligible needs for care and support under the Care Act (2014). There are gaps in legislation to safeguard this group and the need for change has been highlighted nationally.

In Enfield, a working group was formed to consider the best options. Using feedback from colleagues, gathering local data, and looking at other authority models who have already adopted new ways of working, it has been recognised that there is currently a gap for this group of young people in the service. Upon reaching 18, they have no support in place, but may still need a degree of help to ensure that they are able to achieve better outcomes in life. The working group identified that these young people need the right support at the right time and it is best delivered

independently from the Local Authority, by a provider who has a good track record of engaging with young adults, and has the experience, skill set and community links.

The pilot contract began on 1st November 2023, for one year initially, and is provided by Precious Moments and Health Limited. 21 referrals have been received, 10 are still active, and is currently showing an even mix of males and females requiring the service. Everyone using this service is over 18.

Positive outcomes are being reported - some clients have improved education attendance or are applying to return. More than one young adult has also confirmed a reduction in their cannabis intake. Another young man has a job interview coming up which his mentor has helped him to prepare for. All this helps them to build the skills and resilience to be independent, safe and healthy as they move on with their lives.

Rise Mutual – Culturally Integrated Family Approach to Domestic Abuse (CIFA)

Following a pilot scheme, Rise Mutual (working with the Enfield Community Safety Unit and other London Boroughs) have been successful in bidding for funding to run this programme for two additional years (2023 to 2025). Rise Mutual works with adults who are at risk of perpetrating domestic abuse but who are motivated to change their behaviour. The programme will deliver a family and community approach to tackling domestic abuse (DA) in 10 London boroughs, focusing on integrated victim safety support, 1:1 perpetrator delivery, adult-to-parent familial DA intervention, LGBTQI+ delivery and outreach work.

The programme focuses on working with groups that are traditionally minoritized or isolated. This could include Black and Minority Ethnic groups, disabled adults, isolated older people or many others.

The pilot scheme was very successful – especially with referrals from Children and Families Services. Additional work will be done with our Adult Social Care teams to work out how we can encourage referrals to this service and better explain the advantages.

The initial pilot identified a theme of adults with learning disabilities being referred and so Rise Mutual are working with Enfield's Integrated Learning Disabilities Services to make sure that their resources and approach are as accessible as possible.

Self-Neglect Learning Event led by Professor Preston-Shoot.

Professor Michael Preston-Shoot, a nationally recognised expert in adult social care with adults at risk, particularly those who may be neglecting their own needs, ran a learning/ consultation event in January for Board partners and staff from many agencies. This was particularly to talk through the learning from those cases included in the thematic Safeguarding Adults Review which he is currently working on (to be published by September 2023 with feedback from this event included). Over 100 professionals were invited to the session and around 90 attended from across the partnership.

The presentation was engaging and thought provoking – and Professor Preston-Shoot went on to lead a number of themed conversations with both operational and strategic staff from key Safeguarding partners. There was a strong focus on the real-life experiences of the adults involved and how their views and wishes – as well as needs – could better have been heard & acted on. This work will stay in the minds of all who attended and is already helping partners to develop stronger practices in working with adults who are (or are suspected of) neglecting themselves.

The recommendations from this piece of work will form part of the SAR that Professor Preston-Shoot is currently writing into self-neglect. He encouraged teams and individuals to reflect on how they could change their practice when working with people that appear to be self-neglecting and particularly how they could ensure that all professional partners are working together to address need and share information. We will be following this up in next year's annual report.

Learn from experience

Here, we discuss the various tools that the Enfield SAB uses to understand where things might have been or are going wrong and learn lessons across all partners.

Outcomes and findings from all our reviews are used to promote a culture of continuous learning and improvement across the partner agencies. The processes here are required by law.

[in box]

Care Act 2014 (Adults)

What is a Safeguarding Adults Review?

A Safeguarding Adults Review (SAR) is a process that investigates what has happened in a case and ultimately identifies actions that will reduce the risks of the same incident happening again. The cases are reviewed by people who are independent, and the partnership then works together to make positive changes in light of what has been learned.

[in box]

“Safeguarding Adults Boards must arrange a Safeguarding Adults Review when an adult in its area dies as a result of abuse or neglect, whether known or suspected, and there is concern that partner agencies could have worked more effectively to protect the adult... must also arrange a Safeguarding Adults Review if an adult in its area has not died, but the Safeguarding Adults Board knows or suspects that the adult has experienced serious abuse or neglect”- Care and Support Statutory Guidance (updated Oct 2016)

Published Safeguarding Adults Reviews

During 2022/23, two SARs were completed – giving all partners a wealth of learning and areas to make improvements. All published SARs can be found on the Enfield Safeguarding Adults pages on Enfield MyLife.

The action plan for all Safeguarding Adults Reviews are completed and monitored by the Enfield Safeguarding Adults Practice Improvement Group. This includes the development of a Board sub-group looking into how adults who decline services can better be supported, an escalation process which has been developed for partners where there are concerns and improvements in training around Mental Capacity (some of which is in place already).

All partners receive information and training resources (such as 7-minute briefings) around the learning from SARs and individual practitioners are encouraged to reflect on how they can improve their own practice.

Mr K:

Mr K was a 69 year old man with a complex medical background. He had frequent hospital admissions and a number of referrals into Adult Social Care. He had a history of declining services and treatments.

A number of reports were received around his reporting that he did not have food in the house. A referral was made to Single Point of Access Team in Enfield Council, and a visit was organised – contact could not be made with Mr K and a neighbour stated he was still in hospital. This was not the case.

Mr K was later found dead, cause of death undetermined.

Key recommendations from the SAR revolved around the themes of:

- The importance of professional curiosity and appropriate challenge when an adult declines care and support.
- Ensuring all partners have a good understanding of (and are applying) the principles of the Mental Capacity Act (2005).
- Ensuring that information (especially about risk) is shared across multi-disciplinary partners and that multi-disciplinary teams are working together constructively wherever possible.
- Specific recommendations around processes where professionals are unable to make contact and there is concern.

Sophie:

Sophie was an 18-year-old woman with a history of moving between areas. She died in hospital due to complications related to unmanaged long-term health conditions. There had been concerns about Sophie in terms of self-neglect and potential exploitation raised with the London Borough of Enfield and the London Borough of Haringey (who were working with her under their Young Adults service) as well as various Health and Hospital Trusts.

Key recommendations from the SAR were around:

- Ensuring that training and guidance around the Mental Capacity Act (2005) includes consideration of executive capacity (which is the ability to not only communicate a decision but also to carry it out) and how this might apply in cases where an adult appears to be self-neglecting. This also involves the SAB working to look at partner agencies and their response to self-neglect as a whole.
- Ensuring that multi-disciplinary partners are working together in assessing risk and whether an adult has care and support needs (please note that this is also reflected in the Mr K SAR).
- Reviewing transitional safeguarding arrangements in specific ways – both where an adult might be moving into adult services and where they are moving areas.
- Reviewing advocacy arrangements.

There are further Safeguarding Adults Reviews in progress to be published in 2023/24 – including thematic looks at the topics of self-neglect and informal carers.

Improve Services

All partners at the Safeguarding Adults Board have a number of processes in place to help us improve the quality of services received by the communities in Enfield. This is an important part of managing safeguarding risks.

Some of these processes are national, for example, CQC inspections, and others are local, for example, the Quality Checkers (volunteers with lived experience of caring or being cared for who give their time to give feedback on services in Enfield). They all have a role to play in making sure our services and safeguarding responses meet local people's needs.

Supporting Enfield's Adult Social Care Providers

Enfield has one of the largest number of care providers in London, including 82 care homes and a number of domiciliary care agencies and supported tenancies.

All registered providers are monitored by the Care Quality Commission.

[in box]

Who are the CQC?

The Care Quality Commission (CQC) is an executive non-departmental public body of the Department of Health and Social Care of the United Kingdom. It was established in 2009 to regulate and inspect health and social care services in England. In 2023, it will also begin inspecting and regulating Local Authorities around adult social care.

Provider Concerns Process

The Provider Concerns process was developed in Enfield, but now forms part of the Pan- London Safeguarding policy and procedures. The policy can be found on the MyLife Enfield website. Go to: www.enfield.gov.uk/mylife.

The process works to support providers to improve where there are concerns about the overall quality of the service that they provide. This could be identified by CQC inspection, Safeguarding Enquiries or referral by a professional into the Safeguarding Information Panel who decide what action should take place. Analysis of our Provider Concerns process has consistently demonstrated that these interventions usually result in improvements to the services as measured by improved CQC inspection ratings or a reduction in the number of Safeguarding Concerns being raised about the provider. Providers take these concerns very seriously and generally work well within the process.

Our Provider Concerns process was initiated 20 times in 2022-2023.

This is a marked increase on the previous year and represents a significant pressure on all partners. The process brings together the organisations that are involved with a care provider to discuss concerns and risks, and work with the provider to make improvements for the residents or service users. The process can include a suspension on new placements, or in some cases, particularly if there is a risk of deregistration by CQC and the placement having to close, an exit strategy. In one case this year, the Provider Concerns process supported with an exit strategy for residents where the service had to close down.

The Provider Concerns process also identifies themes which affect the quality of providers and this feeds into wider work in the borough – for example, providing providers with great guidance around pre-assessment or extreme weather.

IN-BOX: A example of the difference that this process can make is the case of Home A - The Provider Concerns process was initiated in response to a series of safeguarding concerns and concerns raised from Home A's CQC inspection report. The CQC inspection report rated the provider as Requires Improvement. The CQC, Local Authority, Mental Health specialists and Community Hospital Avoidance Team Matron all met regularly and supported both the process and the home. Residents and their families also gave regular feedback to guide the process and the Quality Checkers visited. CQC reinspected the home at the end of the process and the latest inspection report rates the service Good.

Quality Checker Programme.

Quality Checkers are volunteers from all walks of life with lived experience of either being cared for or caring for a loved one. They have used services and generously give their time to provide feedback on current services in Enfield. This can be through visiting providers, calling other residents or reviewing documentation.

The Quality Checker programme has continued to go from strength to strength with new volunteers recruited and new projects being developed.

The Quality Checkers themselves get a great deal out of the project and say:

“I enjoy being a volunteer and have made friends and keep busy being involved in the project.”

“My volunteer role makes a difference to people in care homes”

In July 2022, the Quality Checkers reintroduced face-to-face visits to providers (these were suspended for a period due to COVID-19 concerns) and **54** of these took place in 22/23. These visits focus on the collection of direct customer experience feedback together with an overview of the volunteer’s perception of the care environment and the care provided evidenced by examples of observations and quotes from service users and carers. The Quality Checkers visits are conducted in pairs to ensure the feedback is as balanced and objective as possible. The feedback is formulated into a report that is submitted to relevant internal teams and our partners in Health and the CQC.

Our Quality Checkers also provide support to friends and families of people living in social care with welfare calls. This is requested by services when there are potential concerns about a provider. Welfare calls collect focused service user feedback – which is in turn fed back into the Provider Concerns or quality assurance processes. Decisions can then be made on what action partners need to take to improve services. The Quality Checkers made an impressive **197** welfare calls in 22/23.

The Quality Checkers have also been involved in a variety of other projects over the year, including:

- Gathering feedback from **80** adults who had used the London Borough of Enfield’s Single Point of Access or Enablement Services to find out what their experience was. This feedback was then used to identify areas for improvement as Enfield works towards a strength-based approach to working with people. They also spoke with staff members to test how new training and approaches had been received.
- Work with **12** homes (with a mixture of specialisms) to find out if there was adequate internal security in place. This work resulted in more information being made available to providers around how CCTV might be used and what policies they may need around internal security.
- Mystery shopping calls into the Safe and Connected Service – resulting in changes to training.
- A targeted project around GP and Dental support to homes following the lifting of COVID-19 restrictions; all residential homes were contacted for feedback and this was collated into a report and escalated to Integrated Care Boards across North and Central London for further investigation.
- Quality Checkers are taking part in a 3-month testing period of various pieces of assistive technology.
- Giving feedback on a variety of London Borough of Enfield policies or communications (including for example the Enfield MyLife Safeguarding pages) to ensure that the feedback of people who use services are at the heart of this work.

External Review.

The Safeguarding Adults Board commissioned an organisation called RedQuadrant to review the Safeguarding Adults Board and its partnership arrangements – as well as to provide an external audit of the Local Authority's safeguarding adults practice around enquiries.

RedQuadrant concluded that 'The Board itself presents as a well-run Board with the buy in of agencies... The safeguarding processes surrounding the MASH [Multi-Agency Safeguarding Hub] showed good person-centred care and highlighted the importance of Making Safeguarding Personal and achieving the right outcomes for the adult. The MASH showed strong leadership with staff who were very focused on safeguarding and passionate about the level of care and support they were providing.'. They noted that multi-agency working was good within Section 42 Enquiries and that practice around Making Safeguarding Personal was mostly good.

Whilst the feedback received was mainly positive, there were areas for improvement identified including:

- Establishing a multi-agency auditing process so that partners are working together and learning from each other in key areas – this is currently being developed and will be delivered by end of 2023.
- The Enfield Safeguarding Adults Board and Enfield Safeguarding Children Partnership to consider jointly commissioning work around transitional safeguarding – please see separate information on Transitional Safeguarding.
- To develop the information available on the Safeguarding Adults Board website and to the public in general. This is an on-going piece of work but some improvements have already been made – including a review of our websites by Quality Checkers.

Adult social care also conducts regular internal audits around Section 42 enquiries looking at the principles of Making Safeguarding Personal, timescales, communication between services and proper consideration of mental capacity.

[In-Box] The principles of Making Safeguarding Personal should be the foundation of all of our work in Safeguarding Adults. They are:

Empowerment.

Prevention

Proportionality

Protection

Partnership

Accountability [End Box]

There are regular briefings for staff around the outcomes of these audits and information circulated to staff to ensure that we are continuously improving around Safeguarding Adults.

These internal audits were improved on the basis of feedback from RedQuadrant and in 2023/24, the focus will be on increasing the amount of feedback we get from service users who have experience of safeguarding processes and ensuring that this informs improvements.

Enfield Safeguarding Adults Partnership Assessment Tool (SAPAT) meeting in May 2022.

In May 2022, the Safeguarding Adults Partnership met to assess their work together and where the areas of good practice and for development might be. Much of what was discussed has been written about elsewhere in this report. However, areas previously not identified elsewhere in this report include:

- Concerns about how the adults who had come to Enfield through the Homes for the Ukraine were being safeguarded. These were fed back into the groups working with these adults.
-
- An agreement and action planning around improving the Board's engagement with the Community and how the views and wishes of adults in Enfield were incorporated into partnership work. This informed the development and actions of the new Community Engagement sub-group of the Board.
- Concerns around how financial crisis would affect the most vulnerable in the borough – this resulted in the formation of a Cost of Living working group which has made progress in areas such as developing information for residents about support available and engaging with utility providers around support for priority users.

Joint learning took place with our colleagues in Haringey SAB who joined us for our SAPAT – and we in turn joined them for their own SAPAT. This allowed us to share learning across the local area.

Priorities for 2023-24:

The following pages outline the key actions for 2023-24 and how they relate to our overall priorities. You will note that community engagement, and co-production are key themes; as well as using technology and data to better focus the work we do.

In 2023, we will be developing the 2023-2028 Enfield Safeguarding Adults Board Strategy – incorporating feedback from partners, members of the public and users of services as well as providers – to help guide and structure our work over the next 5 years.

Safeguarding Priority 1: Preventing Abuse.

Ensuring that members of the public are informed about types of abuse and how to prevent and report this by:

- Updating our webpages and information available, including revising the Safeguarding Factsheets available and creating a 'What Happens After You Report Abuse' leaflet/page. These sites should also give an opportunity for adults to feedback on their experiences.
- Ensuring our Community Engagement group is reaching our local community through regularly meeting with voluntary and community groups such as Quality Checkers and reporting their priorities and concerns back to the Enfield SAB via Quarterly updates.
- Ensuring that public consultation is key to the development of all Enfield Safeguarding Adults Board policies and processes.

Safeguarding Priority 2: Protecting Adults at Risk.

Map out the different multi-agency meetings run by partners to discuss safeguarding risks to ensure that there is correct attendance and a lack of duplication.

Work together as partners to develop agreements around how best to handle concerns in specific areas – for example, Slips, Trips and Falls and Pressure Care.

Develop an Escalation Protocol so that partners have a clear route to escalate concerns with each other.

Develop a Task and Finish group to enhance and support the work of partners around adults who may self-neglect.

Safeguarding Priority 3: Learning from Safeguarding Adults Reviews and Other Cases.

The SAB will develop a new process to ensure that SARs are dealt with more promptly. We are in the early days of adopting this new process and trying to ensure immediate learning applied but also thorough examination of cases to be reviewed.

Working with Board partners to develop and implement multi-agency audits to give assurance about the work we do and to analyse where there might be any blockages to good practice.

A Learning and Development framework is a work in progress for the Safeguarding Adults Board to incorporate learning from Safeguarding Adults Reviews, Multi-agency audits, single cases and other experiences.

All SARs published will have a 7-minute-briefing and learning materials made available to partners.

The Practice Improvement Group will continue to meet regularly and report on its activity to the Board.

This is the formal end of the Enfield Safeguarding Adults Board report. The following pages which can be found at [weblink](#) are updates from the partners who make up the Safeguarding Adults Board.

Appendix A - Partner Updates

Barnet, Enfield and Haringey Mental Health NHS Trust

Over the last financial year, we continued to gain assurance our staff are “Making Safeguarding Personal” by auditing Section 42 enquires across the three Trust boroughs. Investigating the quality of protective measures implemented, evidence and effectiveness of multi-agency working. This has assisted in determining how practitioners are using best practice to maximise the chances of service users being protected and recovering from what they have experienced. We continue to “see the adult, see the child”, with our think family agenda being well embedded within The Trust as we continue to work collaboratively with partner agencies to safeguard and protect children and adults.

We have been proactive also in ensuring we continue the Think Family agenda by introducing a drop in advice hub facilitated by our named professionals for child and adult safeguarding, and Domestic Abuse Co-ordinator. Across BEH, we now have 3 virtual advice drop ins for any practitioner who requires ad hoc advice and support. The safeguarding team continue to provide safeguarding supervision to the perinatal team, continually promoting safeguarding and risk posed to vulnerable babies and adults. We continue to promote safeguarding to all practitioners across BEH, we maximise our capacity by attending CPA’s, team meetings and away days, following this we can identify increased safeguarding adult alerts. We continue to measure the outcomes of our work via our internal reporting process, including auditing and analysis of the quality of safeguarding alerts.

Our continued delivery of safeguarding training to the PG diploma nursing students as part of corporate induction continues to gain positive feedback, plus bespoke training sessions in relation to our involvement in statutory reviews. The safeguarding team has also provided ongoing support to practitioners via refresher referral pathway training, this has built upon our training sessions held last year.

A Domestic Abuse and Sexual Safety Co-ordinator was appointed in August 2022. The Domestic Abuse and Sexual Safety Co-ordinator has supported delivery of a stalking masterclass in conjunction with the Stalking Threat Assessment Centre (STAC) psychologists; equipping staff to be able to effectively identify and respond to stalking, which is widely acknowledged to be a key risk factor in cases of domestic homicide. This session was also delivered to partners across the Haringey Safeguarding partnership, looking at supporting the co-ordinated community response. Due to low reports of men experiencing sexual abuse and barriers that men face in making a disclosure, we have facilitated a partnership wide workshop on 'Responding to Male Survivors of Sexual Abuse' with the Survivors Trust. Additionally, specialist older people and domestic abuse workshops have been rolled out across older peoples, memory, and dementia services across the trust with Solace Women’s Aid. A Domestic Abuse and Harmful Practices drop-in surgery has been set up and operates on a weekly basis across the partnership, supporting frontline staff to understand risk and take proactive and positive steps in safeguarding people accessing BEH services.

Good practice examples

A partnership wide workshop on 'Responding to Male Survivors of Sexual Abuse' in total 203 colleagues attended, 117 of these were BEH staff. Throughout the trust there are minimal reports of men disclosing sexual abuse and therefore this session looked at the barriers that men face, how to have sensitive conversations, and what support can be offered to those that have experienced SA.

Consultation took place with older peoples and memory services throughout the trust, looking at themes around domestic abuse within the services. As a result, specialist DA training has been delivered to staff within these services in December and will feature in the next Quality and Safety report.

The Trust is now represented at the pan-London DVA co-ordination group, this presents a platform for best practices to be shared across Trust.

Further details can be found in

The Barnet, Enfield and Haringey Mental Health Trust website at <https://www.beh-mht.nhs.uk/>

Enfield Housing

Safeguarding is everybody's responsibility, and we are continuing to embed and strengthen safeguarding principles in our strategic and day to day housing operations.

We have spent this period reviewing our safeguarding practices and training plan to ensure that our staff are equipped to meet the needs of Enfield residents who access support from our Housing Advisory Service regardless of their tenure and Enfield Council Tenants. This work will see launched the following year- updated safeguarding procedures & guidance for staff, guidance to support staff on how to respond/support residents who disclose suicidal ideation and a training plan that shows our commitment to continuous development ensuring all our frontline staff and manager's receive regular training through an annual training programme which includes refresher training on domestic abuse and Housing.

Domestic abuse

Across the housing area we continue to strengthen our domestic abuse response and work towards DAHA accreditation and developing Enfield housing services Domestic Abuse policy.

Rough Sleepers

Homeless/rough sleepers experience some of the most severe health and wellbeing inequalities and experience much worse outcomes than the general population. Many have co-occurring mental ill health and substance misuse needs, physical health needs, and have experienced significant trauma in their lives. These issues are often co-dependent with or exacerbated by a lack of safe and secure housing.

Our Rough Sleepers Multi-Agency Risk Assessment Meeting (Rough Sleepers MARAM) continues to meet fortnightly and encourages partnership-working across agencies in order to provide more effective and holistic support for those homeless/rough sleepers with complex needs, as well as improve pathways and services to meet the needs of homeless/rough sleepers.

Community Safety Unit

The Community Safety Unit lead on the strategic response to tackling Domestic Abuse and have produced a strategy to focus partnership activity.

We have actively sought external funding to support the expansion of this work and will for the first time be commissioning advocacy work specifically to support victims of sexual assault. This is in addition to the advocacy provided to those suffering domestic abuse.

The Community Safety Unit lead on commissioning reviews into any deaths following from Domestic Homicides, from which learning is collated and shared with partners. We also commission a number of services to tackle domestic abuse including Independent Domestic Violence Advocates.

Domestic Abuse is just one of the areas currently being assessed as part of Enfield's Response to the new Serious Violence Duty, where all Community Safety Partnership areas nationally are required to undertake an assessment and then produce a strategy which will demonstrate the area approach to tackling serious violence.

Community Safety have led on a number of campaigns to raise awareness in communities and deliver an annual conference for professionals aligned to White Ribbon Day in November each year.

We have successfully led for Enfield in securing funding to deter repeat offences by working with perpetrators of Domestic Abuse.

Domestic Abuse is also a key element of the Community Safety Partnership Plan. The work is reported to the Safer and Stronger Communities Board.

Good practice examples

The Community Safety Unit provide support to a limited number of clients to enable them to remain in their homes following domestic abuse, by providing locks and bolts and other small security measures to provide additional safety.

Enfield Carers Centre

Example of positive multi-agency working

Following contact from a family member living abroad, a safeguarding alert alleging financial abuse and wilful neglect was raised against an alleged perpetrator masquerading as a Godson of the alleged victim (an Enfield resident) and a “Carer” working for Enfield Carers Centre (ECC). An immediate alert was raised with the Council’s Safeguarding team so that the police could be informed and investigations begin. It transpired that the individual had registered with ECC as an informal carer but was never an employee in ECC’s homecare dept. The alleged perpetrator had not engaged with ECC beyond his initial registration and an enquiry about Attendance Allowance. He had refused a carers assessment offered to all newly registered carers, which would have provided more detail about the actual caring situation. An alert was placed on ECC’s database (the alleged perpetrator’s file) when two unidentified females also attempted to register as carers for the relative, claiming to be his Goddaughters. They were not registered and no further contact was subsequently received from them.

Staff Training

Three new members of our Admin team received levels 1 and 2 Safeguarding Adults and Safeguarding Children Training.

Three Carers Ambassadors received Safeguarding Adults training Levels 1 and 2 as part of their induction training.

Both Enfield Carers Centre’s Designated Safeguarding Leads (the Chief Executive Officer & Operations Director) attended and completed 2 day refresher DSL Training Courses via London Youth in April 2023.

Enfield Council Safeguarding Adults

As can be seen in the data on the number of Safeguarding Adults concerns received, the Local Authority continues to deal with a high number of safeguarding adults concerns – with increasing levels of complexity in terms of higher levels of self-neglect with concerns about hoarding on the increase.

The Local Authority Strategic Safeguarding Adults team continues to audit Section 42 practice on a quarterly basis and is working to develop tools based on the learning from this. This includes quarterly Enquiry Officer’s briefing to review the learning from audits and specific training around working with providers in safeguarding enquiries. Please find Enfield’s Safeguarding Adults Practice Guidance and Tools on [Enfield MyLife’s Safeguarding Adults/ Information for Professionals page](#). Explore Enfield

MyLife for a lot more useful information on Safeguarding Adults and other issues. All Practice Guidance has been recently updated and there is some work being done to produce more on specific topics.

The Multi-Agency Safeguarding Hub continues to engage with partners and risk management meetings such as Community MARAC, MARAC and the Rough Sleepers MARAM to address risk.

Over the last year, the High Risk Advisory Panel and Complex Cases meetings (within individual service lines) have been further developed. This allows us to respond to high-risk cases in a multi-disciplinary way – drawing together the expertise of all involved partners.

The Strategic Safeguarding Adults team has continued to develop the internal training programme to give additional support in areas highlighted by internal audits such as work with providers.

Internal auditing of safeguarding enquiries have highlighted that the majority of adults feel that they were listened to and respected throughout the Safeguarding process and, most importantly, that it left them feeling safer. They were however concerned about the amount of time that it took from referral to closure and this is an area that the teams will continue to monitor and try to improve on.

Enfield Council Housing

Healthwatch Enfield

Healthwatch Enfield works to influence long term change and improvement. We have a seat on numerous health and social care boards and committees in Enfield, as well as representing Healthwatch and local residents at a North Central London level, which includes the boroughs of Barnet, Camden, Haringey, and Islington, as an equal, but independent partner. Within Enfield this includes the [Health and Wellbeing Board](#), as well as the Safeguarding Adults Board and many other key boards and committees. It is our job at these meetings to speak up to help raise awareness of the views and experiences of patients we hear from.

We often put forward suggestions which help to influence decisions being discussed at the time and we challenge where appropriate. We also encourage 'co-design' wherever possible, which means getting patients involved right at the start of projects to help design and plan new services or changes to services. Improved services are key for keeping adults at risk safe when they need help and support.

Our organisation doesn't have a lot of contact with adults at risk, but we ensure our volunteers and staff are up to date with changes to safeguarding legislation with regular safeguarding training, we have made sure to update our safeguarding policy accordingly.

Integrated Learning Disabilities Service (ILDS)

The Integrated Learning Disabilities Service works with adults with learning disabilities in Enfield to empower, support and safeguard them.

- We continue to prioritise and screen safeguarding referrals despite staffing challenges over the last 2 years (as well as increases in the number and complexity of safeguarding concerns over the last few years). There is no waiting list to respond to safeguarding concerns.

- We continue to work in an integrated manner, ensuring the most appropriate discipline within the service contacts and engages the adult at risk and family and gathers and analyses evidence. ie – Nursing where there is a medical concern, Occupational Therapy where there may be environmental concerns. Our Community Nursing Service Manager also assumes the role of Safeguarding Adults Manager for cases relating to medicine/pressure sores etc.
- We have continued to engage with the Strategic Safeguarding Team where there have been high risk, complex or repeat safeguarding cases and make use of ILDS' Complex Cases Panel and the High Risk Panel. We also meet monthly with the Police to ensure that we are sharing information and working together.
- The service has recently commissioned Talking Mats Training to further upskill and provide tools to practitioners to be able to assess capacity and capture views and wishes of Adults at Risk who may experience communication difficulties.
- An example of good engagement with adults at risk includes the case of G. G has lived in their supported living placement for over 10 years. G's family members removed him from the property and refused to return him. Due to the risks posed, an application was made to the Court of Protection to enable adult social care to safely remove and place G back at his supported living.

A mental capacity assessment was undertaken to in relation to G's capacity to make the decision as to where to live and he was assessed as lacking capacity. However, G's views and wishes were very much the focus of the recommendations made to the court – G stated clearly that he wants to live at the supported living and also clearly stated he wants regular face to face contact with his family. There are a number of risks associated with family contact – however, the Integrated Learning Disabilities Service has taken on G's views and have arranged supervised contact sessions weekly in an independent contact centre with the long term aim being that the contact can take place in the community and , risks permitting, be less restricted. G also has an independent advocate and a Court Appointed Litigation Friend to seek and capture his views and wishes independently.

London Ambulance Service

To read updates from the London Ambulance Service 2022/23, please go to

<https://www.londonambulance.nhs.uk/about-us/our-publications/>

London Fire Brigade

Safeguarding Enfield Annual Report information for 2022/23

We have continued to meet with partners within the Fire Safety Partnership to ensure recommendations made following previous fatal fires have been adopted. Further meetings are diarised regularly.

The London Fire Brigade in Enfield have been consulted around the formation of a regular Hoarding panel working with adult social care and it is hoped that this will help in supporting adults who are

struggling with their environment – putting themselves and others at risk of fatal fire. LFB crews within Enfield continue to refer in to the Multi-Agency Safeguarding Hub where there are risks observed after a visit to an address in Enfield (and the residents are felt to have care and support needs). We also respond to concerns from adult social care and make Home Fire Safety Visits where there are concerns.

LFB have also worked to ensure partners are aware of new processes around Home Fire Safety Visits through presentations to the Enfield Safeguarding Adults Board, the Service Improvement Panel and other partnership meetings and events.

London Metropolitan Police, North Area BCU

In 2022 the Metropolitan Police service (MPS) has recorded approximately 142,000 adult Merlin reports across 32 London boroughs, compared to 128,000 child reports. This demonstrates that adult safeguarding is and remains as a priority going forward. During the same period, the borough of Enfield recorded 4700 adult Merlin reports, compared to 4440 adult Merlin reports recorded in 2021. The trend is in line with the organisation. The legacy of Covid-19 and the current cost of living situation has certainly led to an increase in adult safeguarding across the BCU.

In January 2023, MPS Commissioner Sir Mark Rowley has launched the 2023-2025 Turnaround Plan on how MPS will achieve its mission of More Trust, Less Crimes and Higher Standards. Part of his nine point plan was to strengthen work in Public Protection and Safeguarding, as well as targeting those who perpetuate violence against women.

The MPS Adult Safeguarding Policy has recently been updated and a new online toolkit is in the process of being completed for officers to access help and advice. The central MASH review is still ongoing. Merlin will also be integrated into the new CONNECT computer system later this year, including automatic prompts for officers to assess vulnerability.

On a local level the dedicated police Vulnerable Adult Co-ordinator role on North Area (NA) has been recognised by the MPS Central Mental Health and Adult Safeguarding Team as providing a valuable link between Police and Adult Social Care. This has enabled regular meetings regarding higher risk/repeat Merlin subjects and a clear pathway for more immediate liaison when required. It also enables continuity at the Enfield high risk panel meeting and specific strategy meetings involving vulnerable adults.

Enfield Social Care have linked in with Police to assist in the updating of their Council MASH policy and there is also ongoing joint work anticipated regarding Merlin training and how to deal with the removal of service users from residential settings. Following police legal advice on neglect offences involving unpaid family carers, this has been shared with officers alongside partners to provide wider understanding and awareness of this offence.

A policy is now in place in relation to deaths involving vulnerable adults and the reporting pathways and timescales that are anticipated between Police and Social Care. There have been a number of such investigations which have involved effective and extensive liaison between partners.

As part of adult safeguarding week in November 2022 an information sheet was sent out to all NA officers providing advice and information on financial exploitation, Merlins, Mental

Health, modern slavery, care home investigations and neglect/abuse. This was also shared with other BCUs to provide an opportunity for organisation wide dissemination.

Police continue to work with Enfield Council Modern Slavery Team to promote awareness, safeguard victims and prosecute modern slavery offenders. Joint modern slavery training has been delivered to all Neighbourhood Policing Team officers on North Area and jointly funded leaflets on cuckooing and cannabis farms (two of the most prevalent forms of modern slavery in Enfield) have been produced and delivered to targeted areas. The joint Council/police team has also been recently shortlisted for a public/public partnership Local Government award.

Cuckooing cases are collated across Enfield and shared with the police Missing Persons team. This is due to cuckooing addresses often being used for County Lines and the exploitation of children as well as vulnerable adults. The Neighbourhood Policing teams have been provided with specific training on cuckooing, how to record incidents and ensure a multi-agency approach is provided to safeguard the vulnerable resident.

Good practice examples

Partnership working – financial exploitation:

Police and Social Care worked in partnership regarding an elderly lady who was subject to financial abuse by her neighbour. The neighbour was arrested, with bail conditions being implemented. Officers recognised the vulnerabilities of the victim against the Vulnerability Assessment Framework and completed a Merlin. Following the bragging and sharing of the Merlin, the Council MASH team were able to attend the address that day to provide emergency food provisions. Further liaison between Police and Social Care ensured discussion on the provision of an emergency phone for the victim for ongoing safeguarding. Enquiries continue by police to evidence the unauthorised bank card use by the suspect.

Investigation into death of Vulnerable Adult:

Detailed investigation has been conducted around the death of a service user in a residential setting, who passed away during the red hot weather alert in Summer 2022. Evidence has been collated from various sources to establish whether any neglect was present from the provider. There has also been extensive ongoing multi-agency liaison between partners.

National Probation Service

During the summer of 2002 six Probation Delivery Units received HMIP inspections and these were published in October 2022. Whilst there are areas for improvement identified some of the key strengths focussed on the organisation's direction of service in developing a high-quality service. It was found that there are effective partnership arrangements and initiatives with a wide range of organisations across London, focused primarily on both the most dangerous offenders and some of the most difficult-to-reach individuals, including those with adult safeguarding concerns. A review of the pan-London Safeguarding policy

and procedure is imminent to ensure that each London Borough is correctly aligned to any changes in processes and an update on progress will be provided in due course.

Locally we are working to improve the arrangements for information sharing to ensure that pre-sentence domestic abuse and safeguarding enquiries are completed and utilised to inform assessment, planning and risk management and ensure staff have the relevant training to use risk and safeguarding information, obtained from key stakeholders, to appropriately inform risk assessment and sentence plans for people on probation. Our staff are engaging in a pan-London Quality Improvement Programme that covers the operational HMIP recommendations. This includes a practitioner and manager upskilling package and greater oversight operational procedures. All of our staff are currently undertaking relevant mandatory safeguarding training to ensure the best quality of service is delivered to our people on probation.

It has been acknowledged there is a growing elderly prison population with a variety of safeguarding needs that need to be met once they have been released in to the community. We have therefore set ourselves a challenge with the Enfield SAB to review our referrals to the Adult MASH in the 2nd half of 2023 to review the volume and quality of referrals submitted and to follow through the outcomes.

Good practice examples

We now have re-settlement packs available for people on probation coming out of prison homeless. Each individual will be provided with a rucksack containing a sleeping bag. This will be particularly useful for those individuals facing housing emergencies.

NHS North Central London Integrated Care Board, Enfield Directorate.

The North Central London Integrated Care Board (ICB) became a legal body on July 1st 2022. The Executive Director who is the Chief Nurse has responsibility for safeguarding. The Safeguarding team was reviewed to strengthen the team structures and a Director for Safeguarding was appointed in November 2022.

Enfield Safeguarding Team consists of an Associate Director for Quality, A Named GP for Adult and Children's Safeguarding, A designated Nurse for Children's Safeguarding and a Designated Professional for Adult Safeguarding.

The Integrated Care System (ICS) website is live and has a safeguarding page which has links for each of the five boroughs.

[Safeguarding - North Central London Integrated Care System \(nclhealthandcare.org.uk\)](https://nclhealthandcare.org.uk)

The ICB safeguarding policies have been written to reflect the new organisation. These are: Safeguarding Adults Policy, MCA Policy, Safeguarding Children's Policy, Domestic Abuse Policy and Prevent Policy.

Alongside the policies the Safeguarding Strategy has been reviewed and updated to ensure that Safeguarding of Children and Adults is embedded in the commissioning arrangements across the ICB and ICS.

The safeguarding team has the following work streams to deliver on the strategy:

CDOP (Child death overview panel)
 Communications Group
 Safeguarding Governance
 Looked After Children
 Training and system learning
 Risk
 Quality Assurance and Data Management

ICB Designated Safeguarding professionals offer supervision to Named Safeguarding Leads in Health Providers. The Enfield designates also provide group supervision for an Enfield provider. Ad hoc advice and supervision is available to colleagues from across the partnership, and for GPs and practice staff.

Training and System Learning

The ICS Safeguarding training and system learning group organises conferences and other training for healthcare staff across NCL. In November 2022 a NCL safeguarding conference was held where topics presented included lived experiences of a survivor of exploitation and domestic abuse: Financial Abuse: Mental Capacity Act updates and Transitional Safeguarding.

Regular System Learning conversations are held across the five Boroughs where partners discuss learning from serious cases and other relevant safeguarding updates.

General Practitioner Support and Training

Safeguarding professionals offer support for Primary Care with complex safeguarding concerns. The Named GP and Designated Professionals support GPs with their participation in safeguarding reviews and audits.

Enfield has a quarterly GP forum for training and discussion, and the ICB also hosts extra webinars that GPs are invited to. GPs have their own dedicated website hosted by the ICB where events are promoted, and presentations uploaded. Clinical guidelines and useful articles are also uploaded.

Enfield GP forums have included training on: Incels and Prevent, Changes to the Mental Health Act, The Legal Basis for Information Sharing and Domestic Abuse.

Safeguarding Communication and Engagement

The ICB Safeguarding Communication and Engagement Working Group raised awareness of international, national and regional annual awareness events, and increased the understanding of safeguarding and access to support.

Communication includes social media articles and signposting for the public, and webinars and articles for staff across the NCL health economy. The topics highlighted in 22/23 have been: Mental Health and Suicide Prevention: Dementia Awareness; Trafficking of people

and Modern Slavery; Learning Disabilities; Domestic Abuse; Sexual Violence and Abuse; FGM Awareness and Online Safety.

Inequalities

The ICB communities' team have commissioned projects in Enfield via the inequalities fund. These are some examples of projects from 2022/23

Dedicated Primary Care Service for Homeless People:

This project commenced on the 1st December 2022 and will run until March 2024. The aim of the project is to engage with people who are experiencing homelessness and are not registered with a GP, providing them with comprehensive service of holistic healthcare screening and immunisations, address health inequalities build trust with healthcare professionals, improve access to treatment and support, empower patients to take control of their own health, and work collaboratively both with clients and stakeholders for secondary care. There is a dedicated phone line accessible for 24/7 and clients are encouraged to come on site, which is at Carlton House for any of their checks. Advice and health promotion is offered, and relevant onward referral is arranged. Drug and Alcohol and Mental Health Services are also involved to provide wrap around care. Imperial college are monitoring this service to review how successful it is.

Long Term Conditions Project (Diabetes)

Diabetes prevalence in Enfield is the 2nd highest of all London boroughs.

This health inequality project focuses on enhancing the health management of people with type 2 diabetes in eastern Enfield focusing on Edmonton. The strength-based model for the identification, management and interventions for adults at risk of developing or already living with complex type 2 diabetes is used.

Existing nurses within the service developed standard operating procedures and care pathways for the project and a task and finish group was set up. The diabetes walk in clinics allow patients to talk to a Diabetes Specialist Nurse and a health and wellbeing coach. A number of community events have taken place.

The project aims to strengthen the discharge pathway following a diabetes related A&E or hospital admission, improve collaborative working between community and primary care, build on existing resources to address language barriers in diabetes care and establish the role of a health and wellbeing coach to enable access to coaching and behavioural change clinics to improve self-management of diabetes.

IRIS

IRIS is a domestic abuse training and support programme commissioned by the ICB in Enfield to support Primary Care. All Enfield surgeries have access to IRIS. They have a dedicated Advocate/Educator and Clinical Lead who will provide training for all surgery staff, as well as seeing patients referred to them by the surgery who are experiencing domestic abuse and need crisis intervention and ongoing support to protect themselves and their families.

Recently a Domestic Abuse survivor spoke to Enfield GPs about their experience of IRIS and how their GP was able to facilitate a safe space for them to see an advocate, who

worked together with the surgery to care for them and their family, helped to keep them safe and provide emotional support.

You can find more details about our work at [Safeguarding - North Central London Integrated Care System \(nclhealthandcare.org.uk\)](https://nclhealthandcare.org.uk)

North Middlesex University Hospital NHS Trust

The Integrated Safeguarding team deliver services in line with the Trust's statutory responsibilities around Safeguarding Adults and works with partners. The Safeguarding Adult's Specialists worked closely with Enfield and Haringey Local Authorities to address a backlog in section 42 enquiries which had occurred because of the COVID-19 pandemic.

In the year ahead, the team will continue with the workstreams agreed in the Safeguarding Strategy and work plan for 2021-2024.

Ø The Trust's mandatory training target of 85% compliance in all levels of safeguarding training across NMUH throughout 2022/2023.

Ø Deep dive into Section 42 enquiries by Safeguarding Adults Specialists supported by divisions. The objective is to keep service users safe from harm and to avoid cases escalating to the level of a statutory enquiry.

Ø Ensure the voice and views of individuals at risk of abuse or neglect and those who support them, is heard, and ensure we 'make safeguarding personal'.

Ø Update the integrated intranet safeguarding webpage and the individual team intranet pages.

Ø Maintain attendance and partnership working within the local and national statutory framework.

Ø Further embed the philosophy of 'Think Family' holistic approach to safeguarding beside increased regard for contextual safeguarding and the impact of societal pressures.

Safeguarding Adults' Activity 2022-2023

A total of 826 referrals were made by the Trust safeguarding team in the reporting period April 2022 to March 2023. Identified themes: 229 were for neglect and acts of omission, 172 were self-neglect and 82 domestic abuse. The top 3 themes are consistent with the previous year's report.

Good Practice examples...

Much focus has been on multidisciplinary working and developing new ways of working with external partnership network. The work of the Substance Misuse Clinic has been crucial in these cases not only with the antenatal management, but also the pre-planning,

this has been led by the Safeguarding Midwifery Advisor in conjunction with the Consultant obstetrician and drug/alcohol services.

The CQC report states “staff had training on how to recognize and report abuse and knew how to apply it. The service worked well with other agencies to protect women from abuse”. The CQC report also noted that service users accessing NMUH Maternity spoke over 100 languages, which is a challenge for interpreting facilities, however, the Trust was in the process of reviewing access to interpreting services.

The Maternal, New-born and Infant Clinical Outcome Review Programme (MBRRACE) - Saving Babies Lives report 2021 outlines the increased risk of maternal mortality through social deprivation, mental health, substance abuse and domestic abuse alongside other vulnerabilities. The report is pertinent to the Trust locality demographic. The Saving Babies Lives report also stresses the importance for early referral to specialist services who are dedicated to improving outcomes.

The Maternity Safeguarding team work closely with the Magnolia Team ‘Magnolia Midwives’ service, which is a multi-disciplinary delivery model culminating in antenatal care, obstetrics, psychiatry, psychology, and social workers, to support women with moderate to severe mental health issues during their pregnancy.

The Maternity Safeguarding team also work closely with the Perinatal Mental Health Midwife and Substance Misuse Midwives, offering them support and supervision daily to improve outcomes. As a team they have evidenced improved outcomes for families, and this is what they continue to strive for.

The Maternity Safeguarding team work to support all maternity cases but more particularly families who are victims and survivors of; domestic abuse, substance abuse, female genital mutilation, homeless/refugee and asylum, perinatal mental health and teenage pregnancy.

Dementia Safeguarding Activity

The Dementia Specialist role is part of the Integrated Safeguarding team, and this strong link enables the development of a more collaborative approach. The Trust is mindful of its duty in making reasonable adjustments to facilitate equitable access to healthcare delivered by appropriately skilled and knowledgeable staff for service users who have a mental health condition; learning disability; autism; dementia or delirium.

The Trust Dementia Lead recognizes that increased numbers of Trust service users living into old age with multiple health issues including forms of dementia and increased frailty. There is an increase in the number of elderly patients disclosing domestic abuse often due to the behavioural changes occurring in partners and carers because of dementia and other medical changes, which demonstrates the benefit of a multi-disciplinary and integrated response.

The Trust continues to submit Deprivation of Liberty Safeguards (DoLS) applications to local authorities. Each application is quality assured by the Adult Safeguarding team to ensure they are appropriate and proportionate to the patient’s needs and that there is an accompanying Mental Capacity Assessment. Applications made that do not meet the criteria for sending to the local authority, for example the person has regained capacity, or has been detained under the Mental Health Act, are also recorded. The number of applications made for 2022-23 was 612 which is a of 11% decrease on 2021-22.



Royal Free London NHS Foundation Trust

The RFL NHS foundation Trust recognises that good partnership working is essential to promote effective safeguarding. The safeguarding team work hard to build and maintain good relationships with partner agencies. This allows access to multi-agency training enabling staff to benefit from shared learning and develop their safeguarding skills. Partner agencies contribute to the delivery of RFL safeguarding training. We work collaboratively with the commissioned domestic abuse services to host independent domestic abuse advisors within the Trust, based at both Barnet and the Royal Free hospitals.

Following the Department of Health & Social Care (DHSC) consultation on the draft Code of Practice for the LPS, the RFL NHS Foundation Trust approved a business case to recruit a LPS lead and over the year planned the development of the role and secured the budget to implement the statutory changes to the deprivation of liberty framework. This recruitment is now on hold following the announcement on 5th April that the Government would delay the implementation of the Mental Capacity (Amendment) Act 2019 until “beyond the life of this Parliament.” There has been a focus on increasing and embedding staff knowledge and application of the Mental Capacity Act (MCA). Staff within the safeguarding team have been supported to attend Best Interest Assessor training.

The safeguarding team continue to work with the Electronic Patient Record (EPR) team to implement changes to strengthen and improve how EPR can support staff to identify and raise safeguarding concerns, reduce duplication therefore increasing the quality of referrals to the Local Authority.

The RFL NHS Foundation Trust is working toward White Ribbon UK accreditation. This is a nationally recognised programme for organisations who are committed to improving their workplace culture, progress gender equality and end violence against women and girls. The steering group has been formed and will be responsible for developing and delivering the action plan for the next 3 years. As part of the awareness raising the Trust hosted the first presentation to an acute Trust by the founders of Surviving in Scrubs to deliver a webinar about misogyny and gender-based abuse in the workplace within Health. In addition, the team supported International Day of Elimination of violence against women and girls across the Trust by promoting the role of the hospital based independent domestic & sexual abuse advisors and how they can support patients and staff who experience domestic abuse.

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London Borough of Enfield

Report Title	Enfield Safeguarding Children's Partnership Annual Report 2022/3
Report to	<i>Cabinet</i>
Date of Meeting	<i>18 October 2023</i>
Cabinet Member	<i>Cllr Abdullahi</i>
Executive Director / Director	<i>Tony Theodoulou</i>
Report Author	<i>Chloe Pettigrew, Children Safeguarding Partnership Manager and Sharon Burgess, Head of Safeguarding and Community Services</i>
Ward(s) affected	
Key Decision Number	<i>Non key</i>
Classification	<i>Part 1 Public</i>

Purpose of Report

1. The report is being presented to Cabinet to note the Safeguarding Partnership's activity to protect children in 2022-2023. It highlights the positive actions taken by the Partnership to prevent neglect, abuse and exploitation against children and families, includes data to demonstrate the impact of these actions, and states the priorities of the partnership for the 2023-2024 period.

Recommendations

- | |
|--|
| <ol style="list-style-type: none">I. To note the Annual Report. Noting the report at Cabinet, Scrutiny and Council enables Enfield Council to demonstrate its commitment to safeguarding children and young people throughout the organisation. The report is a partnership document and as such is agreed at the Safeguarding Children Partnership Executive Group.II. To commend the report to the November Council meeting for noting. |
|--|

Background and Options

2. There are statutory duties for publishing an annual Safeguarding Children Partnership report. These duties apply to the Safeguarding Children's Partnership. The duties require specific information to be provided. The specific actions taken to address the requirements are in italics.
3. For Safeguarding Children, Working Together requires that the report include: what the Safeguarding Partnership have done as a result of the arrangements, including on child safeguarding practice reviews, and how effective these arrangements have been in practice (*the arrangements are highlighted in the report, as are the safeguarding practice reviews*).
4. The report should also include the ways in which the partners have sought and utilised feedback from children and families to inform their work and influence

service provision (for example Safeguarding Ambassador feedback on police and health intervention).

5. Safeguarding partners should make sure that the report is widely available, and the published safeguarding arrangements should set out where the reports will be published. (*The report will be published on website: www.safeguardingenfield.org*).
6. A copy of all published reports should be sent to the Child Safeguarding Practice Review Panel and the What Works Centre for Children's Social Care within seven days of being published.
7. The three safeguarding partners should report any updates to the published arrangements in their yearly report and the proposed timescale for implementation (*section on Children's safeguarding arrangements will cover this when necessary*).
8. The What Works Centre for Children's Social Care and National Panel conducted an analysis on annual reports across the country in 2021 and they stated *yearly reports for partnerships are intended to be shorter, more focused on impact, with more scope for local variation in terms of structure and publication format*.
9. The following paragraphs present some of the highlights of the Children's Safeguarding Enfield Annual Report 2022/23:
10. Across the Partnership, our primary responsibility is to provide a way for the local agencies to work together to safeguard those at risk, and to ensure that the arrangements in place are working effectively.
11. 2022-23 was a year to receive effective scrutiny on the partnership arrangements that are currently in place for Enfield. The scrutiny was to provide helpful feedback to the partnership on areas of good practice, so that this could be built upon whilst also providing helpful challenge on how the partnership arrangements could be improved. The independent organisation used to provide the scrutiny was Red Quadrant, and their report states:
12. *"The Red Quadrant team are able to confirm with confidence and assurance, that the Multi-agency Safeguarding Arrangements for Enfield Safeguarding Children Partnership are compliant with Working Together 2018. The arrangements ensure that children in Enfield are safeguarded and their welfare promoted. The annual report that this forms part of was also scrutinised and can confirm that this is compliant with the requirements of Working Together 2018."*
13. This year we took the opportunity to set strategic priorities for the partnership to consider in all their direct work with children, young people, and families. These priorities helped to set the framework of the targeted areas of concern and where all areas of practice improvement should be focussed.

14. The summary of the key issues or achievements of the year highlight:

- i. **Multi- agency partnership workshops-** Workshops were delivered by partnership managers on Child Protection Medicals, Information Sharing, Strategy Meetings and Early Help which had over 200 practitioners attend in total.
- ii. **Exploitation Event- Enfield's response** – This partnership event was held to raise awareness of the support available to practitioners local to Enfield with an additional spotlight on how Adulthood bias can impact upon a practitioner's response to exploitation. This event had 120 practitioners attend.
- iii. **Forced Marriage Partnership event-** The Local Child Safeguarding Practice Review (LCSPR) on Nadya was published and a partnership event was held to raise awareness of how to identify concerns for Forced Marriage and how to respond. This event had 80 participants attend.
- iv. **Andre Local Child Safeguarding Practice Review (LCSPR) published** – Review into the death of Andre, a 17-year-old, has been published - [Learning from reviews | Safeguarding Enfield](#)
- v. **Multi- agency audits completed** – There were two multi- agency audits completed which identified key areas of good practice to improve upon and areas where learning and development of practitioners should be focussed.
- vi. **Enfield Trauma Informed Practice (ETIPs)-** the Virtual School working in partnership with Educational Psychology Services commissioned training for Children Services, the Early Years' Service, HEART Health and CAMHs team and associated partners to ensure that professionals are using a common approach and language when supporting Enfield's vulnerable children, young people, and families.
- vii. **Safeguarding ambassadors-** the Ambassadors met with the Detective Superintendent of the North Area BCU (Basic Command Unit) three times and discussed their experiences of the police. This led to the Police asking the Ambassadors to create a video outlining their experiences, so that it could be shared more widely across the force. This video will be made in 2023- 2024.

15. Important areas of work for 2023-24:

- i. Ensure that our learning and development courses we offer to practitioners is wider, focussing on the strategic priorities of physical abuse, child on child abuse and anti- racist practice.
- ii. Complete LCSPR on a child with additional needs and at risk of significant harm in the community. Implementing all associated actions to improve practice.

- iii. Complete multi- agency audits on Serious Youth Violence, the voice of the child and pre- birth assessments.
- iv. Complete the making of a video on the experience of young people being stop and searched by police and participating in an event to host this.
- v. Recruitment of an independent chair/ scrutineer.

Preferred Option and Reasons for Preferred Option

16. Publishing this report is part of the Enfield Safeguarding Children Partnership's statutory duties, and not doing so would mean we would be in breach of these.
17. As mentioned above, noting this partnership report at Cabinet, Scrutiny and Council enables Enfield Council to demonstrate its commitment to safeguarding children and young people throughout the organisation.

Relevance to Council Plans and Strategies

18. Thriving children and young people
 - i. The work of the Safeguarding Enfield Partnership meets the Council's priority of "Thriving children and young people".
 - ii. The purpose of safeguarding work is to protect children and young people, and families so that they can all thrive in the borough. The Partnership's approach to safeguarding focusses on well-trained staff who can effectively engage and manage the risks that may be present.
 - iii. There is an emphasis on improving services for those children, young people and families that require prevention and intervention from safeguarding services across a broad spectrum, from early help to statutory interventions.

Financial Implications

19. This report is not requesting any additional financial resources and therefore there are no specific implications for the budget of noting the Annual Safeguarding report. However, it is important to note that the costs of safeguarding children are increasing and this places significant financial pressures on the Council as reflected in the Council's medium term financial strategy.

Legal Implications

20. Section 16E of the Children Act 2004 requires safeguarding partners (which include the local authority) to set up safeguarding partnerships to work together to exercise their functions, so far as these are exercised for the purpose of safeguarding and promoting the wellbeing of children in their area. This must include arrangements to identify and respond to the needs of children in their area.

21. Section 16G of the Children Act 2004 requires the safeguarding partners to prepare and publish a report at least once in every 12-month period on what the safeguarding partners have done as a result of the safeguarding partnership arrangements, and how effective the arrangements have been.
22. Guidance on children's safeguarding partnerships is set out in Working Together to Safeguard Children (July 2018) and explains the detail that should go into the annual report.
23. The matters set out in this report comply with the above statute and guidance.
24. Legal implications prepared by FH based on the version received on 18.07.23

Equalities Implications

25. Anti-discriminatory practice is fundamental to the ethical basis of safeguarding and care provision and critical to the protection of people's dignity. The Equality Act protects vulnerable children receiving our care and the workers that provide it from being treated unfairly because of any characteristics that are protected under the legislation.
26. In Fairer Enfield 2021-25, we clearly outline our commitment to the Equality Act and the policy provides clear principles and guidance for staff and service users on how we will ensure we are complying with the Act. This annual report outlines how we are delivering inclusive services to safeguard children and families in Enfield.

HR and Workforce Implications

27. There are significant staffing challenges across children's services and partners. It should be cited here that there are workforce pressures in recruitment of new staff for Children Services which places pressures on the current workforce. In addition, ICB and Police have also cited the partnership on their own recruitment pressures which in turn has an impact on the service that they provide.

Environmental and Climate Change Implications

28. The Safeguarding Partnership works across the Council to deliver positive outcomes for children, young people and their families, this includes improving awareness of housing conditions, so people are comfortable and safe.

Public Health Implications

29. Important public health aims include enabling young people to 'start life well'. Ensuring that the most vulnerable are safe and enabled to thrive is therefore very relevant.
30. The Safeguarding Enfield Partnership has strong links with the Health and Wellbeing Board. Public health officers are also members of the Children's Activity Groups, to enable joined-up work with a focus on prevention.

31. The priorities identified in this strategy will support work with local people and partners to promote approaches that improve the quality of life for vulnerable children, young people, and families.

Safeguarding Implications

34. The report highlights the work of the Safeguarding partnership to safeguard children and families in Enfield. The safeguarding implications of this work are:
35. For Enfield Council – it is important that we highlight how we work together with our community and partners, and detail what we are learning and how we improve current provision.
36. For the community - improvements in understanding how to stay safe, how to recognise abuse and how to report it.
37. For our partners – good communications so that any issues with joint work (which is essential to effective safeguarding) can be escalated, managed, and improved.

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Appendices

The Childrens Safeguarding Enfield Annual Report for 2022/2023 (unformatted).

Background Papers

Departmental reference number, if relevant:

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Enfield Safeguarding Children's Partnership

ANNUAL REPORT

2022-23



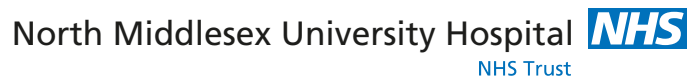
www.safeguardingenfield.org





Safeguarding ENFIELD

Here are some of the organisations working to keep children, young people and adults at risk safe in Enfield.



We all have a role to play to help keep children, young people and adults who may be at risk, safe. If you have concerns, please contact us and we can act to stop abuse.

Please talk to us

Safeguarding children, young people and adults at risk is everyone's responsibility. As someone who might live, work or study in Enfield you have a role too. If you are worried about someone or yourself, **please talk to us**. You can get help in any of these ways.

If you or the person you are concerned about is under 18 (a child or young person):

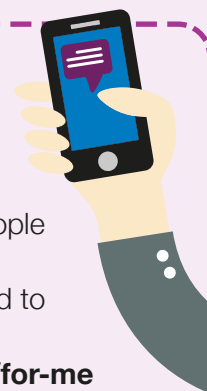
- Ring the Children Multi-Agency Safeguarding Hub (MASH) Team on **020 8379 5555**, Monday to Friday 9am-5pm.
- Call the emergency duty team on **020 8379 1000** at night and weekends, and tell them what is happening.
- For people who work with children and young people, please make your referral using the Children Portal:
www.enfield.gov.uk/childrenportal
- You can email at:
ChildrensMash@enfield.gov.uk
- In an emergency – such as when someone is being hurt or shut out of their home – ring the police on **999**. You can also ring **ChildLine** on **0800 1111** or visit the ChildLine website:
www.childline.org.uk

If you don't want to talk to someone you don't know, you can ask an adult that you trust, like a teacher or youth worker or even a friend, to make the phone call for you. When people are working with children they have to follow set procedures, but they will explain to you what they will do and should be able to support you through the process.

ChildLine

ChildLine have launched the **'For Me'** app – the first app to provide counselling for young people via smartphone and other mobile devices. For more information and to download the app for free, go to:

www.childline.org.uk/toolbox/for-me





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Introduction

The Enfield Children’s Safeguarding Partnership (ECSP) brings together the three statutory safeguarding partners (the Local Authority, the Police, and the NHS Integrated Care Board) to make sure arrangements are in place to help keep children and young people in Enfield safe.

Our vision is for an Enfield community where we can all live free from abuse and harm; a place that does not tolerate abuse; where we all work together to stop abuse happening, and where we all know what action to take should abuse or harm take place.

In line with this vision, this year the ECSP has focussed on ensuring that we are encouraging reflection and practice improvement across the partnership. A key part of this work has been to ensure that we are hearing the voice of children and young people to understand their experiences.

The ECSP agreed three strategic priorities as a focus of practice improvement. These are:

- Physical abuse
- Child on child abuse
- Anti-racist practice

These priorities, which can be found in the [business plan](#), have helped to structure the work plan for the year and to provide a focus for frontline practitioners. The priorities were chosen after carefully considering the current landscape and learning from reviews that have been published locally and nationally.

Physical abuse was agreed upon following the review published by the National Child Safeguarding Review panel following the tragic and untimely deaths of Arthur Labinjo-Hughes and Star Hobson. This prompted a multi-agency audit on physical abuse in Enfield to help us identify how the partnership can apply the national recommendations locally.

Child on child abuse was identified as a priority due to the concerns that were raised following the introduction of Everyone’s Invited last year. In addition to this, the Children’s Multi-agency Safeguarding team highlighted concerns linked to referrals being received about harmful sexual behaviour and it was decided that this would be included in the strategic priorities.

Anti-racist practice was identified as a priority due to number of reviews: locally, the [Andre](#) Local Child Safeguarding Practice Review (LCSPR) and the [Nadya](#) LCSPR highlighted concerns relating to cultural competency and intersectionality, all features that sit under anti-racist practice. The partnership was keen to learn lessons from the review completed by City and Hackney on Child Q. In addition to this, the Youth Justice Strategic Management Board (YJSMB) completed a review into their services and found high numbers of disproportionality was evident. As a result, the YJSMB have made disproportionality a strategic priority.

The learning and improvement framework was launched giving a structure to how learning will be embedded into practice which you can find by following the link [here](#).

This year, the ECSP was chaired by the Police which worked well to provide stability and promote an ethos of collaboration. It was decided that moving forward, we would return to having an independent chair/scrutineer to provide an independent lens into our work. We have successfully recruited to the role and they joined the partnership in April 2023.

We hope you find this report informative and if you require the report in any other format, please contact Safeguarding Enfield at SafeguardingEnfield@enfield.gov.uk

Signed

Tony

David

Stuart

Summary of achievements

Here are some of the achievements of the Enfield Safeguarding Children's Partnership over the 2022/23 financial year.

Multi-agency partnership workshops



Workshops were delivered by partnership managers on Child Protection Medicals, Information Sharing, Strategy Meetings and Early Help which had over 200 practitioners attend in total.

Multi-agency audits completed



There were two multi-agency audits completed which identified key areas of good practice to improve upon and areas where learning and development of practitioners should be focussed.

Exploitation Event – Enfield's response



This partnership event was held to raise awareness of the support available to practitioners local to Enfield with an additional spotlight on how Adultification bias can impact upon a practitioner's response to exploitation. This event had 120 practitioners attend.

Enfield Trauma Informed Practice (ETIPs)



The Virtual School working in partnership with Educational Psychology Services commissioned the training of Children's Services, the Early Years' Service, HEART Health and CAMHS team and associated partners to ensure that professionals are using a common approach and language when supporting Enfield's vulnerable children, young people and families.

Forced Marriage Partnership Event



The Local Child Safeguarding Practice Review (LCSPR) on Nadya was published and a partnership event was held to raise awareness of how to identify concerns for Forced Marriage and how to respond. This event had 80 participants attend.

Safeguarding Ambassadors



There have been three opportunities for the ambassadors to meet with the Detective Superintendent of the North Area BCU (Basic Command Unit) to support his understanding of the experience that young people have of the police. This helped him to identify the need for the message to be wider and request for the young people to create a video outlining their experiences and how it made them feel. His plan was to ensure the video was viewed by as many officers as possible to provide insight on how it makes them feel. This video will be made in 2023-2024.

Andre Local Child Safeguarding Practice Review (LCSPR) published



Review into the death of a 17-year-old published, and can be found on our website: www.safeguardingenfield.org

Progress against our priorities

In this section we present the work that has been done by our partners on the three strategic priorities for the Safeguarding Children Partnership. The priorities are:

- Physical abuse
- Child on child abuse
- Anti-racist practice

Our business plan sets out priorities and what the partnership would like to see improved within the borough. Here is what we would like the partnership to achieve:



Child-on child abuse

Children and young people are safe from harm from their peers virtually, at school and in the local community.



Physical abuse

Children and young people to be protected from all forms of physical abuse. Practitioners to understand the priorities in preventing physical abuse and can use their skills to identify, respond and protect against concerns.



Anti-racist practice

Effective partnership working to ensure that all children and young people in Enfield receive fair and equal protection and services irrespective of their race or cultural heritage.

That all children and young people in Enfield receive the same opportunities to thrive and succeed.

How have we progressed against our priority of Child on Child abuse?

The Local Authority

School settings are most impacted when we consider child on child abuse. As a result, the Safeguarding Improvement Advisor (SIA) has developed a robust framework to support school settings across Enfield. Leadership teams were made aware of changes to Keeping Children Safe In Education September 2022 through in-house training which highlighted the changes to how child on child abuse is defined, addressed and responded to within education settings.

There is Designated Safeguarding Lead training arranged termly so that schools can ensure they are meeting their statutory needs. This training was broken down into mainstream and those that work with pupils with Special Education Needs & Disability (SEND) due to the growing number of pupils with Educational Health Care Plans (EHCPs) in mainstream schools. This was also important as there are nuances in working with children with SEND, specifically when considering child on child abuse, and other areas of abuse.

The Designated Safeguarding Lead Network for schools started in 2021-22 and have been embedded in 2022-23 with an increase in sessions to five times a year. These sessions are well attended from schools across the borough and helps to inform on the children's partnership priorities and share learning. For example, the key learning themes from the physical abuse audit, another priority for the partnership, was disseminated at the DSL network meeting, identifying best practice regarding safeguarding.

The Enfield Inclusion Charter was launched in September 2022. This has been promoted throughout the academic year and over 80 settings have signed up to the eight principles and there are currently three champion settings.

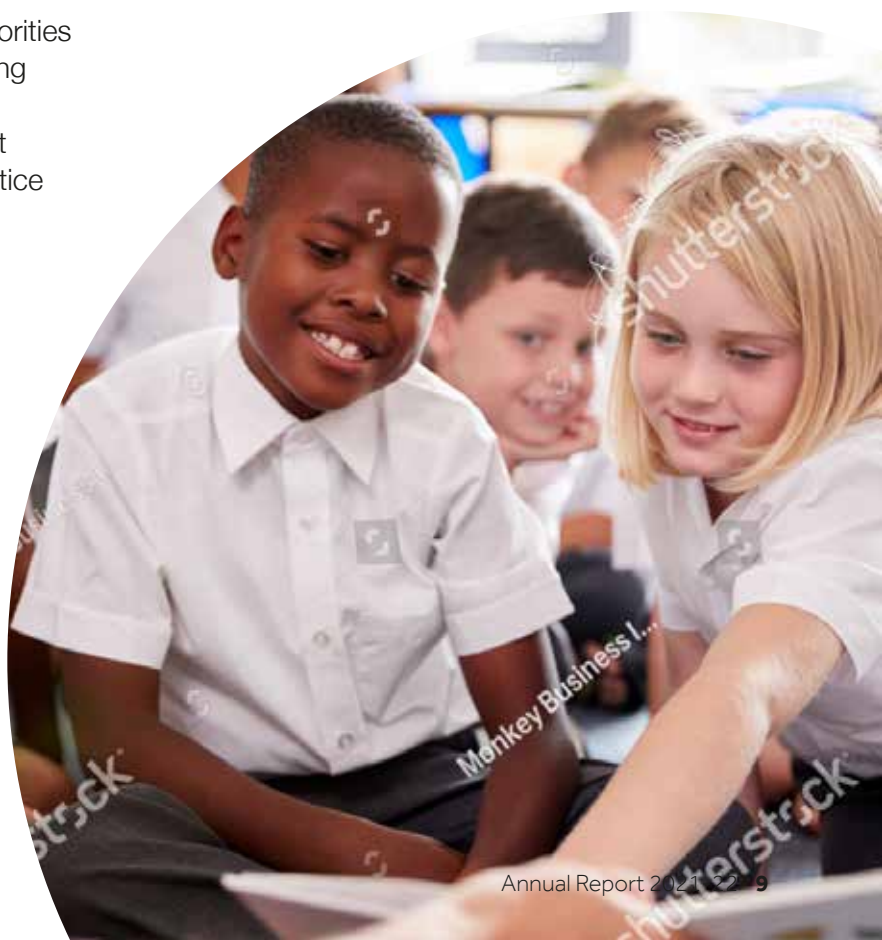
There is also a draft Safer Schools Partnership Weapons Protocol that has been written and is in process of being finalised. The protocol should be live in 23-24 along with a draft Safeguarding Policy for schools.

The Head of Corporate Parenting and Headteacher of the Virtual School invested

in training three members of Virtual School and Social Care staff to deliver the Brooks Sexualised Behaviours Traffic Light Tool to Enfield Schools and Children's Social Care. This is to support staff in using a common approach and language when addressing the sexualised behaviours that children and young people may display.

The Virtual School delivered 14 training sessions, trained 60 members of staff from 54 schools (Primary, Secondary, College, Special Schools and the PRU), 76 Social Workers and staff from Enfield's Behaviour Support Service.

The Head of Corporate Parenting and Virtual School Headteacher in conjunction with the Head of Service for Vulnerable Children went on to develop the 'Enfield Risk Assessment Plan (RAP)' for schools to use in conjunction with the Brooks Traffic Light Tool to assist them with identifying, addressing and risk assessing incidents of sexualised behaviour which may occur in school. In addition to this the Head of Corporate Parenting and Headteacher of the Virtual School funded the training of two Social Workers in 'AIM3 assessment for Adolescents who display HSB' (Harmful, Sexualised Behaviours) resulting in them being approved by AIM to undertake an AIM3 assessment, collect, collate, and analyse evidence of HSB and to develop a profile of the young person's behaviours, a safety plan and appropriate interventions.



Health

The identification and response to Child Sexual Exploitation is a priority for the all the Safeguarding Children Partnership Boards across NCL (North Central London) and to reflect this, NCL hosted a safeguarding conference on the 10th November 2022 for local Safeguarding professionals which includes an item on Contextual Safeguarding and exploitation survivor.

NCL ICB (Integrated Care Board) works closely with all commissioned providers to monitor standards, performance and to make improvements to services to meet the needs of local people. There are robust Safeguarding Quality Assurance processes in place that demonstrate effective safeguarding practice across the health system to vulnerable CYP who are vulnerable to sexual exploitation.

NCL ICB (Integrated Care Board) Designated Nurses have responded to local and national strategies in tackling serious youth violence for the children and young people at risk of serious violence in NCL. There are strategic and operational meetings in place, where the partnership assessment of the size and nature of the threat of Serious Youth Violence (SYV) and criminal exploitation is discussed. NCL CCG and health providers, including primary care, contribute to these meetings with

the Haringey borough. All provider safeguarding training incorporates serious youth violence and staff are trained on the importance of recognising, responding and timely referral to social care/police of any known incidents of SYV or any assault with a weapon.

The Designated Nurses for Safeguarding Children attend the relevant strategic forums to shape, influence and challenge, and the Named providers leads attend operational meetings for case discussion. The NCL Designated Nurses, as members of the Partnership Vulnerable CYP subgroups and Multi-Agency Child Exploitation (MACE) groups and are able to share health intelligence to inform local strategies.

Enfield has a quarterly General Practitioner (GP) forum for training and discussion, and the ICB also hosts extra webinars that GPs are invited to. Presentation has included discussion on the Adolescent Strategy, learning from review which has focused on exploitation and youth violence.

In the Emergency Departments (ED) across NCL there are Hospital based Youth Violence Projects who work with young people coming to the ED Department who have been the victims of assault (including sexual). The aim of these programmes which are to intervene when young people are at their most vulnerable and disrupt the cycle of violence.

The North Middlesex Hospital hosts the Oasis project for youth workers who specialise in working with young people involved in gangs. The is national accreditation for the aim of the service is to provide an outreach 1:1 service to support victims and their family and work with staff within the ED Department to provide staff training and raise awareness. The youth workers in ED have seen a significant number of referrals to the service for youth violence and has supported local initiatives. They will liaise with social care/Police/specialist teams and are co-located with the safeguarding team and support multiagency working.

The NCL inequalities funded the Serious youth violence project (DOVE) Divert and Oppose Violence in Enfield (DOVE), this is youth-based service to target those vulnerable to gangs.

The NCL ICB commission The Lighthouse which is a facility in North Central London, set up in partnership with organisations in the voluntary and public sector to provide a safe space to support children and



young people, from 0-18, in their recovery from sexual abuse or exploitation. The Lighthouse follows a model known as Child House ('Barnahus') which started in Iceland and has been proven to help reduce children's trauma, gather better evidence from interviews and increase prosecutions for child sexual abuse. The Lighthouse is available to families in Barnet, Camden, Enfield, Haringey and Islington. Referrals can come from parents or carers, schools, social workers, and the police. Young people over 13 years can also refer themselves.

Police

Safeguarding is everyone's responsibility. The Metropolitan Police Service (MPS) continues to strive to improve the service further and that we are consistently protecting those most at risk. In 2022 the MPS Public Protection Improvement Plan aims to deliver improvement across 13 strands, with child abuse being one of the key strands within the plan.

MPS has since published an updated guidance for all Child Abuse Investigation (CAIT), Referral Desk and Police Conference Liaison Officer (PCLO). This guidance outlines the duty of Police under the Child Abuse Investigation Command. It provides clarity and support on dealing with suspicions or allegations of abuse of children or child and child on abuse, in co-operation with Local Authorities and other appropriate agencies. This development has helped us to progress against the priority of child on child abuse and physical abuse.

All police officers working in CAIT North Area (NA) Basic Command Unit (BCU) have all undergone the Specialist Child Abuse Investigators development program, an accredited training program developed by College of Policing. This course provides our CAIT officers with the skills to identify and assess risk of abuse in child victims and draw out that information in a supporting environment.

Operation Aegis Team, an organisation wide improvement project team to deliver improvement in Public Protection came to North Area BCU and spent 11 weeks to provide bespoke and enhanced support & coaching to all officers. 348 individual & small group support sessions were delivered to 731 officers across the BCU, along with bespoke briefings on risks assessments and investigative strategy to promote practice improvement and development.

Criminal Exploitation and Child Sexual Exploitation concerns are a priority for North Area. As statutory

partner, Police supports partnership working through our teams including CAIT Referral, PCLO, Multi-Agency Safeguarding Hub (MASH) and Child Exploitation Team. Through established governance framework with Enfield Safeguarding Children Partnership, police continues to work closely with partners to develop strategic response to any high risk matters; looked into opportunities around victims, offenders, locations and theme.

How have we progressed against our priority of physical abuse?

Local Authority

The Head of Corporate Parenting and Virtual School Headteacher has been a member of the Enfield Trauma Informed Practice (ETIPs) steering group and an ETIPs champion for some time, alongside the Virtual School Educational Psychologist and other Local Authority partners from Education and Health to champion the development of a trauma informed approach across all Enfield's services.

During 2022-23 the Virtual School working in partnership with EPS (Educational Psychology Services) commissioned the training of Social Workers from the Looked After Children's team, Cheviots, CiN (Children in Need) and CP (Child Protection) Social Workers, the Youth Justice Service, the Early Years' Service, HEART Health and CAMHS (Child and Adolescent Mental Health Services) team and associated partners to ensure that professionals are using a common approach and language when supporting Enfield's vulnerable children, young people and families.

The Virtual School has also commissioned the training of foster carers to ensure our carers are delivering care to our most vulnerable young people in a trauma informed way. In addition to this the Head of Corporate Parenting and Headteacher of the Virtual School (in conjunction with Enfield Youth Justice Service) has been working alongside our partners from the Metropolitan Police, Wood Green Custody Suite to develop a trauma informed approach to working with Enfield's vulnerable young people on the occasions when they may have to go into custody.

Moving forwards the Virtual School is training further members of Social Care staff to become ETIPs champions to support, facilitate, develop and embed a trauma informed approach throughout Childrens Services.

Early help for children and families

Summary of contacts, referrals with Early Help, including episodes and number of Early Help Assessments and impact

In 2022/23, Early Help services have received 3,299 contacts, requesting Early Help assistance. This is a significant increase by 56% from previous year 2021/22.

The sources of contacts made to Early Help shows a great variety of professional agencies who are aware of Early Help support with Education (i.e. schools) being the biggest source of referrals, followed by Health and Police, see graph 1.

Out of these contacts to Early Help, there were 613 referrals accepted, concerning 1,019 children and 1,274 parents/carers, see table 1. During the last financial year, Early Help completed 620 Early Help Assessments. Note the assessment number is higher than referrals since it includes assessments that came as a referral prior to the start of the financial year.

Table 1

	Families	Adults	Children
Contacts	3,299	4,162	5,088
Referrals	613	1,019	1,274
Episodes	1,256	1,945	2,481
Assessments	620	1,020	1,252

There has been a 28% increase in the number of referrals (613 in 22/23 compared to 479 in 21/22) compared to a 53% increase in the number of contacts.

During the financial year of 2022/23, we worked with 1,256 families (that had an opened episode). This is a 39.7% increase over the previous year, where we worked with 899 families.

The number of new episodes started within the year rose significantly in 2022/23 compared with the 2021/22. There were 1,041 new episodes in 2022/23, compared with 697 in 2021/22, which is an increase in 49.4%.

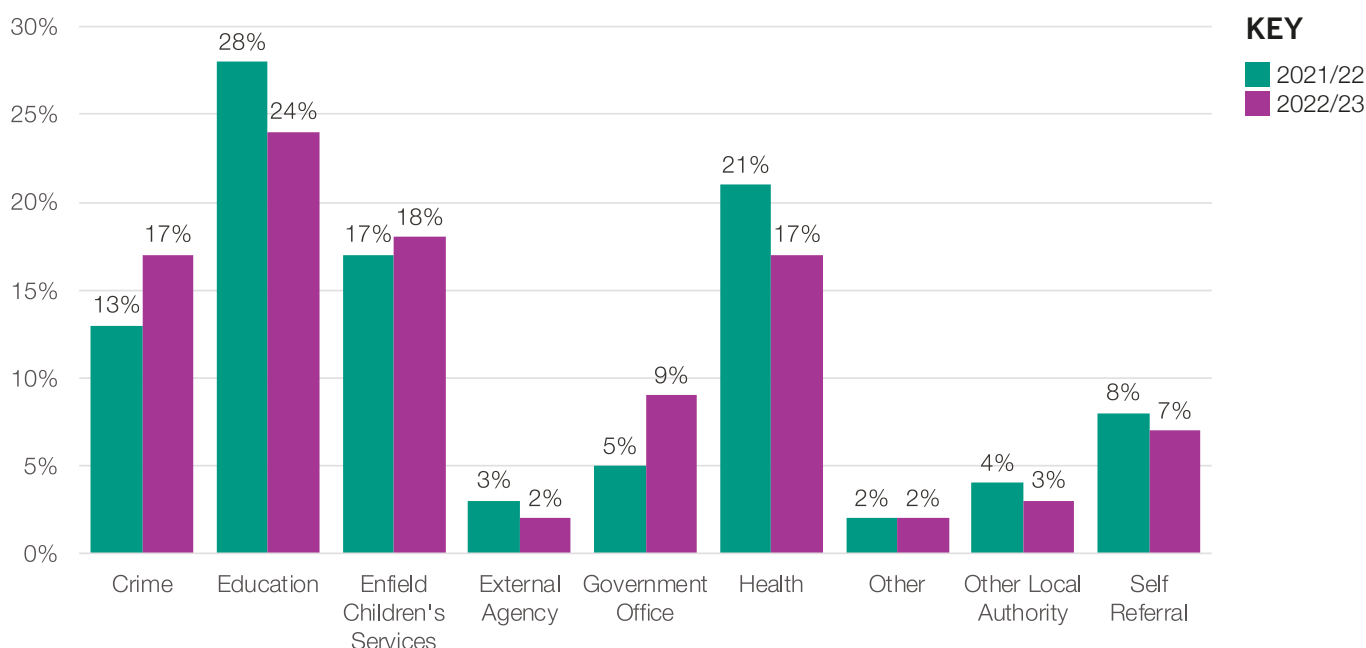
The number of episodes which closed during the previous increased by 29.8% in 2022/23 compared to 2021/22. In 2022/23 there were 936-episode closures, compared with 721 in the previous year.

IMPACT

Low re-referrals – highlighting that Early Help interventions are effective

In 2022/23 there were 613 referrals, of these referrals, 37 have had a previous referral within 12 months. This equates to a 5.9% referral rate, which is lower than in the previous year (2021/22 – 7.9% re-referral).

Graph 1: Contact by source



Effective step down from Social Care to Early Help – enabling further support to families within social care that are ready for the end of involvement of social care but may need some further support to sustain positive outcomes.

There were 273 Step Downs to Early Help in 2022/23 compared to 190 in 2021/22, which equates to a 43.7% increase.

Effective step up from Early Help to Social Care

In 2022/23, there were 99 Early Help episodes, which were stepped up to Children's Social Care. This represents 8% of all Early Help episodes during the year. This is a reduction compared to 2021/22, where there were 94 episodes, which were stepped up, representing 10% of all Early Help episodes in that year. The low level of step-up highlights that Early Help provides an effective Early Help to families that prevents escalation of their needs into social care.

Families can swiftly get help

This is attributed to the introduction of our practice standards that focus on timely decision making and case allocation of accepted referrals:

- Out of 3,299 contacts, 3,178 had a decision made within two working days. Therefore, the performance is 96%.
- Out of the 1,256 Early Help accepted referrals, 1,169 were given a timely allocation (target is 5 days). Therefore, the performance is 93%.

Summary of Start for Life support for families

We have continued to focus on providing the 'best start for life' through our commissioned Children Centre provision that was delivered from five primary schools' sights. The Total number of Children who have accessed a service at least once is 3,811.

We have secured the DfE funding (just over £4 million) to develop our Family Hubs and Start for Life services and have agreed a clear transformation programme of work with the DfE that we will implement in the next two years.

IMPACT

Parents are encouraged using the Family Star tool to think about where they are on their journey of change and, in collaboration with their family support worker, are supported to identify themselves as either:



- Stuck (lowest score)
- Accepting help
- Trying
- Finding what works
- Providing effective parenting (highest score)

Comparison of a service user's lowest and highest star readings over time provides evidence of how much improvement has been made and in what areas. There are 10 areas for possible improvement.

Summary of targeted support and projects provided by Early Help

DWP Employment Advisor

DWP advisor is collocated within Early Help and supports vulnerable parents/carers to access benefits and helps them to get into employment, education or training.

IMPACT

- 117 adults worked with
- 16 adults gained employment

Solace Women's Aid (IDVA)

Early Help commissions a dedicated IDVA that is collocated with Early Help, providing support to survivors and victims of domestic violence and abuse. The IDVA works alongside of Early Help workers and undertakes CADDA Dash Risk Assessments, safety planning and provides a personalised support to victims, including exit planning, re-settlement and access to Health services, Housing, and Immigration.

IMPACT

- 65 adults worked with



Operation Engage

The project was set up in 2017 and is funded by the Violence Reduction Unit (VRU) to prevent offending and reduce serious youth violence. The Project is jointly delivered by Enfield, Haringey Councils and Metropolitan Police. The project aims to work with all under 18's detained in a police custody within Enfield and Haringey. It engages detained children in the 'reachable and teachable' moment in the custody suite and provides them and their families with a follow through support into the community to meet their needs and reduce risk to further risky behaviour that may lead to offending.

IMPACT

- 725 young people arrested
- 364 lived in Enfield
- 165 lived in Haringey
- 196 lived elsewhere

Positive interventions include:

- Needs assessment completed for all young people and families
- Employment/Training referrals for NEET young people
- Travel support for those referred to employment/training opportunities
- Trauma informed exploitation parenting workshops

- 26 young people engaged in sports-based activities within the community
- 22 families engaged in therapy/counselling services
- 30 young people engaged in creative provisions which include music, art, and drama
- 12 parents engaged in further training/employment support
- 187 mentoring sessions were delivered by the Engage practitioners.

Project Dove

Developed in response to public health needs assessment of serious youth violence in Enfield. Serious youth violence is a public health problem. It is a major cause of ill health and is strongly related to inequalities. The project delivers a preventative work with children and young people from the age of 9-18 who are at risk of youth violence, exploitation, and or criminal/gang activity. The project uses the social prescribing model when working with children and their families.

IMPACT

- 47 families supported by the project that included 52 young people who presented with risk factors to serious violence
- 13 young people who were involved in anti-social/offending behaviour have not re-offended since engaging with the project.
- 3 young people were supported with court appearances and given community sentences due to their positive engagement on the project.
- 8 families engaged positively with substance misuse service.
- 10 families engaged with parenting programme

Turnaround project

This project is funded by the Youth Justice Board and delivered jointly with Enfield Youth Justice Service. The project was launched in December 2022. Key aim of the project is to identify children at the cusp of offending and divert them from further involvement in offending through early intervention support. Children targeted by this project are those who were given Community Resolution, NFA from Police or Court.

IMPACT

- The project supported 21 children that met the criteria for the programme since December 2022.

Parenting programmes

Early Help have delivered the following parenting programmes:

- **ESCAPE** – aimed for parents with children aged 10-18. It provides support for parents to better manage their children's challenging behaviour, helps them to understand child development, set boundaries and build positive relationship with their children and preventing family conflict.

- **Inspiring Change** – aimed for parents with children 0-18 years old. This programme enables parents to have conversations with other parents to learn from each other and gain skills to improve their parenting.

- **Embracing Families' Lives** – aimed for parents with children aged 10-18. It provides parents with an opportunity to share experiences and gain confidence in their abilities to meet the on-going challenges of parenting in an ever-changing community. Advice, information, strategies, and resources are shared helping parents to feel better equipped, more confident, and inspired to support their child/young person as they develop and grow.

- **Being a Parent (part of Empowering Parents, Empowering Communities)** – aimed for parents with children 2-4 years old. It focuses on being a good parent through play and spending time with child, understanding child's behaviour, developing discipline strategies, listening, communication and coping with stress.

- **First Time Parents** – aimed for new parents with a baby aged 2 to 4 months, the course covers parents' well-being, early communication, infant feeding and sleeping and is a wonderful opportunity to meet local parents.

- **Reducing Parental Conflict** – helping parents to be mindful about the impact of parental conflict on their children's well-being and development, it is aimed at conflict below the threshold of domestic abuse.

Virtual Reality workshops for parents

Virtual Reality (VR) allows the user to experience the impact of trauma, abuse, and neglect through the eyes of the child. This is a clinically led, behaviour change tool designed to enhance the adults' understanding of a child's emotions, trauma, and potential triggers to improve the care, support, and guidance they provide.

Early Help Directory

We have developed an Early Help Digital brochure that captures all services and interventions that are available for families to access. Key aim is to help families and our partner agencies, including third sector, to better navigate within local service offer.

Start for Life Offer

We have published [Start for Life](#) offer as part of our Family Hubs transformation programme. Our published offer helps families to navigate within the range of services available to provide their children best start for life, such as infant feeding, health visiting, maternity service, parent infant relationship support and parental mental health support.

Pilot Housing Project

Key aim of the project was to provide a wraparound support to vulnerable families accommodated in temporary accommodation and help the to move into a stable accommodation. This project has been jointly delivered by Enfield Council Housing and Early Help. Following data analysis, we have identified families with multiple siblings and children known to Youth Justice and Social Care for engagement with the project. This resulted in identifying and engaging 15 families that met the criteria.

Supporting Families programme

(Previously the Troubled Families programme) focuses on providing help to vulnerable families with multiple and complex problems to prevent them from escalating into crises. A keyworker works with all members of the family to build a relationship and effect positive change. The programme also drives early help system transformation locally and nationally to ensure that every area has joined-up, efficient services, is able to identify families in need, provides the right support at the right time and tracks outcomes in the long term.

Health

The NCL ICB as part of its safeguarding assurance processes seeks assurance that providers are discharging their duties to safeguard and promote welfare of children which includes multi-agency working, early intervention and the team around the child approach.

Safeguarding children and young people is core to all NCL ICB staff practice irrespective of role. Within the ICB, the designated function has an integral role in all parts of the NCL ICB commissioning cycle. The designated role works with both children's and adult commissioners in the ICB from procurement to quality assurance to support the commissioning of appropriate services that support children and adults at risk of abuse or neglect.

Since 2020 the Designated Doctor has provided training to Local Authority frontline social workers and senior manager on Child Protection Medical Examinations. The Designated Doctor has delivered a series of multiagency sessions on physical abuse to frontline social workers, schools, police and across the health economy. There are ongoing case reviews and joint systems of working with the local authority to improve the service provision.

The Designated nurse for safeguarding children, facilitated a workshop for frontline practitioners across the partnership on Physical Abuse. This was

following the National Panel review into the cases of Star Hobson and Arthur Labinjo-Hughes, it has been identified that practitioners would benefit from an awareness session on bruising in children and young people.

The Designated Doctor and Nurse contributed to the multi-agency physical abuse audit, sharing the learning summary and a 7-minute briefing to support practice development. The tools provided can support whole team meetings, forums, briefings, or supervision. In addition, the Named GP and Designated Nurse facilitate quarterly Lead GP forums which include an update on practice learning from the physical abuse audit and recommendations from local/national reviews.

The designated professionals for safeguarding children have a health system wide role and actively engage with public health commissioners. For example, providing advice and support regarding service delivery and challenging service delivery as required any by providing input to the joint prevention strategies addressing physical abuse. Using a systematic approach currently the ICB using guidance, evidence and best practice are working on a bruising protocol for the borough. A task and finish group has also been set up to complete this work.

The health economy receives mandatory training which highlights and identifies all forms of abuse, and a 7-minute Physical abuse briefing was cascaded, along with the ESCP professional curiosity practitioners guide alongside key updates of learning from CSPR's from both Local and National learning.

The Local hospital Trust (North Middlesex Hospital) is seen as an area of good practice with the development and implementation of its Female Genital Mutilation (FGM) policy, risk assessment tool, FGM clinic (The Iris clinic) and a specialist Midwife for FGM to support the clinic. Additionally, they have been an early adopter of the FGM CPIS alerting system ensuring valuable information is shared at an early stage.

Police

Much of the work that has been progressed against physical abuse has been outlined in the section on child on child abuse as there are many overlaps relating to the CAIT team and system improvement. Physical abuse and the response to physical abuse is a concern for Police which remains a priority.



North Area (NA) Basic Command Unit (BCU) have supported practice development to wider agencies on the information sharing workshop, taking a lead on developing the presentation and delivery to partners which was received very well. Engagement in practice development is essential to improve the outcomes for children, young people, and their families therefore an investment into it has been essential.

What we know from practice is that information sharing has its challenges across many areas of abuse, including physical abuse therefore it was essential to contribute to this piece of practice development.

How have we progressed against our priority of Anti racist Practice?

Local Authority

Tackling over-representation of children within Youth Justice Service has been one of our key strategic priorities in 2022-23. We have introduced the use of RRI (Relative Rate of Index) when reporting on disproportionality to the Board.

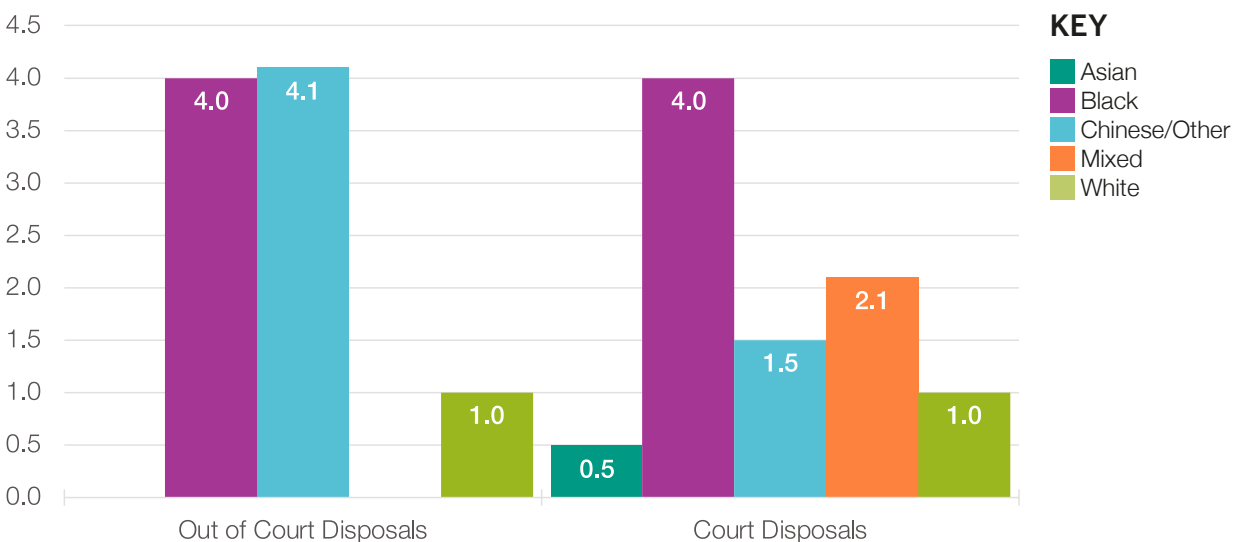
The RRI represents the proportion of each ethnic minority group, relative to the proportion of White children. Each group is divided in its own ethnic population to calculate the rate. This figure is then divided by the White population rate to provide an RRI score. An RRI of 2.0 indicates that this group have twice the likelihood of an outcome than the

White children. An RRI of 1.0 means they have the same likelihood as White offending children, and an RRI of 0.50 means half the likelihood compared to the White population.

Overall, we continue to see those Black children significantly over-represented (4.0 times as likely than their White counterparts) within Youth Justice Service across both pre and court disposals, see graph 2. Interestingly, we see that Chinese/Other children are 4.1 over-represented in Out of Court disposals, however, this reduces to 1.5 times likely in court disposals.

In 2022-23, the Board reviewed a wide range of data available within and outside of the Youth Justice Service that informed our focus of work. The Board has adopted the following disproportionality pledge and started a partnership action plan alongside of the disproportionality work that the service has done.

Graph 2: Quarter 4 2022-23



OUR PLEDGE

Enfield Youth Justice Service Management Board recognises the existence and negative impact of disproportionality upon the lives of children and young people. As a multi-agency partnership and as individual agencies, we commit to working hard to challenge disproportionality and improve outcomes for the children and young people who are over-represented within the youth justice system in Enfield.

In 2022-23, the partnership has achieved the following:

- improved our understanding of disproportionality through reviewing available data to inform our focus of work;
- board members participated in two spotlight sessions on disproportionality that informed our focus of action;
- provided training on adultification and disproportionality in assessment via Safeguarding Enfield Partnership;
- continued to focus on preventing school exclusions through investment in the Nexus Project, delivering impactful and culturally sensitive interventions to children at risk of being excluded; and
- trained all custody teams in Wood Green Police custody in using a trauma informed approach;
- implemented a presumption in youth custody of legal advice for all child detainees, instead of young people being given a choice, resulting often in a decline because of not making an informed decision and due to lack of trust in the system; and
- supported development of new leaflets and booklet, led by the Police, and aimed at arrested young people coming into police custody to help them understand their options, rights, and the process within police custody;

The service has invested in the following areas of work that helped us to drive our commitment to prevent disproportionality:

- embedding trauma informed practice into all work;
- scrutinising over-representation within the Youth Scrutiny panel for Out of Court;
- providing interpreters where language is a barrier for children or their parents to engage with the service;
- systematic work with court to divert children from court where appropriate and track the impact;
- commissioning and resourcing appropriate interventions, such as No Knives and Better Lives, Youth Guardian, Youth Worker, Education Psychologist, Speech and Language Therapist, Clinical Psychologist, a dedicated Re-settlement worker and ETE Coordinator;
- improving joined up working with Gypsy and Travellers through working with Bright Futures;
- working closely with the Engage team in Wood Green custody to ensure that children are provided with support in the reachable and teachable moment, being supported in a culturally sensitive and trauma informed way; and
- training all our staff in anti-discriminatory practice and equality and diversity.

In 2023-24, we will:

- seek to understand the lived experience of young people in the youth justice system to inform our strategic planning and operational delivery;
- use data from a range of sources across partnership to identify where, and if possible, why, disproportionality occurs to inform our focus of intervention across partnership work;
- look for best practice to inform our interventions; and
- develop the partnership plan of action to focus our work; and regularly review our progress against the actions and hold ourselves as a partnership to an account for our actions.

Health

NCL ICB is the statutory NHS body responsible for planning and allocating resources to meet the four core purposes of the ICS, namely:

- to improve outcomes in population health and healthcare
- to tackle inequalities in outcomes, experience and access to health services
- to enhance productivity and value for money
- to help the NHS support broader social and economic development.

Actions in response to ESCP priority need to be contextualised within the wider strategic priority and work of the ICB and ICS in addressing inequality.

The ICB and Designated Safeguarding Professionals have a system leadership role to support the aim of the disproportionality and inequality task and finish group to create systems and processes to mitigate against the disproportionality and inequality impacting ethnic groups within health and the wider multi-agency partnership. Within the ICB there is work in progress for the Safeguarding Team to work collaboratively with ICB colleagues in the Enfield Borough Partnership to gain greater understanding of the context, and the organisational and system response, to inequality through the safeguarding lens. This has involved engagement of the wider ICB team, including Children Commissioning and Enfield Borough Partnership in the ESCP disproportionality task and finish group.

A key focus of the ICB Safeguarding team has been to ensure that the ICB has continued to deliver its statutory safeguarding functions, in the midst of, and emerging from, the Covid-19 pandemic and the widely documented disproportionate impact on our most vulnerable residents. This has been in the context of pre-existing inequalities, which Covid-19 has both further exposed and amplified.

It has been identified that there is a need for a greater understanding of data both within health and the wider multi-agency system to inform the work and actions in response to anti racist practice.

Health inequalities is a key priority for the Integrated Care System (ICS) and for each of the borough partnerships. An inequalities investment fund was created for NCL to support the development of innovative and collaborative approaches to delivering



high impact and measurable changes in inequalities, targeting our most deprived communities.

Based on local inequalities and population health data, the Enfield Integrated Care Board drove the development of a range of projects fostering collaboration between partner organisations. Below are some of the project commissioned in Enfield focusing on deprivation as key driver behind health inequalities.

Police

College of Policing developed the Police Race Action Plan with the National Police Chiefs' Council to address the significantly lower levels of trust and confidence among some Black people and the race disparities affecting Black people. It sets out the ambition of police chiefs in England and Wales to build an anti-racist police service and address race disparities affecting Black people working within or interacting with policing. Work is currently ongoing within the MPS to develop the London Race Action Plan.

Protect people at risk

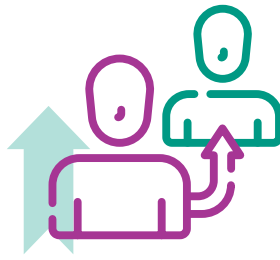
One of the main tasks for the Safeguarding Partnership is to make sure we have excellent responses to concerns. We do this through having clear policies, good training, looking at our data and audits. Here we present information on our key response areas, highlight our training, and present some high-level data.

Safeguarding Children

Enfield's total population at 2021 was estimated to be 333,869. There are 89,500 children and young people aged under 20 in Enfield, representing 29% of the total population. This is proportionately more than London and England averages. There are 57,147 pupils in the Enfield Borough as of Spring 2021 Census data.



330,000 residents
7th largest by population 27%
(89,455) of population aged
0-19 273



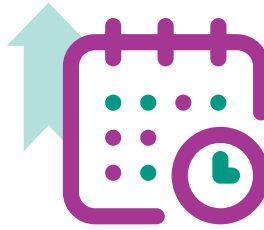
**Referrals stepped
down to Early Help**
An increase from 190 last year



22,250
MASH contacts in 2022/23
A decrease from 22,788



2,079
child protection
investigations started (S.47s)
A decrease from 2,289 last year



78.7%
C&F assessments completed
within 45 working days
An increase from 71.9% last
year. In the month of March
2023, it was 90.1%



321
children subject to a
child protection plan
A decrease from 333 last year



680
children with a
child in need plan
(allocated to a SW)
An increase from 627
last year



419
children looked after
An increase from 396
last year



305
care leavers
aged 18+
Same as last year



42
new allegations
meeting LADO threshold
A decrease from 53

What does our data tell us?

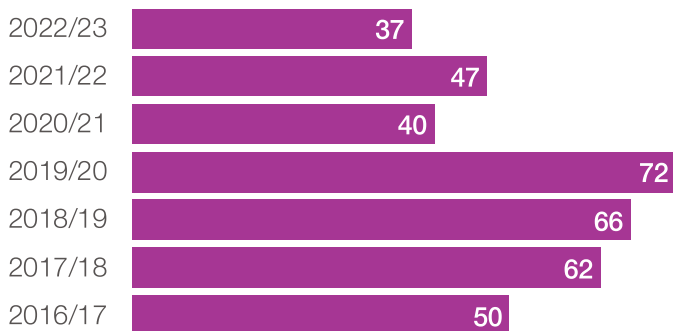
There has been an increase in the number of children accessing the services listed above. As a partnership, we acknowledge that the current climate for living conditions within the country are particularly difficult with a cost of living crisis being a real difficulty for many families across our borough. These additional pressures have impacted upon the lives of children within our borough with an increase of referrals on families where maternal mental health, physical abuse and domestic abuse.

Whilst there has been an increase in numbers of children represented, this should not be categorised as a negative. We understand that the number of children in Enfield is growing which should be reflected in the data we receive. In addition to this, multi-agency participation and support in identifying areas of risk and concern has enhanced, allowing for the necessary agencies to respond. However, it should be noted that the increase in contacts across all services has placed additional pressure upon resources across the partnership.



Local Authority Designated Officer (LADO) activity

Referrals



The total number of new allegations between 1st April 2022 and the 31st March 2023, which met the threshold for formal LADO involvement was 37. A further five cases were initially thought to meet the threshold for formal LADO involvement but did not proceed to an Allegations against Staff and Volunteers (ASV) meeting. The LADO was also involved in a small number of cases which met the threshold and attended meetings held by the lead LADO from another local authority.

The number of allegations which met the threshold for formal LADO involvement had been increasing – 72 for 2019/2020. The increase was gradual, indicating a growing awareness of the role of the

LADO. The decline in allegations for 2020/2021 is thought to be due to the COVID affect and specifically the partial closures to schools and early years. However, the steady number of referrals in the last three years may be due to a consistent understanding of the LADO threshold of harm. Potential referrers are asked to discuss the allegation prior to making a formal referral, and in that way, referrals are more likely to lead to an ASV meeting.

A crucial part of the LADO role, in addition to managing allegations, is also to offer consultations to agencies on managing low and medium level concerns, where the threshold for an ASV meeting has not been met. Some of these cases may refer to conduct issues for staff in all settings and standard of care issues for foster carers.

In addition, several cases involve incidents whereby school staff needed to use reasonable force to prevent harm to other children, staff, or damage to property (under section 93 of the Education and Inspection Act 2006). It is important to note that in cases where the need for reasonable force is not clear, an ASV Meeting may be held to consider the circumstances and the protocols in place. In 2022/2023, there were 251 recorded consultations compared to 191 consultations during 2021/2022.

The rise may be due to an awareness of consulting with the LADO to check and consult. It should also be added that a consultation may require several discussions and consideration as to whether the threshold for an ASV meeting has been met.

Training and events

Partnership event

A learning event was held to acknowledge National Exploitation Day. The event was well attended by 120 practitioners and it focussed on Enfield's response to exploitation, with presentations from Operation Engage, Childrens Services Adolescent Safeguarding Team, Police and Health. There was also a keynote speaker on Adulthood bias which helped to support practitioners to understand the features of Adulthood and how this plays a role within frontline practice.

Practitioners engaged very well in this event, and there was evidence of active participation from members within the chat function. The keynote speech also introduced the principles of intersectionality and how this along with adulthood can marginalise young people, leaving them more vulnerable to different types of exploitation.

The event allowed for practitioners to share how supported they feel as a partnership to manager concerns about adulthood within their own practice which highlighted a gap in learning across the partnership. This was identified as a key area

of learning, therefore full training on adulthood bias will be offered to practitioners to support their development.

Back to basic workshops

Following the physical abuse multi-agency audit, workshops were delivered by practitioners for 1.5 hours to give practitioners support in identifying and responding to risk.

Workshops were delivered on Child Protection Medicals x 4, Information Sharing, Early Help and how to attend and participate in strategy meetings. These workshops had attendance from partners across the partnership and were very well attended, with over 200 practitioners attending all workshops.

As a result, it is planned for these workshops to remain a feature of the partnership training offer. The feedback we have received is that the workshops are delivered by practitioners, for practitioners which gives a different lens on what part of the training is shared. It has also given an opportunity to practitioners to attend bite sized sessions, reducing the time taken out of practitioners diaries to attend training.

Multi-agency training data

Analysis of attendance at our multi-agency training will be improved and is an area of focus for the partnership in 2023-2024. It has been acknowledged that attendance could be improved from partner agencies which will be considered for 2023-2024.

Training Courses	Education	CAMHS/EPS	Children's Services	Health/BEHMHT	Third sector	Probation	Police	Foster Carer	Total
Forced Marriage and Honour Based Violence	12	4	54	32	10		1		113
Managing Allegations Against Staff and Volunteers	10		2	6	5				23
Substance Misuse and Hidden Harm	7		7	9		2		1	26
Influence of Conspiracy Theories	3		5	3					11
Missing Children	10	1	5	4				1	21
Prevent	10	1		5	1				17

Learn from experience

Here, we discuss the various tools that the Enfield Safeguarding Partnership uses to understand where things might have been or are going wrong and learn lessons.

Outcomes and findings from all our reviews are used to promote a culture of continuous learning and improvement across the partner agencies. The processes here are required by law, either the Care Act for adults safeguarding, or Working Together for children's safeguarding.

Serious Incident Notifications

When a serious incident takes place the Safeguarding Children Partnership makes a referral to the National Panel and undertakes a Rapid Review. The aim of the Rapid Review is to learn any lessons quickly, and to help decide if a Local or National Child Safeguarding Practice Review is needed.

One notification was made to the National Panel during this reporting period and was on a young person who has significant additional needs. The National Panel agreed that a Local Child Safeguarding Practice Review (LCSPR) should be completed, of which will be published in 2023-2024.

Local Safeguarding Practice Reviews (LCSPRs)

There were two LCSPR's published this year.

Andre

The first one was on a young person named Andre for the purposes of the report. Andre was well-liked by those who met him professionally. He was described as having "a presence": there was something about him". He was also described as "a pleasure to work with", "polite and never rude". Andre was mixed-heritage, from two diverse ethnic backgrounds. He was said to have been proud of his ethnicity. He was described as a "real family man" by one practitioner and very protective of his sibling.

At the time of his death, Andre was subject to a Child Protection Plan and to a Youth Referral Order (YRO) with Intensive Supervision and Surveillance



(ISS). The Rapid Review was necessitated as Andre had been stabbed to death in a park where he should not have been due to an exclusion requirement as part of the Youth Referral Order.

The report on Andre gave recommendations to improve learning and development across the partnership which is being managed by the Practice Improvement activity group.

Nadya

The second LCSPR published was on Nadya which was commissioned due to Nadya's removal from the UK when aged 13 and forced by her parents to 'marry' around the time of her fourteenth birthday, a man aged 27, who later the same day as that ceremony went on to rape and physically abuse her.

Nadya moved with her family to live in the UK early in 2017 and had been known to multi-agency child protection services since November 2019 when concerns were investigated that she had been 'promised' in marriage to an 18-year-old male when she was then aged just 13 years. The circumstances around these enquiries were reviewed in this report.

Her subsequent forced marriage to a different older male, led to Nadya being placed in foster care in November 2020 and the making of a Forced Marriage Protection Order and later a Care Order.

The report on Nadya gave recommendations to improve learning and development across the partnership which is being managed by the Practice Improvement activity group.

A partnership event was held on the 23rd February 2023 highlighting how Forced Marriage concerns can be identified and managed by practitioners. It was well attended with 80 participants, engaged in the learning and discussion about how to improve awareness.

The National Panel

The national panel commissioned a national review to make sense of how and why a significant number of children with disabilities and complex needs came to suffer very serious abuse and neglect whilst living in three privately provided residential settings in the Doncaster area misrecognised and hidden from public sight. Phase 2 of this report was published for consideration by Partners. ([Safeguarding children with disabilities and complex health needs in residential settings – Phase 2 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk))

When this was brought to the attention of The Partnership, it was agreed that a review into how children of Enfield may have been treated when they lived within the settings identified. The review found that when the young people identified lived within those settings, they are unlikely to have suffered significant abuse, whilst acknowledging that the true impact upon these young people is unknown.

As a result, Enfield Childrens Services have joined a working group across North Central London in partnership with Health to review services who deliver care of this level to help assure partners that children and young people are safe.

Following the LCSPR that was published on Nadya, a learning event was held support practitioners in sharing good practice. This event was attended by 80 representatives from across the partnership and encouraged reflection of practice and understanding of the risks children and young people experience when being forced into marriage.

Child Death Overview Panel

The Child Death Review (CDR) Partners (NCL ICB and the 5 Local Authority areas for North Central London (NCL) continue to embed the child death review statutory guidance across NCL. The CDR Partners continue to work closely to ensure each child death in North Central London is thoroughly reviewed and each family is allocated an identified keyworker.

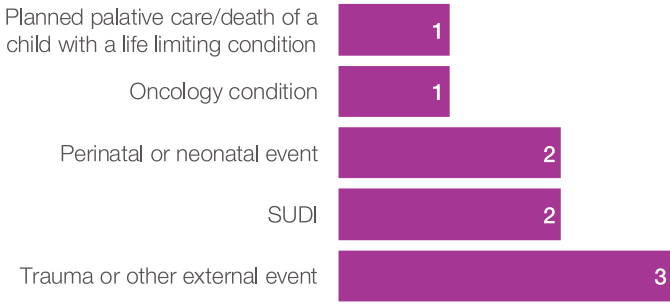
The NCL Lead Nurse for Child Death is linked with each of the 5 Safeguarding Children Partnerships. In Enfield, the Lead Nurse is a member of the Practice Improvement Group where case discussions following a child death can happen in a timely manner. This allows early case discussion to influence Partnership learning and audit. In exception cases, where the Joint Agency Response highlighted the need for a more in-depth review of a case, the PI group has convened an extraordinary meeting to review a child death separately.

In 2022-23, NCL CDOP received 95 notifications of child deaths through the eCDOP system. Of these cases, 20 were for Enfield children. Of the notifications received for Enfield, 10 were for unexpected deaths.

Working Together defines an unexpected death when the death of a child was not anticipated as a significant possibility 24 hours before the death. The Child Death process requires the CDR partners to convene a multi-agency Joint Agency Response meeting for each unexpected death.



Reason for notification for each JAR



*please note numbers less than 5 should be redacted prior to publication

Immediate safeguarding steps were taken where appropriate in relation to deaths occurring outside of the hospital setting. Further learning included the ongoing need to raise awareness on the impact of knife crime and water safety.

Learning from Child Death Review Meetings (CDRM)

In 2022-23, there were 4* CDRMs held in Enfield. Two of cases were assessed as modifiable with the other 2 noted to have contributory factors leading to the child death. The contributory factors noted were in relation to screening and access to resources. In one case, early screening in country of birth may have led to better management of an underlying cardiac condition whereas the second case refers to the screening for a genetic condition when a child presents with complex multisystem problems.

One of the cases considered as modifiable has identified learning for both Trusts involved in the acute management of children who require transfer to a specialist hospital. A factor considered in the second modifiable case was in relation to vaccination programmes and uptake of vaccines in younger children to increase likelihood of herd immunity.



Improve services

A number of processes are in place to help improve the quality of services within Enfield. This is an important part of managing safeguarding risks. Some of these processes are national, for example, OFSTED inspections, and others are local, for example, our Safeguarding Ambassadors. They all have a role to play in making sure our services and safeguarding responses meet local people's needs.

Scrutiny of the partnership

Scrutiny of the Children's Partnership is legislated as being essential within Working Together 2018. As a result, Enfield Children's Safeguarding Partnership employed an external independent scrutiny company, Red Quadrant, to provide assurance of the partnership arrangements in Enfield. Below, you can read a summary of the findings from the report provided by the lead reviewers from Red Quadrant.

Enfield Safeguarding Children Partnership – How effective are the Multi-Agency Safeguarding Arrangements?

To provide independence and external oversight to the Enfield Safeguarding Children Partnership (ESCP) arrangements, the Partnership agreed to have a review of the partnership arrangements undertaken by Independent scrutineers. ESCP commissioned independent scrutiny to take place in the form of a visit from a team of three scrutineers with a background in each of the statutory partner's disciplines from Red Quadrant. The use of Red Quadrant and the scrutiny team approach is an innovative step to examine and scrutinise the new partnership arrangements. The Independent scrutineers terms of reference are those set out in Working Together 2018; to evaluate the extent to which the arrangements are delivering against their purpose, which is to support and enable local organisations and agencies to work together to safeguard children and promote their welfare. This review also covered to what extent the safeguarding partners, with other local organisations and agencies, have developed processes to effectively manage and fulfil these responsibilities. The scrutineers also commented on the extent to which the lead representative from each of the three safeguarding partners plays

an active role and whether all three safeguarding partners have equal and joint responsibility for local safeguarding arrangements. Further to this the goals set out for the independent scrutineers were to comprehensively review the activities of the ESCP, to ensure statutory duties are being met and to identify areas for further development.

The Red Quadrant team are able to confirm with confidence and assurance, that the Multi-agency Safeguarding Arrangements for Enfield Safeguarding Children Partnership are compliant with Working Together 2018. The arrangements ensure that children in Enfield are safeguarded and their welfare promoted. The annual report that this forms part of was also scrutinised and can confirm that this is compliant with the requirements of Working Together 2018.

There appears to have been a smooth transition to the new arrangements, embedding these and engaging partners through the new structure, putting in place good foundations. All three of the statutory partners are totally engaged in a shared vision and workplan including providing support and commitment throughout all the groups and subgroups. Subgroups were well attended with the right representation at the right level. All three of the statutory partners are committed to the shared vision and workplan, including providing support and commitment throughout all the groups and subgroups. There is good sharing of information at the strategic level and in links with other partners. Children and young people are given the opportunity to have their voices heard, and their views are listened to. There is an individual willingness to work to effective inter-agency communication – despite the challenges of the pandemic, diminishing resources and ever-changing landscapes across the Partnership. The threshold document was being updated and needs embedding.

The review recognised that there were some areas for consideration to further strengthen these arrangements, ones that had already been recognised and identified by the ESCP including sustainability over budget contributions, working across other partnerships and borough boundaries, and greater engagement of service users and frontline staff. The partnership will be able to build on a history of strong collaborative arrangements

at a strategic level, but it is acknowledged that there is more to do to ensure that this is embedded throughout all agencies with safeguarding responsibilities and at every level of organisations through to frontline staff. The review recommended that there are mechanisms in place to ensure that senior leadership are kept informed and held to account for safeguarding children in Enfield through the Partnership arrangements. It also suggested that the quality assurance mechanisms are strengthened by adopting and implementing fully the Learning Improvement framework, especially focusing on multi-agency audits. There is a need to be a mechanism in place to ensure that the learning and the recommendations from CSPRs and practice reviews have been fully implemented, embedded and impacted on practice. It also recognised that the multi-agency training programme needed to evidence impact on improvements to safeguarding practice in Enfield. The review recognised that an annual review was not sufficient and additional scrutiny would be beneficial for the partnership. As a result of this immediate plans were put in place to recruit an independent chair/scrutineer.

Authors: Nicky Pace, Russell Waite, Nicky Brownjohn – RedQuadrant

Safeguarding Ambassadors

The Safeguarding Ambassadors are a group of Enfield young people who are working with the Safeguarding Childrens Partnership to improve practice. They are part of Enfield Youth Service's Young Leaders programme and have been trained specifically on safeguarding and how to work with the partners.

We are now working with our second cohort of Safeguarding Ambassadors, with members of the first cohort assisting in the training.

This year the ambassadors have taken part in a range of meetings with partners. They have had the opportunity to meet with Detective Superintendent Seb Adjei-Addoh on two occasions. Through these meetings, the ambassadors were able to express the common view of Police from young people. They talked of their lack of faith in the police due to being stopped and searched throughout their years for unjustified reasons. They talked of not feeling safe to call the Police, even in their moments of feeling unsafe in the community or in their home. Following this meeting, Detective Superintendent Seb

arranged for the ambassadors to attend the local police station and meet some officers. Detective Superintendent Seb Adjei-Addoh wanted to attempt to break down the evident barriers he saw.

Detective Superintendent Seb Adjei-Addoh also asked the young people if they could make a video that he would provide to staff on the impact of stop and search on them. This video will be completed next year and will be used in the police as a training programme.

The ambassadors have also met with Designate Nurse, ICB Chantel Palmer and Designate nurse for children at North Middlesex University Hospital to share their experiences of Health services. The ambassadors helpfully gave colleagues the insight into how children access services and why it can be difficult for them to ask for help. Acknowledging that their different cultural backgrounds can sometimes impact upon how and if they access services.

Multi-agency audits

The first audit that was completed was on physical abuse and was seeking to assure the partnership that there were robust procedures in place that were meeting the needs of children and young people who were open to children's services due to experiencing physical abuse currently or previously. The outcomes from this audit were variable and could not assure the partnership that procedures were in place. Physical abuse has become a priority for the partnership to rectify this and training needs were identified. A need for multi-agency child protection training was highlighted as an area of need to improve practice. Learning outcomes from the report were shared with partners and can be found via the link

The second audit was completed on MASH and Domestic Abuse pathways. It sought to reassure the partnership that step up and step downs of cases where domestic abuse was present was good enough. This audit showed better outcomes and was able to assure the partnership that good practice is happening within Enfield in this area. Learning outcomes from this audit can be read via the link [here](#).

An audit on serious youth violence started in the year 2022-2023, however, was not completed. This audit will be reported on in next years annual report.

Checking safeguarding arrangements

Checking partners are fulfilling their duties under the Children Act 2004 and Working Together 2018 (Section 11)

The Safeguarding Children Partnership organisations in relation to their duties under Sec 11 Children Act 2004 and Working Together 2018 are required to undertake a regular assessment of the effectiveness of their arrangements to safeguard children and young people at a strategic level.

Enfield Safeguarding Partnership asked partners to complete their section 11 report with a specific focus on physical abuse and Early Help in line with the focus of JTAI inspections.

All organisations returned very well produced reports and there were two support panel meetings held for organisations where the multi-agency panel felt there would be a need for additional support to address key areas. Both organisations reported the process to be a critical friend, highlighting what needed to be done to improve service delivery in a supportive manner.

S175/157 for educational establishments

This self-evaluation was completed by Schools (Specialist Inclusive Learning Centres, Free Schools, Academies, Community, Voluntary Aided and Independent), Pupil Referral Units and Further Education Colleges to monitor their compliance with Sections 157 & 175 of the Education Act 2002. The Education (Independent School Standards) Regulations 2014, the Non-Maintained Special Schools (England) Regulations 2015, and the Education and Training (Welfare of Children) Act 2021.

This self-evaluation was supported by the Education Team who facilitated roll out of the survey and monitoring reporting. The feedback from this survey was positive. There was evidence shown from settings in Enfield that they are compliant with safeguarding policies and procedures that are expected of them to ensure that children and young people in Enfield are safe.

Participation from all settings in this survey would have been ideal, and this is an area for improvement. In future, consultation with settings will be sought to identify times of the year when collection of this survey is likely to be most convenient for them. We will also seek to raise alerts with settings before to expect the surveys through emails to Headteachers and within the DSL network meetings.

Referral pathway for Serious Incident Notifications (SINs)

It was agreed at Executive level that the responsibility for deciding whether a notification should be made to the National Panel should be held by all three partners. This is a significant change to how this was previously managed as previously this was a unilateral decision by the Local Authority.

The change to the referral pathway has been implemented following national guidance published by the National Panel, outlining what good practice looks like. As a result, a referral pathway has been created in line with the Executive team and all partners are aware that if there is an incident where significant harm has been caused to a child, a referral should be made to the safeguarding partnership where a SIN consideration meeting will be held. At this meeting it will be decided by a majority of two partners whether a notification should be made to the panel.

Our annual spend

	Children cost
Salaries:	
All salary costs	£162,000
Other costs:	
Reviews	£10,500
Training	£2,500
Multi-agency audits	£14,000
Other (design, team, etc.)	£2,000
Total costs	£191,000

Our contributions from partner agencies

Contributions	Amount
ICB	£50,600
BEHMHT	£3,000
NMUH	£3,000
Police*	£5,000
Probation	£3,300
Local authority	£128,600
Total costs	£193,500

*With seconded role of Met Police Practitioner for two days per week.

Key priorities for 2023-24

Ensure that our learning and development offer to practitioners is wider, focussing on the strategic priorities of physical abuse, child on child abuse and anti-racist practice.

Complete the making of a video on the experience of young people being stop and searched by police and participating in an event to host this.

Complete LCSPR on a child with additional needs and at risk of significant harm in the community. Implementing all associated actions to improve practice.

Recruitment of an independent chair/scrutineer.

Complete multi-agency audits on Serious Youth Violence, the voice of the child and pre-birth assessments.



Website

www.safeguardingenfield.org



Facebook

Safeguarding Enfield



Telephone

020 8379 2270 or 020 8379 2578



Twitter

#SafeguardingEnfield



London Borough of Enfield

Report Title	Council Housing antisocial behaviour policy
Report to:	Cabinet
Date of Meeting:	18/10/23
Cabinet Member:	Cllr Savva
Directors:	Joanne Drew
Report Author:	Ozlem Anderson, Ozlem.anderson@enfield.gov.uk
Ward(s) affected:	ALL
Key Decision Number	KD5656
Implementation date, if not called in:	
Classification:	Part I Public
Reason for exemption	

Purpose of Report

This report seeks approval of the new Council Housing Antisocial behaviour policy for publication and implementation.

Recommendations

- I. To approve the Council Housing Antisocial Behaviour Policy 2023-28
- II. To delegate to Joanne Drew, Director of Housing and Regeneration, authority to make minor changes to the policy to ensure operational effectiveness as required.

Background and Options

1. The new Council Housing Antisocial Behaviour (ASB) Policy sets out how Enfield Council Housing Services, in partnership with other members of Enfield's Safer Stronger Communities Board, will prevent and tackle ASB which is impacting Enfield Council Housing tenants and leaseholders and/or is perpetrated by them. It meets our statutory obligation under Section 218A of the Housing Act 1996, which requires a landlord to prepare and publish a Policy and Procedure in relation to anti-social behaviour; and the expectations of the Regulator for Social Housing Consumer Standards.
2. The policy has been informed by a review of our previous policy, procedures and our performance, input from professionals across council services working to prevent and tackle ASB; engagement with our residents forum Customer Voice; analysis of feedback from residents through a 12-week consultation period; requirements of the Regulator of Social Housing and an equality impact assessment. We have also benchmarked with other social housing providers.
3. A 10-week consultation ran between July and September 2023. The consultation was published on our website, promoted via our Housing Newsletter; promoted and discussed at Customer Voice, shared with 8,101 council tenants and leaseholders via email; and shared on our social media pages. We had 107 responses. A majority (82%) of participants agreed 'a great deal' or 'to some extent' with our new service standards and 82% with our new priority categorisations of reported ASB. We asked participants whether they agreed with our timeframes for responding to reports of ASB – 54% answered 'a great deal' or 'to some extent' while 44% said 'not very much' or 'not at all'. Of those who did not agree, 76% stated response times should be quicker. As a result of these findings, we have reviewed our timeframes with the ASB teams and agreed a 48 hour timeframe for the initial response to agree next steps with complainants of both P1 and P2 ASB reports. The consultation will inform the implementation of the policy and we will always strive to acknowledge reports of ASB as quickly as possible and always within our stated timeframes.
4. The new policy introduces the following changes, when compared to our previous policy which was last reviewed in 2016:

- Confirmation of the use of two categories of ASB rather than three and the introduction of new definitions for these two categories.
 - The introduction of 12 new service standards which we will use to inform our approach to managing cases of ASB.
 - Improved methods of reporting ASB to ensure residents can easily let us know when ASB is impacting their lives.
 - Clarification of roles and responsibilities of the council in handling cases of ASB.
 - Confirmation of a new set of indicators to monitor our performance against and improve our approach. This includes the logging and monitoring of non ASB nuisance reports in order that we can support our residents to prevent escalation of issues.
 - Further clarity on how we will investigate cases to ensure resident satisfaction of outcome.
5. The policy acknowledges and has been informed by the Ombudsman report on ASB [‘Out of Order’: learning lessons from complaints about antisocial behaviour](#) and adheres to the good practice guidance to:
- Invest in training for officers and members so they are aware of the full range of tools available to tackle antisocial behaviour, including the ASB case review.
 - Ensure ASB investigations are efficient and officers are equipped to make robust and prompt decisions.
 - Take steps to guard against applying policies too strictly and make sure officers are empowered to consider each case on its individual circumstances.
 - Promote good liaison with relevant agencies and ensure that the council fully considers its own role in tackling ASB.
 - Make sure the victim is at the heart of the council’s consideration; that their vulnerability informs any action; and other services are in place to support the victim.
 - Make clear that the ASB case review is not another complaint process, but provides opportunities for the council and other agencies to proactively consider what more action might resolve the ASB and support the victim. Ensure officers signpost victims to the ASB case review process where appropriate.

Preferred Option and Reasons For Preferred Option

6. ASB accounted for 22.4% of all reported crime in Enfield in the 12 months from January to December 2022, second only to violent crime at 27.3%.¹ A total of 8,200 ASB incidents were reported over this period at a rate of 25.7 incidents per thousand people, ranking Enfield 19th for the highest rates of anti-social behaviour crime in England and Wales.
7. There were 126 cases of reported ASB from Enfield council housing tenants recorded on our case management system in the periods between May 2021 and April 2022. This translates as around 12 cases per 1000 council homes compared to the 55 cases per 1000 homes London

¹ <https://www.plumplot.co.uk/Enfield-antisocial-behaviour-crime-statistics.html>

average in 2021/22. The figure for Enfield excludes nuisance reports which do not meet the definition of ASB. The new policy introduces an indicator to log the number of nuisance reports as a separate measure.

8. The 2022 Resident Satisfaction Survey showed that 37% of council tenants and leaseholders were satisfied with our approach to handling ASB. This demonstrates the need for change and improvement and is one of the key drivers for the development of the new policy.
9. The new policy is based on research and best practice and informed by consultation with residents and a robust equality impact assessment. It is therefore the preferred option for our future approach to preventing and tackling ASB impacting on or perpetrated by our council housing residents.
We expect to see improved resident satisfaction scores in relation to our handling of ASB in future Resident Satisfaction Surveys, as a result of the new policy.

Relevance to Council Plans and Strategies

10. Our Council Plan 2023-26 sets out our priorities for supporting residents to live happy, healthy and safe lives. This includes our priority for strong, healthy and safe communities where we improve feelings of safety and tackle crime and antisocial behaviour. The Plan also includes our priority for clean and green places, where we keep our streets and public spaces clean and welcoming; and our priority for supporting thriving children and young people. A robust council housing antisocial behaviour policy will support us on delivering on all these priorities. The policy will also contribute toward our delivery of the Safer Strong Communities Board Community Safety Plan 2022-2025.

Financial Implications

11. The ASB policy sets out how Enfield Council Housing Services, in partnership with other members of Enfield's Safer Stronger Communities Board, how they will prevent and tackle ASB which is impacting Enfield Council Housing tenants and leaseholders. The new policy has been set within the Housing and landlord regulatory framework.
12. The Service Standards sets out the approach of how the Council will prevent and tackle ASB impacting on council housing tenants and leaseholders. Standards will:
 - a. Meet the needs of our diverse communities through a fair and consistent approach
 - b. Make it easy to report ASB
 - c. Respond to cases by the agreed timeframe
 - d. Keep accurate records
 - e. Work with residents, partner services and agencies
 - f. Use mediation to stop cases escalating
 - g. Support victims and keep in touch throughout the case

- h. Sustain tenancies wherever possible
 - i. Take enforcement action where necessary
 - j. Review cases where residents request this
 - k. Support and develop our workforce
 - l. Monitor performance
13. There are no specific budget requests within the policy and set out in the report. Any future budgetary impact to budgets as a result of this policy will be subject to HRA resources and governance approvals.

Legal Implications

14. The Housing Act 1996 as amended², creates a requirement for the Council to prepare a policy specifically in relation to anti-social behaviour and procedures for dealing with occurrences of anti-social behaviour. It is a legal requirement under the Act that the Council must from time to time keep the policy and procedures under review and, when it thinks appropriate, publish a revised statement.
15. The Housing Act 1996 as amended³, creates a requirement for the Council to prepare a policy specifically in relation to anti-social behaviour and procedures for dealing with occurrences of anti-social behaviour. It is a legal requirement under the Act that the Council must from time to time keep the policy and procedures under review and, when it thinks appropriate, publish a revised statement.
16. Under Freedom of Information law, the policy should be provided on the Council's website, freely available to download, however in order to ensure technical compliance with the Housing Act requirement, a copy of a statement must also be available for inspection at all reasonable hours at the Council's principal office and must be provided to any person who requests it. Presumably not everyone in the borough has access to the means to download the policy from the Council's website and print it.
17. In preparing and reviewing the policy and procedures the Council must have regard to guidance from the Regulator of Social Housing – The Neighbourhood and Community Standard.
18. Under the Equality Act 2010, the Council – and therefore the policy – must not directly discriminate under any of the protected characteristics set out in the Act, and also it must not indirectly discriminate. Indirect discrimination in this case would apply to a Council provision, criterion or practice which puts a member of a public at a disadvantage due to that member of the public having some relevant protected characteristic, where the Council cannot show that this is a proportionate means of achieving a legitimate aim.⁴

² Section 218A Housing Act 1996, inserted into the 1996 Act by the Anti-social Behaviour Act 2003, section 12

³ Section 218A Housing Act 1996, inserted into the 1996 Act by the Anti-social Behaviour Act 2003, section 12

⁴ The Equality Act 2010, section 19

19. Further the Council has a duty – which applies when considering the policy – to have due regard to the need to:
- eliminate discrimination, harassment, victimisation and other illegal conduct,
 - advance equality of opportunity and foster good relations between people who have protected characteristics and those who do not.⁵

Equalities Implications

20. An equality impact assessment (EQIA) has been completed for this policy and is appended to this report. The EQIA concludes that there is no differential impact on any protected characteristic as a result of the implementation of this policy; and implementing the policy will have a positive impact on all protected groups, providing fair treatment to all residents.
21. The draft policy sets out a consistent person-centred approach to managing all reports of ASB ensuring all complainants are treated fairly and highlights interventions to reduce and prevent incidents of ASB for all council housing residents.
22. The policy includes improved methods for reporting ASB to ensure all residents can easily report concerns in an appropriate way. It also strengthens our commitments to supporting residents, taking a tailored approach including in relation to victims' protected characteristics. The policy clarifies the steps we will take to support perpetrators to stop or change their behaviour, taking a proportionate approach to enforcement action. We have also improved and clarified what we describe as antisocial behaviour, ensuring that we do not incorrectly infer that reasonable behaviour by any members of our community meets the definition of antisocial behaviour.
23. The policy introduces a commitment for us to collect equalities data from people reporting ASB, and where possible on perpetrators of ASB, in order for us to better understand how ASB and our response is impacting on people who share a protected characteristic compared to those who do not. This will enable us to take a more informed approach to future equality impact assessments as we will have more robust equalities data on those being impacted and our response.
24. Data analysis of complainants of ASB suggests there may be an over representation of female tenants and disabled tenants. The improved policy is expected to have a particularly positive impact on people who share these protected characteristics.
25. We ran a 10-week consultation on the draft policy which was promoted in a variety of ways and discussed with tenant and leaseholder representatives at our Customer Voice. We had 107 responses to our

⁵ The Equality Act 2010, section 149

questionnaire. 68 respondents provided their protected characteristics, and analysis of these results shows that we obtained feedback from different protected groups. This included 57% female; 40% male and 3% did not specify their gender. It included 40% who reported having a physical or mental health condition lasting longer than 12 months. We have used the results of the consultation to inform our final policy and will also use the results to inform its implementation.

HR and Workforce Implications (draft for review)

26. No direct workforce implications have been identified by this report. If a requirement for additional resource is identified to support the implementation of this policy a separate proposal and supporting restructure report will need to be prepared in accordance with the Council's Principles for Managing Reorganisations. This will outline the resource required and the reporting structure. HR advice will be sought prior in relation to the above point.

Environmental and Climate Change Implications

27. The policy is not expected to result in an adverse impact on the environment or increase in energy consumption.

Public Health Implications

28. ASB can have a detrimental impact on health and wellbeing including poor mental health, increased stress and anxiety. It can also cause those experiencing it to live in fear, change their routines and have a lower quality of life.
29. The policy sets out our commitment to support all our residents to live peacefully within their homes without fear, intimidation, threats of harm, nuisance, or unreasonable behaviour from others. It sets out our person-centred approach to acknowledging, investigating and tackling all forms of ASB in our council estates to reduce and prevent incidents. It also highlights our ongoing work and interventions to reduce incidents of ASB, improve feelings of safety and ensure our council homes and neighbourhoods are happy places to live and enjoy.
30. The policy introduces a new set of service standards which will help ensure consistent, equal and fair support to all residents impacted by ASB including keeping in touch with complainants via their preferred method of contact throughout the investigation of a case and ensuring they are satisfied with the outcome upon closure.
31. Furthermore, the policy sets out how we will help victims with additional support needs by referring to relevant agencies which provide tailored support to protect their ongoing welfare.

Safeguarding Implications (draft for review)

32. The ASB Policy sets out our commitment to ensure all our council housing residents are safe, healthy and happy by preventing and tackling ASB incidents that cause them to suffer harm and intimidation which may then in turn impact their ability to lead healthy lives and achieve positive lifelong outcomes.
33. Implementation of the policy will be subject to Enfield's safeguarding policies. Where welfare risks or concerns are identified during the course of an investigation these will be logged and procedures followed to ensure the safeguarding of all our residents. This will be the case whether or not the person in question is directly linked to the ASB case we are investigating.

Crime and Disorder Implications

34. We take a zero-tolerance approach to aggressive, threatening or violent behaviour. We also take a zero-tolerance approach to knife crime and organised crime throughout our communities. The ASB Policy sets out our enforcement powers and how and when we will use these to tackle these issues and prevent escalation or recurrence.
35. We will share information with our residents on successful enforcement action taken to tackle ASB, including through news articles on our website and in our resident newsletters. By doing this, we aim to demonstrate that we can work together to stop ASB and to deter residents from committing ASB in future.

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Appendices

36. Draft Council Housing Anti-Social Behaviour Policy
37. Council Housing Anti-Social Behaviour Policy EQIA



Draft Enfield Council Housing Anti-Social Behaviour Policy

ACTION	Details
Version	
Approved	Scheduled for approval at Cabinet October 2023
Author	Corporate Strategy Service
Policy Owner	Head of Housing Management
Review date	We will review this policy 5 years after the approval date unless there are any legislation or regulation changes that require earlier review.

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Introduction

Enfield Council Housing want to enable all our residents to live peacefully within their homes without fear, intimidation, threats of harm, nuisance, or unreasonable behaviour from others. We take a victim centred approach to all reports of antisocial behaviour, working closely with our partners to provide ongoing support for victims and witnesses throughout the management, and following resolution of the case where needed.

This Policy sets out how we will prevent and tackle antisocial behaviour (ASB) which is impacting Enfield Council Housing tenants and leaseholders and/or is perpetrated by them. It meets our statutory obligation under section 218A of the Housing Act 1996 which was inserted into the Housing Act by section 12 of the Anti-social Behaviour Act 2003, which requires a landlord to prepare and publish a policy and procedures in relation to anti-social behaviour, and the expectations of the Regulator of Social Housing Consumer Standard (The Neighbourhood and Community Standard). It provides definitions of antisocial behaviour and explains how our council housing teams prevent and respond to incidents, working in partnership with our residents, across council services and with other local organisations and agencies. It explains our service standards and how we measure our performance.

We want to create strong, healthy and safe communities, aiming to improve feelings of safety and tackle crime and antisocial behaviour. We want to reduce incidents of ASB and the impact it has on our residents' lives. We take a coordinated approach to tackling incidents, dealing with them quickly so that people in Enfield can live happy, healthy and safe lives.

What is antisocial behaviour (ASB)?

Enfield Council considers the definition of Anti-Social Behaviour (ASB) as the same as in the Anti-Social Behaviour, Crime and Policing Act 2014:

- (a) conduct that has caused, or is likely to cause, harassment, alarm or distress to any person,
- (b) conduct capable of causing nuisance or annoyance to a person in relation to that person's occupation of residential premises, or
- (c) conduct capable of causing housing-related nuisance or annoyance to any person.¹

Crime and criminal behaviour

In many instances, anti-social behaviour may also constitute a crime. In these cases, the victim and witnesses will be encouraged to report the matter to police in the first instance. In these cases, we will keep the case of anti-social behaviour open and contribute to the resolution in our role as landlord, whilst being clear that the lead agency is the police.

¹ Section 2, Anti-Social Behaviour, Crime and Policing Act 2014

Harassment and hate crime

Harassment is a personalised form of anti-social behaviour aimed at a particular person. It can take a variety of forms and is intended to intimidate, humiliate or offend the victim.

Examples include:

- Violence or threats of violence toward a person or their property
- Abusive or insulting words or behaviour
- Any behaviour aimed at intimidating or humiliating the victim

Some forms of harassment may be considered a hate crime motivated by prejudice, based on the protected characteristics of an individual as defined in the Equality Act 2010.

Examples of hate crime include:

- disability harassment
- faith related harassment
- homophobic behaviour
- racial harassment
- transphobic behaviour

Domestic abuse

The [Domestic Abuse Act 2021](#) makes clear that domestic abuse can include controlling, coercive or threatening behaviour, violence or other abuse between people aged 16 or over who are personally connected to each other, regardless of gender or sexuality.

Physical violence is just one type of abuse – domestic abuse can be any behaviour which is used to harm, punish or frighten, or which makes the individual feel bullied, controlled or intimidated. This includes mental, sexual, financial and emotional abuse.

Some reports of ASB, such as reports of frequent arguments, shouting and banging, may be an indication of domestic abuse.

All cases of domestic abuse or suspected domestic abuse will be investigated and responded to in accordance with our Enfield Council Housing Domestic Abuse Policy.

Behaviour not classified as antisocial behaviour (ASB)

There are some types of behaviour which may feel annoying to neighbours but which Enfield Council does not consider to be ASB requiring any remedial action.

Examples include:

- children playing in the street or communal areas – unless they are causing damage to your home
- cooking smells
- everyday living noises such as TV or music at a reasonable volume, noise from appliances such as a washing machine
- DIY during reasonable hours
- minor car repairs
- young people gathering socially – unless they are being inconsiderate and intimidating to individuals
- parking lawfully outside another neighbour's home
- civic disputes between neighbours such as disputes over boundaries or shared driveways.

Where we receive reports of nuisance or annoyance such as these which do not meet the definition of ASB, we will try to provide advice to help residents resolve situations between themselves, however, in some cases, it may not be a dispute the Council can resolve, and tenants can consider seeking their own legal advice. If we continue to receive repeated reports of the behaviour causing annoyance, we will investigate to determine whether further action is required, such as mediation, or in some circumstances, sound insulation of walls or carpet installation.

Our Service Standards

Our Service Standards set out our approach to how we will prevent and tackle ASB impacting our council housing tenants and leaseholders.

We will:

1. Meet the needs of our diverse communities through a fair and consistent approach
2. Make it easy to report ASB
3. Respond to cases within the agreed timeframe
4. Keep accurate records
5. Work with residents, partner services and agencies
6. Use mediation to stop cases escalating, where mediation is considered appropriate
7. Support victims and keep in touch throughout the case
8. Sustain tenancies where this is considered appropriate
9. Take enforcement action where necessary
10. Review cases where residents request this
11. Support and develop our workforce
12. Monitor our performance

Meeting the needs of our diverse communities

We want to create neighbourhoods which are welcoming and safe places for all communities. We are committed to tackling the barriers and discrimination that many people face and recognise that people may be targeted, or disproportionately

affected, by crime and ASB because of one or more of their protected characteristics. This can include their race, gender, gender reassignment, disability, sexual orientation, religion or belief or age.

When we gather information from a resident reporting ASB, we will record any information they provide us with which could suggest they are being targeted or disproportionately impacted by the ASB as a result of one or more of their protected characteristics. We will not share information without permission, in line with the Data Protection Act 2018.

We will consider and respond appropriately to the specific needs of victims and witnesses. This includes meeting any communication or support requirements such as arranging for translators; or arranging for meetings or telephone discussions to take place with a support worker or advocate present.

We will carry out a risk assessment for cases involving vulnerable residents or where there is a risk of harm. Our assessment will acknowledge that the risk of the ASB may change over time or when further information is made available.

If a vulnerable adult or a child is involved in the case, we will follow the relevant Safeguarding Adults and Safeguarding Children procedures and we will make appropriate referrals if concerns are identified.

We will also tailor our communication and our interventions in response to the individual needs of perpetrators/ suspected perpetrators.

We will ask all residents reporting ASB to provide us with monitoring information on their protected characteristics and will also seek to gather this information from perpetrators or suspected perpetrators, in order for us to carry out analysis of those impacted so that we can identify and respond to any disproportionate impact on any groups.

Making it easy to report ASB

Enfield Council Housing tenants and leaseholders can report ASB in the following ways:

- over the phone by talking to our Customer Services Team on 020 8379 1000
- online, by completing our ASB reporting form at [Antisocial behaviour | Enfield Council](#)
- via email at asbu@enfield.gov.uk
- by reporting an incident direct to any Enfield Council Housing staff member or to the Council's Antisocial Behaviour Team. If a report is made to a repairs or maintenance operative, they will make the report to the relevant colleague in the Council Housing Place Management Team.

Where instances of ASB are reported to Enfield Council Housing but the nature of these reports are non-housing related and fall outside of our housing duty as a social

landlord, the Council Housing Place Management Team will work with other relevant council services, such as Youth Services, Environmental Services and Community Safety Teams, or with partners such as the Police, the Fire Service or the Probation Service, to support a successful resolution. This may include, for example, inconsiderate/dangerous parking or littering. There is more information on this in the section on working together, below.

Responding to cases within the agreed timeframe

Our timeframes for responding to reports of ASB will depend on the type of ASB reported.

Priority 1

Where there is an immediate risk to the health, safety and wellbeing of residents as a result of the ASB, we will respond according to our timeframes below for a priority 1 case.

Priority 2

Where the ASB is of a low level for intervention, we will classify the case as a 'priority 2' case and respond according to the agreed timeframes for these types of cases.

Action	Priority 1 cases	Priority 2 cases
Make initial contact with the complainant to acknowledge receipt of the report and let the complainant know how their case has been categorised and when they will next hear from us.	48 hours	48 hours
Interview the complainant and agree an initial action plan	5 working days	10 working days
Complete vulnerability assessment	5 working days	10 working days
Contact the alleged perpetrator if appropriate to do so (as in cases of domestic abuse this may put the victim in danger)	5 working days	10 working days
Update complainant	Every 28 days as a minimum until case closure	Every 28 days as a minimum until case closure

Management reviews the case	28 days after the initial report	28 days after the initial report. Cases can only be closed with management agreement.
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Category of ASB	Examples
Priority 1	<p>Illegal use of premises / use of the premises by people committing crime/s</p> <p>Arson</p> <p>Hate related crime or incident</p> <p>Serious harassment / bullying (repeated in nature), whether by text message, through online platforms, or via other electronic or mobile communications, or face to face</p> <p>Domestic abuse</p> <p>Physical violence / serious threat of violence / threat to life</p> <p>Serious criminal damage</p> <p>Prostitution / brothels</p> <p>Suspected drug dealing / manufacture / drug dens</p> <p>Serious gang activity on housing estates</p> <p>Serious youth disorder on housing estates</p> <p>Serious Youth Violence</p> <p>Cases involving sexual or violent offenders being managed under the local Multi-Agency Public Protection Arrangements (MAPPA)</p> <p>Vulnerable adult crime</p> <p>Properties where the lawful tenant or occupant is being exploited by other people</p> <p>Child Sexual and Criminal Exploitation</p> <p>Hoax repeat callers (i.e., emergency services)</p>
Priority 2	<p>One-off aggressive behaviour</p> <p>Illegal drug / alcohol related reports – personal use</p> <p>Misuse of housing communal areas</p> <p>Verbal abuse / threatening behaviour</p> <p>Noise nuisance</p> <p>Neighbour disputes</p> <p>Minor harassment (single or isolated incident)</p> <p>Damage to property</p> <p>Filthy and verminous premises</p> <p>Pets and animal nuisance</p> <p>Vehicle nuisance e.g., repairing / abandoned vehicle</p> <p>Dumping of household rubbish / fly-tipping / littering</p>

Keeping accurate records

Accurate record keeping is vital for the effective risk management of ASB cases. It helps us identify, assess and prioritise risks so that we can use our resources appropriately to minimise, monitor and control the impact of ASB.

We will keep accurate and up to date records of all our discussions, agreed actions, investigations and interventions on our case management system.

Our records enable us to provide a consistent approach to support victims and witnesses and to manage the case through to a successful resolution.

Working together with residents, partner services and agencies

We can prevent and stop ASB by listening to our residents' experiences and ideas for change. We will actively listen and respond to residents' views as part of our case management reported ASB. We will also engage with residents in our residents' forum, Customer Voice, and through estate-based events and forums.

This ongoing engagement and dialogue helps us to identify priority areas where significant amounts of ASB are occurring – sometimes referred to as 'ASB hotspots' – and target actions to tackle it.

We cannot prevent and tackle ASB without also working closely with all relevant partner services and agencies. Council housing teams work with many other Council services to ensure a joint approach. This means that officers in the Council Housing Place Management Team will refer cases to other services as necessary, while retaining the role of case management in our capacity as a landlord.

This will include working with the following teams / services:

- ASB Team – to assist in the delivery of interventions, such as Community Protection Warnings (CPW) and/ or Community Protection Notices (CPN), Closure Orders or injunctions, for example
- Environmental Health – to use their powers to tackle environmental offences, such fly tipping, graffiti, noise nuisance
- Youth services and Education Department – to assist with preventing and tackling ASB caused by, or affecting, children and young people
- Community Safety Unit - to share information and intelligence within the provisions of the Data Protection Act in order to help develop strategies to make our neighbourhoods safer, such as through the installation of CCTV.

Enfield Council Housing Place Management Team, as an attendee of the Safer and Stronger Communities Board (SSCB), will also take part in preventative intervention work with other agencies, including the police, fire service, probation service and health agencies.

Using mediation to stop the escalation of antisocial behaviour

We seek to limit the escalation of all anti-social behaviour. In some cases, where appropriate, we may encourage the parties involved to discuss the matter between themselves, using a mediation approach where possible.

A mediator is used to help parties listen to each other, clear up misunderstandings and agree practical steps to move on from their disagreements.

Mediators can be used to address issues between neighbours including:

- Noise and behaviour annoyances
- Boundary disputes
- Disputes around fences, trees or hedges
- Shared access and parking disagreements
- Disputes about communal spaces

The aim of mediation is to repair and preserve relationships, avoid escalation and costly court fees and maintain tenancies.

Supporting victims and keeping in touch

When we receive a report of ASB, a designated officer will contact the complainant within three working days to obtain further information and agree a plan of action. If we need to gather further evidence before taking action we may:

- ask the resident to keep a diary record of incidents
- identify and speak to any witnesses and ask them to also keep diary records of incidents, if appropriate
- visit the area where the alleged incidents are taking place
- try to identify the alleged perpetrator if not already known
- speak to the perpetrator with the victim's consent
- involve other agencies (such as Social Services, Environmental Health or Youth Services)

We will keep in regular contact throughout the investigation process, providing updates and progress reports until the point when the matter is resolved, and the case is closed. We will treat all cases with sensitivity and in confidence. We will only share personal data with the permission of the data subject, or otherwise in line with the Data Protection Act 2018. We will close cases of ASB in consultation with the victim where it has been determined that the ASB has been resolved, or no further incidents have occurred, or are unlikely to occur.

We will arrange to either have a telephone conversation, or meet face to face, with residents who have reported ASB. These discussions are for us to listen to their experiences, to hear what resolution they are hoping for and to agree an action plan together based on this. This discussion will also enable us to complete a vulnerability assessment, to determine the level of risk and the mitigating action we need to take;

and to identify and respond to the support needs of victims and witnesses. We will be clear at all times about what action we can and cannot take.

Where a crime has been committed, we will encourage victims and witnesses to make a report to the police.

Where we identify a victim has support needs, we will make referrals to the relevant support agencies, ensuring we protect their immediate safety and ongoing welfare. Where necessary for a resident's safety, we will consider arranging for them to move to another property. We will also consider other safety measures at the resident's home, if appropriate.

In our first discussion with a victim, we will also agree their preferred method of keeping in contact (e.g., telephone, SMS / text messaging or email) and when they can expect to be updated by us. This information will be recorded on our case management system and we will keep to our agreed methods of contact throughout our handling of the case.

During the course of an investigation, we may identify children, young people or vulnerable adults whose welfare may be at risk. In these instances, we will record our concerns on our case management system and will follow Enfield's safeguarding procedures. This will be the case whether or not the person in question is directly linked to the ASB case we are investigating.

In cases which may result in court action being taken, we will support victims through this process, which may include applying for special measures, such as a screen, live TV link or private evidence taking so victims feel safe to give evidence.

Sustaining tenancies wherever appropriate

Whilst ensuring that the victims of ASB are at the centre of our approach, we always aim to end the ASB without needing to take action to terminate the tenancies of perpetrators. We seek to sustain tenancies through informal supportive actions to influence and change behaviour.

Where support needs are identified, we will act quickly to refer or signpost the perpetrator(s) / suspected perpetrator(s) to relevant support services, such as drug and alcohol support services or mental health services. Where a perpetrator is already receiving support from other agencies, we will liaise with them throughout our management of the case.

We may use mediation, which is a process where someone independent of the perpetrator and the affected person comes to listen to both parties and seeks to resolve the problem.

We may use an Acceptable Behaviour Agreement (also known as an Acceptable Behaviour Contract) which is a voluntary written agreement, which should be signed by the perpetrator of the ASB. In signing the agreement, the individual is agreeing to

abide by the terms set out in it. This may be used later in legal proceedings if the behaviour does not improve.

Not all anti-social behaviour is suitable for mediation or Acceptable Behaviour Agreements / Contracts due to its seriousness, so the Council will not pursue these options where we do not consider them appropriate.

If the ASB continues, we will use the tools available to the Council under the Anti-social Behaviour, Crime and Policing Act 2014, such as Community Protection Warnings (CPW) and Community Protection Notices (CPN).

A Community Protection Notice can be issued where the individual's behaviour is:

- having a detrimental effect on the quality of life of those in the locality
- of a persistent or continuing nature
- unreasonable

A Community Protection Notice can only be issued if the Council has given a written warning – Community Protection Warning – before the Notice is served.

Where these interventions still do not stop the behaviour, as a last resort, we will take enforcement action where necessary.

Taking enforcement action where necessary

Where we have evidence that there is a significant risk of harm because of ASB, and where the ASB has not been stopped through other measures (if other measures were considered appropriate) such as mediation, Acceptable Behaviour Agreements (ABAs), Community Protection Warnings (CPWs) and / or Community Protection Notices (CPNs), we will use further interventions that are available to us in the wider toolkit to protect our residents. This may include using our court powers including injunctions, property closures and as a last resort, possession proceedings.

We take a zero-tolerance approach to aggressive, threatening or violent behaviour to any of our residents, staff or contractors. We also take a zero-tolerance approach to knife crime and organised crime throughout our communities and will use all enforcement powers available to us to tackle these issues and prevent escalation or recurrence.

We will share information with our residents on successful enforcement action taken to tackle ASB, including through news articles on our website and in our resident newsletters. By doing this, we aim to demonstrate that we can work together to stop ASB and to deter residents from committing ASB in future.

A further option that the Council can consider is a Public Spaces Protection Order (PSPO). A PSPO is an order that identifies a public place (a restricted area) and prohibits specified things being done in this restricted area, or makes other rules to be followed by people in that area (or both). The Council may create a PSPO if satisfied on reasonable grounds that:

- (1) activities carried on in a public place within the Council's area have had a detrimental effect on the quality of life of those in the locality (or are likely to do so), and that
- (2) the effect, or likely effect, of the activities is (or is likely to be) of a persistent or continuing nature, makes the activities unreasonable, and justifies the restrictions imposed.

Reviewing cases when requested: Anti-Social Behaviour Case Review (previously referred to as Community Trigger)

We will support victims of ASB who wish to raise a formal case review via our ASB Case review process. This is a formal case review process, introduced by the Anti-social Behaviour, Crime and Policing Act 2014 as a special measure intended to give victims and communities the right to request a review of their case and bring agencies together to take a joined up, problem-solving approach to find a solution.

To activate the ASB Case Review, the following threshold must be met:

- At least three separate complaints of ASB incidents have been reported to the Council relating to the same ASB issue
- Each complaint must be submitted within one month of the ASB incident taking place.
- The application for the case review must be made within six months of the date on which the complaint is made

What is not suitable for ASB Case Review

- Any anonymous reports
- Any complainant already being reviewed / considered under the Council's vexatious complainant policy.
- Any case where the issue is not considered as Anti-Social Behaviour
- If the reports were not "qualifying complaints"

Residents are asked to contact the Council at asbu@enfield.gov.uk with the subject 'ASB Case Review.' Residents are asked to provide details of their name, address and contact details, details of the problem(s), dates of each time they have made a report, what happened, and the person the report was made to for each incident including the name(s) of any officers or teams, organisation and any reference number provided.

A lead officer will be assigned the case to review, working with partner agencies. A review will be completed to assess any previous action taken, further action or intervention required and will provide the victim with the outcome of the case review including agreed action plan and timelines.

The lead officer should consider whether:

- the reported problems have been acknowledged – whether anyone has contacted the victim to advise what action would be taken
- the reported problems have been appropriately investigated

- the victim's vulnerability and/or the potential for harm has been considered and this has affected potential service delivery
- appropriate action has not been taken because information has not been shared between partners and this has affected potential service delivery.

The ASB Case Review does not replace the Council's complaints procedure. We will use any learning for service improvement.

Supporting and developing our workforce

We will provide regular training for all staff responsible for the management of ASB cases so that they can deal with cases confidently and effectively. Senior managers in the Council Housing Place Management Team will complete case reviews to inform ongoing support and training for officers and enable constant service improvement.

Monitoring our performance

We will monitor, reflect and learn from regular ASB case reviews. We will report on the findings of these reviews at the Council Housing monthly performance monitoring meeting.

Alongside this, we will monitor and report on the number of active and closed cases managed by council housing each month, and on our performance in handling cases, using the following performance indicators. These will be reported to the council housing monthly monitoring meeting and to Housing SMT and the Housing, Regeneration and Development Directorate Management Team:

- Total number of nuisance complaints received in month
- Total number of priority 1 cases acknowledged within 3 days
- CH112 – Anti-Social Behaviour Cases Relative to the Size of the Landlord
- CH080 Number of complaints relating to anti-social behaviour, relative to the size of the landlord
- CH081 – Tenant satisfaction with landlord's handling of anti-social behaviour (annual survey)
- CH129 - Total number of active ASB cases (P1 and P2)
- CH129a - Total number of active P1 ASB cases
- CH129b - Total number of active P2 ASB cases
- CH130 – Number of ASB cases opened in month
- CH131 – Number of ASB cases closed in month
- CH132 – Percentage of residents satisfied with how ASB was handled (survey used on case closure)
- CH133 – Percentage of residents satisfied with the outcome of their ASB case (survey used on case closure)

- CH134 – Percentage of cases we have kept in contact with as agreed with the victim (survey used on case closure)

Relevant legislation

We follow and works in accordance with government policy and guidance. These can be found at: www.gov.uk/government/publications/anti-social-behaviour-principles/anti-socialbehaviour-principles

The following summarises the legislation that informs the management of ASB and neighbour nuisance:

- The Housing Act 1985
- The Housing Act 1988
- The Environmental Protection Act 1990
- The Housing Act 1996
- The Crime and Disorder Act 1998
- The Anti-Social Behaviour Act 2003
- The Equality Act 2010
- The Localism Act 2011
- The Anti-Social Behaviour, Crime and Policing Act 2014
- The Care Act 2014
- The Homelessness Reduction Act 2017
- The Data Protection Act 2018

Relevant Enfield Strategies and Policies

- Enfield Council Housing Domestic Abuse Police
- [Fairer Enfield](#), the Council's Equality and Diversity policy
- Enfield Safer and Stronger Communities Plan
- Enfield Antisocial behaviour Strategy
- Enfield Housing and Good Growth Strategy
- Enfield Council Plan

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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	Anti-Social Behaviour Policy
Team/ Department	Housing, Regeneration and Development
Executive Director	Joanne Drew, Doug Wilkinson
Cabinet Member	Cllr George Savva - Cabinet Member for Social Housing Cllr Gina Needs - Cabinet Member for Safety and Cohesion
Author(s) name(s) and contact details	Ozlem Anderson Ozlem.anderson@enfield.gov.uk
Committee name and date of decision	Cabinet, 18th October 2023
Date of EqIA completion	28 th September 2023

Date the EqIA was reviewed by the Corporate Strategy Service	28th September 2023
Name of Head of Service responsible for implementing the EqIA actions (if any)	Interim post
Name of Director who has approved the EqIA	Joanne Drew, Director of Housing and Regeneration

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?

We want all Enfield Council Housing residents to live peacefully within their homes without fear, intimidation, threats of harm, nuisance, or unreasonable behaviour from others. We have reviewed our Council Housing Anti-Social Behaviour (ASB) Policy and worked in partnership across council services to develop a new draft policy.

The policy sets out how we will work together across services and with external agencies to tackle and prevent ASB in and around our council housing homes and neighbourhoods. It explains what is and isn't considered ASB, the ways in which residents can report incidents of ASB, how contact will be made with them, how we will manage cases of ASB and how victims will be supported. The policy also clarifies types of ASB that fall into Priority 1 or Priority 2 and timeframes for responding.

The new draft policy has been developed around 12 service standards. Through this policy we will:

1. Meet the needs of our diverse communities through a fair and consistent approach
2. Make it easy to report ASB
3. Respond to cases by the agreed timeframe
4. Keep accurate records
5. Work with residents, partner services and agencies
6. Use mediation to stop cases escalating
7. Support victims and keep in touch throughout the case
8. Sustain tenancies wherever appropriate
9. Take enforcement action where necessary
10. Review cases where residents request this
11. Support and develop our workforce
12. Monitor our performance

The policy clarifies roles and responsibilities of the council in handling all reports of ASB and makes it easier for residents to understand what they can expect from the council once they have made an ASB report. It sets out how dedicated officers in our new ASB team will lead on cases and keep in contact with complainants,

updating them on progress throughout the duration of a case up to and after the closure of a case as agreed with the complainant at the beginning.

The policy introduces a set of performance indicators we will use to continuously monitor our performance and improve our service delivery.

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.

The ASB Policy is aimed at supporting all council housing residents with ASB concerns regardless of age.

According to the 2021 Census, Enfield's population in March 2021 was estimated to be 330,000 (rounded to the nearest hundred).¹ It is estimated to have increased by around 17,500 (or 5.6%) between 2011 and 2021.

Age breakdown of Enfield's population

Age group	Enfield population
0-4	21,300
5-9	22,800
10-14	24,100
15-19	21,300
20-24	19,100
25-29	21,200
30-34	23,100
35-39	24,000
40-44	24,600
45-49	22,700
50-54	22,700
55-59	21,100
60-64	17,100
65-69	12,800
70-74	11,200
75-79	8,200
80-84	6,500
85+	6,400

- Enfield has higher proportions of residents aged under 20 than regional and national averages.
- People aged 65 and over make up 13% of our population and this is forecasted to increase to 16% by 2030 – from 45,148 to 57,647².

¹ ONS, [Population and household estimates, England and Wales: Census 2021](#)

The following table shows the age breakdown of our council housing tenants:

Count of Tenancy Number	
Age Range	Total
18-24	225
25-34	739
35-44	1561
45-54	2283
55-64	2262
65+	2897
Not recorded	80
Grand Total	10047

- The majority of council housing tenants are aged 35 or over
- The largest group based on age are tenants aged 65 or over

Anyone of any age can experience or become the victim of anti-social behaviour. In 2022 there were 28.55 incidents of ASB per 1000 people nationally³:

- The annual Crime Survey for England and Wales estimated more than a third (37%) of adults experienced or witnessed anti-social behaviour (ASB) in their community in 2022 – its highest level for six years⁴.
- Younger people (aged between 18 to 34) are more likely to feel a significant negative impact from ASB compared with other age groups overall according to national research⁵.

Perpetrators of anti-social behaviour

- Young people are known to be vulnerable to recruitment into gangs and exploitation which can lead to taking part in anti-social behaviour
- A report by the Joseph Rowntree Foundation (JRF) concludes that the general population tends to associate ASB with young people⁶

Reporting anti-social behaviour

The graph below shows the age profile of complainants of ASB compared to the known age profile of our council housing tenants in 2022/23. This data shows

² <https://data.london.gov.uk/dataset/projections>

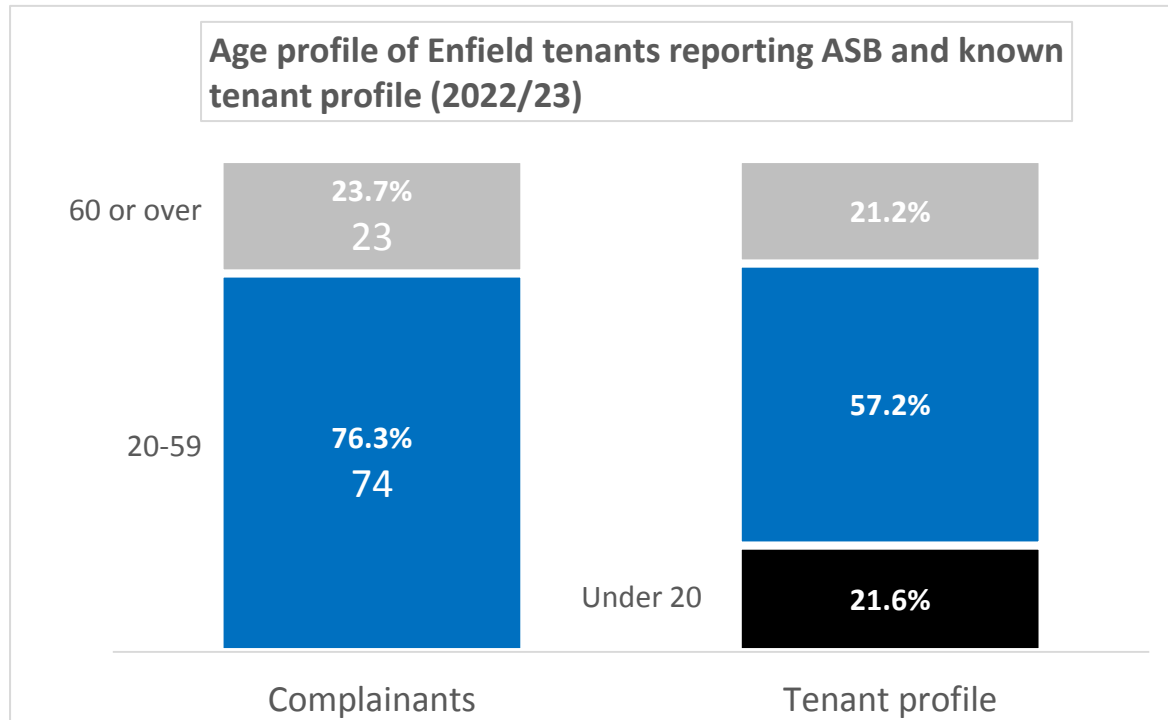
³ <https://crimerate.co.uk/anti-social-behaviour>

⁴ <https://www.resolveuk.org.uk/the-hub/blog-and-articles/7-the-rise-of-antisocial-behaviour-can-we-stop-it>

⁵ <https://www.gov.uk/government/publications/impacts-of-anti-social-behaviour-on-individuals-and-communities>

⁶ [Anti-social behaviour strategies: Finding a balance](#)

around three quarters of reports were from those aged 20-59. There were no reports from those aged under 20. NB The profile of complainants is based on a sample size of 97.



Our handling of anti-social behaviour:

- Our Resident Satisfaction Survey showed that older people are more satisfied with our response to ASB than younger people. Of those who responded, 32% of those aged 65 or over were satisfied with our handling of ASB compared to 23% of those aged between 16-34 and 27% of those aged 35-64.
- Implementation of our policy is expected to improve satisfaction with outcome scores across all age groups.

The policy will support all residents according to individual need.

Consultation analysis:

A 10-week consultation ran between July and September 2023. The consultation was published on our website, promoted at Customer Voice, shared with 8,101 council tenants and leaseholders and shared on our social media pages. There were 107 respondents who took part in our consultation. Of those, 68 agreed to share their protected characteristics, with 22 aged 30 – 49; 29 aged 50 -64; and 14 aged 65 and over.

Mitigating actions to be taken

Our policy is expected to have a positive impact on all residents regardless of age. We are now collecting equalities data through referral forms when ASB is reported in order to enable us to better understand impact on protected groups and how to support them.

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.

Just under 48,000 Enfield residents (all ages) had a disability as at the 2011 Census. Later estimates from the 2021 Census indicate that, among working-age people (aged 16-64 years), 50,300 had some level of disability – around 23% of the working-age population

If correct, this represents an increase of nearly 100% on the Census estimates for this age group in 2011.

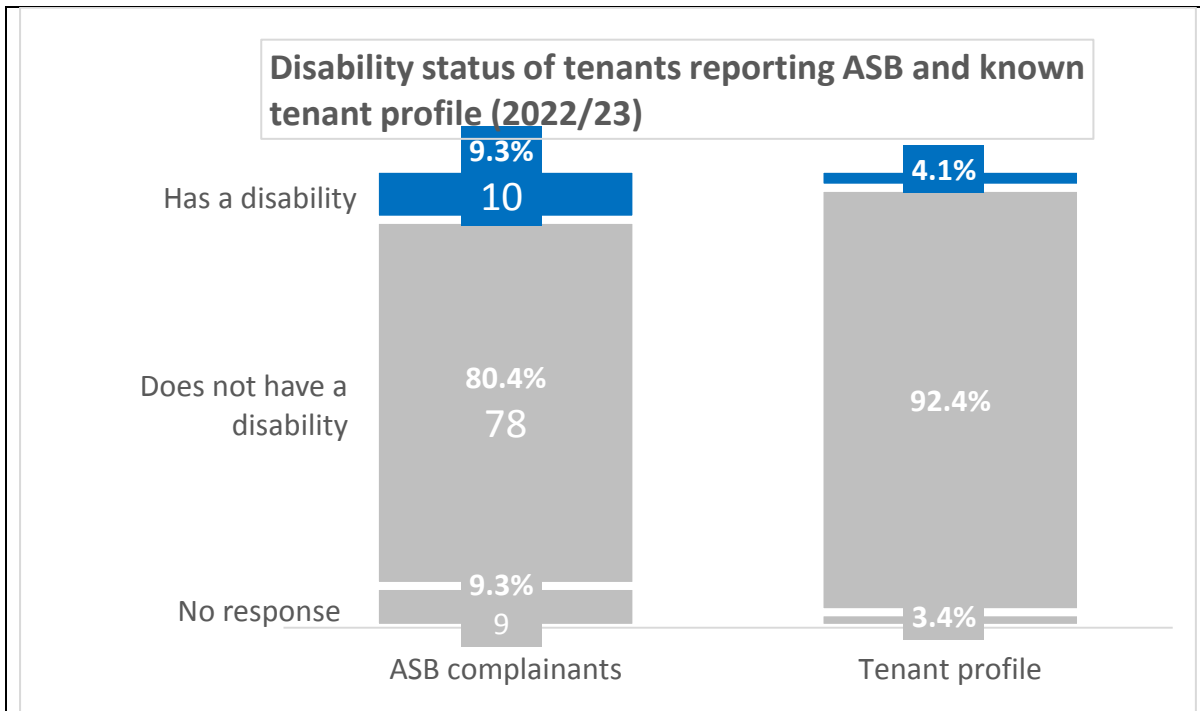
The Crime Survey for England and Wales 2019 reported that almost 1 in 4 (23.1%) disabled adults aged 16 years and over had experienced crime compared with 1 in 5 (20.7%) non-disabled adults⁷.

Government research also indicates that those with a pre-existing mental or physical condition are more likely to experience a significant impact of ASB (24%) than those without (21%).

Reporting of ASB:

Our data shows that there is an over representation of those with a disability among ASB complainants. It is important to note the sample size is small - we know the disability status of 88 out of 97 complainants. However, this is supported by data from the ONS showing disabled people aged 16 years and over (43.4%) were significantly more likely to have experienced any ASB in the year ending March 2020 than non-disabled people (39%).

⁷ Ons.gov.uk



Consultation analysis:

There were 107 respondents who took part in our consultation. Of those, 68 agreed to share their protected characteristics and 40% of those reported having a physical or mental health condition lasting longer than 12 months.

When asked whether they agreed with our service standards, 74% of people with a physical or mental health condition agreed compared to 92% of those respondents without.

When asked about timeframes, 48% of respondents with a physical or mental health condition agreed with them compared to 67% without.

There was a small difference between respondents who reported a physical or mental health condition when asked whether they agreed with our categorisation of ASB compared to those not at 78% and 83% respectively.

Analysis of consultation results shows that the majority of respondents agree with the policy regardless of disability. We have found that a higher percentage of people who have a physical or mental health condition disagree with our timeframes compared to those without and we will use these findings to inform our policy and better support residents based on their individual needs.

The implementation of our policy is expected to have a positive impact on all residents including those who have a disability. The policy will support all residents according to individual need.

Mitigating actions to be taken

Our policy is expected to have a positive impact on all residents including those with a disability. The new policy sets out a consistent and person-centred approach to managing all reports of ASB ensuring all complainants are treated equally and highlights interventions to reduce and prevent incidents of ASB for all council housing residents.

We are now collecting equalities data through referral forms when ASB is reported in order to enable us to better understand impact on protected groups and how to support them.

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.

The Census 2021 asked a voluntary question on gender identity to respondents aged 16 years or over - "Is the gender you identify with the same as your sex registered at birth?" and had of the option of selecting "Yes", or "No" and adding their gender identity.⁸

91.42% of Enfield residents aged 16 years and over responded to the question.

Gender identity	Enfield population aged 16 years and over	Percentage of residents aged 16 years and over
Gender identity the same as their sex registered at birth	232,329	90.34%
Gender identity different from their sex registered at birth but no specific identity	1,652	0.64%

⁸ ONS, [Gender identity, England and Wales: Census 2021](#)

given		
Trans woman	518	0.2%
Trans man	486	0.19%
Non-binary	74	0.03%
Another gender identity	58	0.02%
Did not answer	22,065	8.58%

Research suggests that some groups are specifically targeted as victims of hate crime on the basis of prejudice:

- Stonewall reports that two in five trans people (41 per cent) have experienced a hate crime or incident because of their gender identity in the last 12 months⁹.

The implementation of our policy is expected to have a positive impact on all residents regardless of gender identity. The policy will support all residents according to individual need.

Mitigating actions to be taken

Our policy is expected to have a positive impact on all residents regardless of gender identity.

We are now collecting equalities data through referral forms when ASB is reported in order to enable us to better understand impact on protected groups and how to support them.

Marriage and Civil Partnership

Marriage and civil partnerships are different ways of legally recognising relationships. The formation of a civil partnership must remain secular, whereas 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.

The implementation of the ASB policy is expected to have a positive impact on all residents regardless of marital status. The policy will support all residents

⁹ [LGBT in Britain - Hate Crime and Discrimination | Stonewall](#)

according to individual need.

Mitigating actions to be taken

Our policy is expected to have a positive impact on all residents regardless of marital status.

We are now collecting equalities data through referral forms when ASB is reported in order to enable us to better understand impact on protected groups and how to support them.

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.

We do not hold local data regarding ASB victimisation based on this protected characteristic however it is likely that being pregnant or having young children will make people feel more vulnerable to the impacts of ASB.

The implementation of the ASB policy is expected to have a positive impact on all residents regardless of whether they are pregnant or have young children. The policy will support all residents according to individual need.

Mitigating actions to be taken

Our policy is expected to have a positive impact on pregnancy and maternity. We are now collecting equalities data through referral forms when ASB is reported in order to enable us to better understand impact on protected groups and how to support them.

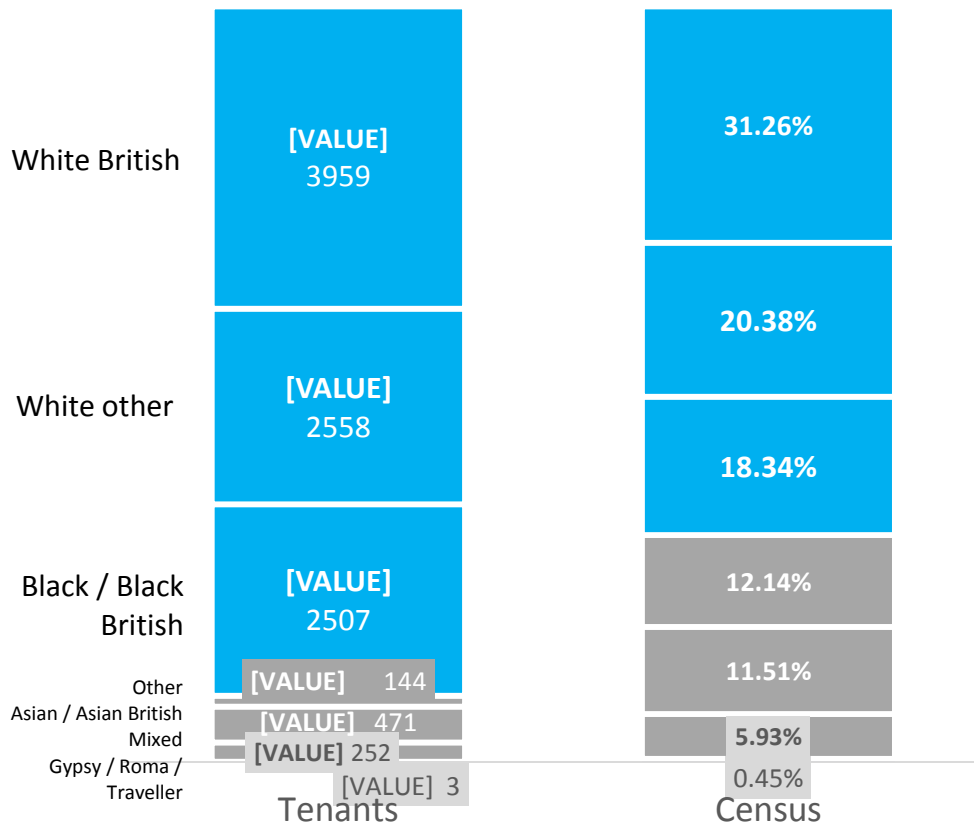
Race

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.

Ethnic breakdown of tenant population compared to 2021 Census profile. 'Blanks' and 'unknowns' removed



The tenant profile shows an over representation of White British, White other and Black/Black British.

Reporting of ASB:

The ethnicity profile of complainants is similar to the tenant profile, with no

substantial levels of over or under representation of ethnic groups as complainants

The implementation of the ASB policy is expected to have a positive impact on all residents regardless of ethnicity. The policy will support all residents according to individual need.

Consultation:

There were 107 respondents who took part in our consultation. Of those, 68 agreed to share their protected characteristics. Of this 68, 42 were White, 3 were Mixed; 3 were Asian and 9 were Afro-Caribbean.

Mitigating actions to be taken

Our policy is expected to have a positive impact on all residents regardless of race.

We are now collecting equalities data through referral forms when ASB is reported in order to enable us to better understand impact on protected groups and how to support them.

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.

The table below shows Enfield's religious profile¹⁰. This is broadly reflective of the religious profile of council housing tenants.

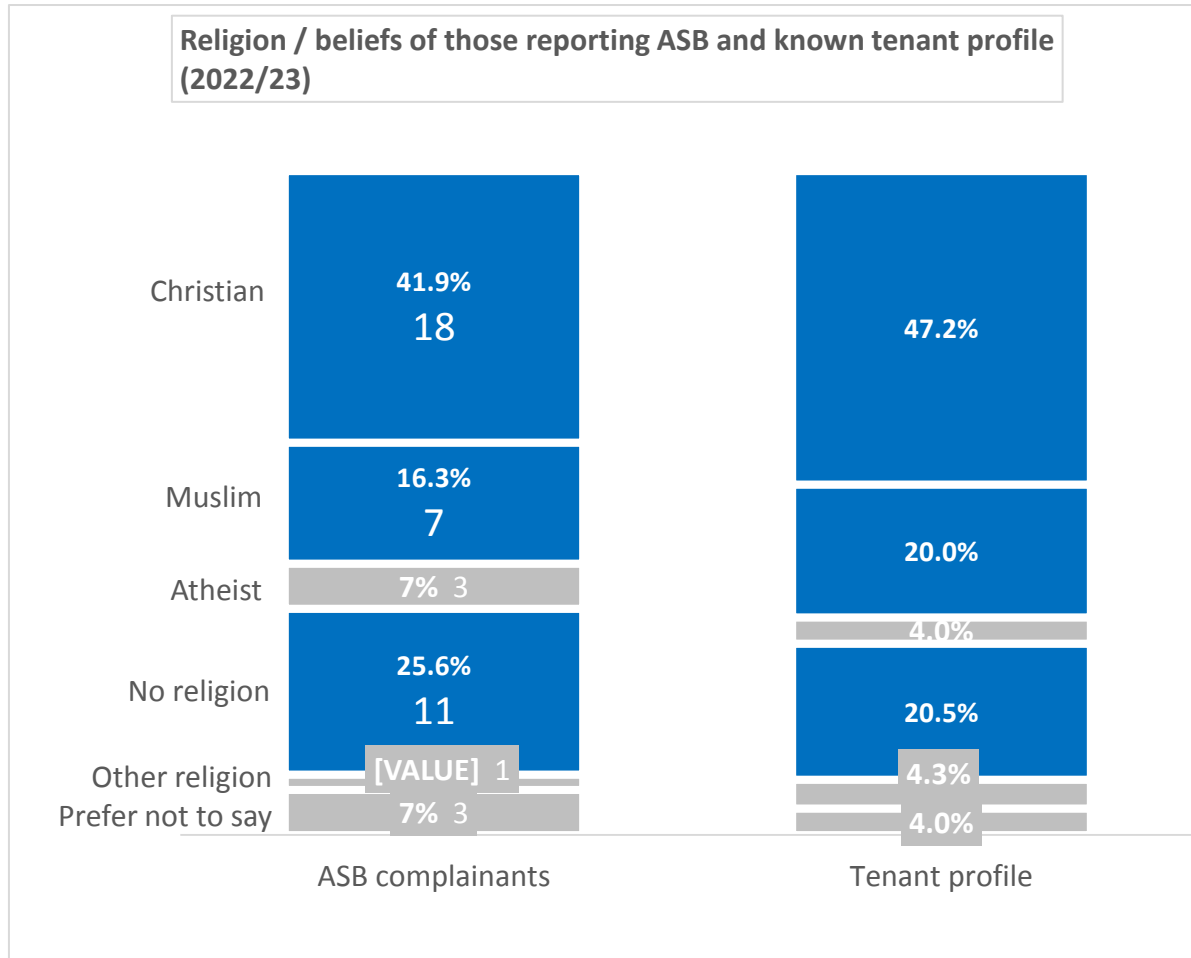
Religion	Proportion of Enfield population
Christian	46.4%
Buddhist	0.5%
Hindu	3.1%
Jewish	1.1%

¹⁰ Census, 2021

Muslim	18.6%
Sikh	0.4%
Other religion	3.1%
No religion	19.8%
Religion not stated	7.0%

Reporting of ASB

The religious profile of ASB complainants broadly reflects the religious profile of tenants:



The implementation of our policy is expected to have a positive impact on all religious groups. The policy will support all residents according to individual need.

Mitigating actions to be taken

Our policy is expected to have a positive impact on all residents regardless of religion.

We are now collecting equalities data through referral forms when ASB is reported in order to enable us to better understand impact on protected groups and how to support them.

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.

Enfield's population is 52.3% female and 47.7% male¹¹.
Enfield's tenant profile is 54.3% female and 45.7% male.

Reporting of ASB

In Enfield females are over-represented as complainants of ASB with 68% of complaints. NB this data is based on a small sample size of 96 complainants.

Government research suggests that men (25%) are more likely to report significant impacts from ASB compared to women (15%)¹².

Consultation analysis

Of the 107 respondents to the consultation, 68 agreed to share their protected characteristics. Of those 68, 57% were female.

When asked whether they agreed with our categorisation of ASB 82% of female respondents who shared their protected characteristics agreed compared to 78% of male respondents.

When asked about timeframes 64% of female respondents agreed with them compared to 48% of male respondents.

85% of female respondents agreed with our service standards, the same as male respondents.

Analysis of the consultation shows that, based on this small sample, the majority of female respondents agree with the policy. We will use the results of the consultation to continue to inform the implementation of the policy ensuring all residents are treated fairly and their specific needs met.

¹¹ Enfield Council

¹² <https://www.gov.uk/government/publications/impacts-of-anti-social-behaviour-on-individuals-and-communities>

The implementation of our policy is expected to have a positive impact on both men and women. The policy will support all residents according to individual need.

Mitigating actions to be taken

Our policy is expected to have a positive impact on all Enfield residents regardless of sex. The new policy sets out a consistent and person centred approach to managing all reports of ASB ensuring all complainants are treated equally and highlights interventions to reduce and prevent incidents of ASB for all council housing residents.

We are now collecting equalities data through referral forms when ASB is reported in order to enable us to better understand impact on protected groups and how to support them.

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.

The Census 2021 included a voluntary question on sexual orientation for all respondents aged 16 and over.¹³ The response options were:

- Straight or heterosexual
- Gay or lesbian
- Bisexual
- Other sexual orientation (respondents were then asked to write in the sexual orientation with which they identified)

In Enfield, 90.3% of residents aged 16 and over responded to this question.

Sexual orientation	Enfield population aged 16 years and over	Percentage of Enfield residents aged 16 years and over

¹³ ONS, [Sexual orientation, England and Wales: Census 2021](#)

Straight or heterosexual	226,705	88.15%
Gay or lesbian	2,342	0.91%
Bisexual	2,073	0.81%
Pansexual	944	0.37%
Asexual	74	0.03%
Queer	35	0.01%
All other sexual orientations	151	0.06%
Not answered	24,858	9.67%

Our tenant profile based on 6,229 tenants:

Sexual orientation	Percentage of council housing tenants
Straight or heterosexual	89.1%
Gay or lesbian	0.4%
Bisexual	0.3%
Other	0.1%
Prefer not to say	10.1%

Reporting of ASB:

Our data on the sexuality of complainants is limited with only 40 out of 97 complainants completing this field. Of those 80% reported being straight or heterosexual and 20% preferred not to say.

Research shows that people can experience discrimination and become the victims of hate crime based on their sexual orientation:

- Stonewall reports one in five LGBT people have experienced a hate crime or incident because of their sexual orientation and/or gender identity in the last 12 months
- Four in five anti-LGBT hate crimes and incidents go unreported, with younger LGBT people particularly reluctant to go to the police

The implementation of our policy is expected to have a positive impact on all residents regardless of sexual orientation. The policy will support all residents according to individual need.

Mitigating actions to be taken

Our policy is expected to have a positive impact on all Enfield residents regardless of sexual orientation.

We are now collecting equalities data through referral forms when ASB is reported in order to enable us to better understand impact on protected groups and how to support them.

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.

Enfield is the 74th most deprived of 317 local authorities in England according to the Multiple Indices of Deprivation 2019 putting it amongst the 25% most deprived districts. Enfield's average deprivation score has not worsened since 2015, however levels of deprivation relative to other London boroughs has worsened. In 2015 Enfield was the 12th most deprived borough in London, in 2019 it was the 9th most deprived.¹⁴

According to the Census 2021, 10% of households in Enfield live in local authority owned properties and 7% live in registered provider homes.¹⁵

The Government analysis from the report **Anti-social behaviour: impacts on individuals and local communities** found that London residents experienced greater ASB impacts than those living in other regions across England. The analysis found that 29% of respondents who lived in London felt a significant impact on their quality of life from ASB (compared with 21% overall respondents). Qualitative interviews suggested that this could be a result of higher population density, with closer proximity to neighbours, making incidents of ASB more difficult to avoid. The analysis also suggests that the level of deprivation in a specific area seems to influence the prevalence of ASB there. Those residing in the most deprived areas (according to the Index of Multiple Deprivation) are more likely to have personally experienced or witnessed ASB in the last 12 months. People in these same areas were also more likely to have experienced a significant impact from ASB on their quality of life compared to those who lived in the least deprived areas.

The implementation of our policy is expected to have a positive impact on all residents regardless of socio-economic status. The policy will support all residents according to individual need.

Mitigating actions to be taken.

Our policy is expected to positively impact all residents including those experiencing socio-economic disadvantage. We are now collecting equalities data through referral forms when ASB is reported in order to enable us to better understand impact on protected groups and how to

¹⁴ [Indices of Deprivation](#), 2019

¹⁵ ONS, [Housing, England and Wales: Census 2021](#)

support them.

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 policy will be monitored through the following performance indicators collected quarterly and annually:

- Total number of nuisance complaints made in month
- Total number of priority 1 cases acknowledged within 3 days
- Anti-Social Behaviour Cases Relative to the Size of the Landlord
- Number of complaints relating to anti-social behaviour, relative to the size of the landlord
- Tenant satisfaction with landlord's handling of anti-social behaviour (annual survey)
- Total number of active ASB cases (P1 and P2)
- Total number of active P1 ASB cases
- Total number of active P2 ASB cases
- Number of ASB cases opened in month
- Number of ASB cases closed in month
- Percentage of residents satisfied with how ASB was handled (survey used on case closure)
- Percentage of residents satisfied with the outcome of their ASB case (survey used on case closure)
- Percentage of cases we have kept in contact with as agreed with the victim (survey used on case closure)

The council housing service will review performance against our targets to inform service improvement.

Satisfaction on our handling of ASB will be analysed for different protected groups so that we continue to analyse any difference in satisfaction between groups who share a protected characteristic and those who do not, and act on any findings so that we are always working to deliver inclusive and non-discriminatory services.

We will also analyse the percentage of complainants by protected characteristic annually to analyse whether there is an over or under reporting by any particular groups, and act on any findings so that we are always working to deliver inclusive and non-discriminatory services.



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London Borough of Enfield

Title of Report:	Housing Revenue Account (HRA) P5 forecast outturn Report 2023-24
Report to:	Cabinet
Date of Report briefing:	18 th October 2023
Cabinet Member:	Cllr Tim Leaver (Finance & Procurement) and Cllr George Savva (Social Housing)
Directors:	Fay Hammond, Executive Director - Resources
Report Author:	Claire Eldred, Head of Finance HRA
Ward(s) affected:	All
Key Decision Number	
Implementation date, if not called in:	
Classification:	Part I Public
Reason for exemption	

Purpose of Report

1. To provide an update of the Housing Revenue Account (HRA) Period 5 forecast outturn position for 2023-24, covering both revenue and capital expenditure associated with delivering the Council's Housing service.

Recommendations

2. Cabinet is recommended:

- i. To note the Period 5 forecast outturn position for 2023/24 for both revenue and capital.
- ii. To note, that buybacks supported from the GLA Land fund are being progressed across the estate and beyond the properties affected by the current 0-3 phases, this is in order to support the delivery of the Joyce and Snells regeneration scheme

Background and Options

3. The principle of maintaining a financially sustainable Housing Revenue Account and Capital programme is imperative in the context of an ambitious housing development programme. On 23rd February 2023, the 2023/24 budget for both the revenue and the capital programme was set by Council.
4. The revenue budget covers operational or more day to day expenditure whereas the capital budget covers long term investment in Council housing assets.
5. The Council's Capital Programme is regularly reviewed, and monitoring reports are submitted to Cabinet on a quarterly basis. The Council continually strives to maximise external grants and contributions and attract new income streams to fund projects wherever possible and minimise the need to borrow.

Executive Summary

6. The HRA is achieving the Council's objectives through the development of new affordable homes, providing good homes in well-connected neighbourhoods, improving existing housing stock to create a lifetime of opportunities in Enfield, and sustaining strong and healthy communities.
7. The purpose of the report is to provide an overview of the 2023-24 forecast outturn position at Period 5, for the Housing Revenue Account (HRA) for the Capital and Revenue programmes.
8. The HRA revenue outturn position is forecasting a planned pressure of £1.5m against the approved budget. This compares to the reported £0.20m saving reported in Period 3. The variations to budget are as follows:
 - a) vacancies within the Supervision & Management teams has created estimated savings of £0.14m.
 - b) costs are being incurred from the decant of Walbrook, Shropshire and Cheshire Houses, these costs are estimated to be £1.1m this year and will be funded from reserves set aside for this purpose
 - c) the borrowing requirement to support the capital programme has increased which has put a pressure on the revenue interest costs this year, it should be noted that this may change if the interest rates increase/decrease.
 - d) delays in the handover of units at Meridian Water has reduced the expected rental income this year
 - e) the number of void Garage's has started to increase over the past few months, with the void level rising from 50% to 52%, this has created a pressure in the budget of £0.08m
 - f) Community halls lettings have increased slightly this year which has seen an increase in the expected level of rental income by £0.05m
9. The Council is forecast to spend £129.9m against the approved budget of £142.4m (inclusive of carry forwards from 2022-23).
10. This year we are continuing to invest in our Council homes to deliver improvement to our decency standards, comply with building and fire safety regulations and improve the energy performance our properties.

11. In addition, we will continue to deliver new council homes through development, estate regeneration and acquisitions programme.
12. The report provides an update on the forecast position for the level of HRA reserves as at the end of financial year 2023/24.

Preferred Option and Reasons for Preferred Option

13. Position on the revenue and capital accounts of the HRA are a matter of fact therefore there are no options in this regard.
14. Consideration has been given to these objectives with due regard to the financial position of the Council's HRA with a view to refreshing the overarching HRA Business Plan later in the financial year as a prelude to refreshing the Council's financial strategies

Relevance to the Councils Plan and Strategies

15. The overarching aim of the Capital Programme is to provide a framework within which the Council's investment plans can be delivered.
16. The strategy for Council Housing is set out in the Housing and Good Growth Strategy which supports the Corporate Plan 2018-2022. The objectives are to:
 - a) Deliver good homes in well-connected neighbourhoods
 - b) Sustain strong and healthy communities
 - c) Build our local economy to create a thriving place
17. The Corporate plan also identifies 3 guiding principles, which underpin these objectives; they will govern how the Council communicates with residents, works with residents and works as efficiently as possible, including increasing resident access to digital services and transactions.

Revenue Forecast Outturn

18. The HRA revenue budget is forecasting a planned pressure of £1.47m against the approved budget.
19. The table below shows the forecast outturn position and total variances against budget. The movements are explained below:

Table 1

Council Housing (HRA) Revenue Monitor 2023-24	Budget	Actuals to date	Forecast Outturn	Variance
	£m	£m	£m	£m
Supervision and Management	22.6	8.3	23.5	0.9
Repairs Admin & Base	15.1	9.3	15.1	0.0
Rates	0.6	0.0	0.6	0.0
Bad Debt Provision	0.7	0.2	0.7	0.0
Interest on debt & Depreciation	27.0	0.0	27.3	0.3
Corporate & Democratic Core	0.1	0.0	0.1	0.0
Gross Expenditure	66.1	17.9	67.3	1.2

Rents Dwellings	-64.4	-19.1	-64.1	0.3
Rents Non-Dwellings	-3.2	-1.5	-3.2	0.0
Interest on HRA Balances	-0.2	0.0	-0.2	0.0
Leaseholders Service Charges	-5.2	-3.7	-5.2	0.0
Gross Income	-73.0	-24.2	-72.6	0.3
Total	-6.8	-6.4	-5.4	1.5

Supervision and Management (£0.9m shortfall)

20. Vacancies within the Supervision & Management teams has created a forecast saving of £0.14m this year.

21. This year we continue to incur costs on the decant of Walbrook, Shropshire and Cheshire Houses. These costs include compensation payments for moves and security costs and will be funded from reserves set aside for this purpose. The decanting of Shropshire and Cheshire Houses is progressing, and residents have high priority for moves and are being made direct offers where applicable. The costs of security for the building which is also addressing anti-social behaviour issues are proposed to be levied as a service charge from December.

Repairs

22. Enfield Repairs Direct (ERD) is experiencing cost pressures from inflation for materials, higher sub-contractor costs than estimated and additional works arising from fire safety measures and HHSRS assessment actions. There is currently no shortfall in the projected budget as we are working closely with our merchants and adopting close budget management to mitigate any impact. However further works requirements could increase the budget requirement in this area and we will review the scope of our repairs policy to identify less essential repairs in order to prioritise health and safety works. If materialised, additional costs will be funded from earmarked repairs reserves.

23. The spend to date is currently higher than the estimated average spend, however there are a number of recharges and capitalisation journals outstanding, and the actual spend to date is 53% of the budget.

Interest on Debt (£0.3m shortfall)

24. Since setting the budget central government have announced that there would be a 0.4% discount on borrowing for HRA's, which will reduce the estimated interest costs on borrowing. However, due to the increase in borrowing requirement this year there is an increase in borrowing costs of £0.28m. It should be noted that this may change if the interest rates increase/decrease.

25. Rent Dwellings (£0.3m income shortfall)

26. There is a reduction in the expected level of income expected this year, this is due to the delay in handover of units at Meridian Water. These units are being appropriated between the GF and HRA, to date 20 out of the expected 119 have been handed over with the remaining units expected to complete by the end of this financial year.

Rents Non-Dwellings (£0.03m income shortfall)

27. The number of void garages has increased slightly since April, with the void rate increasing from the estimated 50% to 52%, this has reduced the level of income expected this year by £0.08m.

28. We continue to see an increase in the use of our community halls, this year income generation will increase by £0.05m above the estimated target.

29. The HRA Business Plan has an efficiency target of £1m to be achieved this financial year, work is ongoing to achieve this target. These savings will ensure the HRA remains sustainable and remains within the recommended hurdle rate levels.

Capital Forecast Outturn

30. The HRA capital budget for the current financial year is summarised in the table below. It provides the latest forecast outturn position compared to the original budget as advised by programme managers.

Table 2

HRA Capital Programme	2023-24 Budget	P5 Projected Outturn	Projected Outturn to Budget Variance	Actuals
	£m	£m	£m	£m
Building Safety Investment & Decency	53.7	41.7	-12.0	7.4
Statutory Compliance	2.8	5.2	2.4	0.7
Energy Efficiency	2.1	1.4	-0.7	0.6
Overheads & other investment	2.4	2.7	0.4	0.4
Total Investment Programme	61.0	51.0	-10.0	9.1
Reardon Court	8.7	20.1	11.4	5.6
Joyce & Snells	16.0	11.0	-5.0	1.6
Bullsmoor Lane	4.4	2.0	-2.4	0.1
Bury Street	4.3	3.3	-1.0	0.5
Upton & Raynham	1.7	0.7	-1.0	0.4
HRA Acquisitions	33.9	26.8	-7.0	11.5
GLA Programme	5.3	0.0	-5.3	0.0
Electric Quarter	0.7	0.7	0.0	0.0
Exeter Road	0.2	0.0	-0.2	0.0
Development Programme	1.2	1.2	0.0	0.0
Development Programme Total	76.0	65.9	-10.1	19.8
Alma Towers	5.3	5.3	0.0	0.3
Ladderswood	0.1	0.1	0.0	0.0
New Avenue	0.1	0.1	0.0	0.0
Estate Regeneration - Buybacks	0.0	7.6	7.6	1.7
Total Estate Regeneration	5.4	13.0	7.6	2.0
HRA Total	142.4	129.9	-12.5	30.8

Capital Programme: Forecast, Expected Outcomes and reasons for variations to budget for 2023/24

31. This section provides details of significant areas of forecast spend, the associated outputs and variations to budget that will be delivered by those

schemes this year. This includes investment in improving safety and the condition of Council homes and achieving regulatory requirements, investment to support the climate action plan, addressing building safety risks to reduce the need for responsive repairs and building new homes and large-scale regeneration schemes.

Investment Programme (Projected forecast £51.0m)

32. The projected outturn for the investment on existing homes has been reduced in this year, to ensure the management of the HRA cash flow is maintained.

33. The investment programme will deliver the following this year:

Building Safety Investment & Decency

34. We are investing in our homes to ensure we are compliant with the Building Safety Act and Fire safety Act requirements. Cladding works on a number of blocks are progressing well, sprinklers and fire doors are being installed to our higher risk blocks and fire safety works including compartmentation and soil stack replacement are underway. Due to the intrusive nature of the works there has been some delays in accessing properties, this has slowed the programmes progress this year.

35. This budget funds decent homes improvement works, to ensure we comply with the Decent Homes Standard requirements. Since April we have replaced 444 boilers, 123 kitchens, 86 bathrooms and 81 roofs. We have experienced delays due to supply chain constraints and design approvals which has slightly delayed the programme, however works are progressing well to achieve decency standards.

Statutory Compliance

36. We continue to address our statutory requirements including investing in water safety and lift replacements works.

Energy Efficiency

37. These projects aim to improve the energy and thermal efficiency of our existing stock. These projects include the deep retrofit and external wall insulation, which are partly grant funded projects and replacement of heating components to high rise blocks.

Overheads and other Investment

38. This budget includes professional fees, stock condition surveys, structural strengthening and estate improvements works.

Development & Regeneration Programme (£78.9m)

39. This year the new homes programme continues to experience challenges arising from the current volatile market conditions and additional fire safety requirements on new developments. As a way to mitigate these risks, we are reviewing alternative delivery models and in the short term we are achieving new homes targets by acquiring additional homes.

40. We will be looking to maximise grant income and use buyback schemes as a strategy to progress with our GLA targets. This will reduce the risk of development, as the current market is volatile and financially challenging.

Reardon Court

41. Works are progressing well towards the delivery of 70 affordable units, these units are expected to be complete in April 2024. The profile of spend, including contractor payments has been reviewed this period and has identified that the budget allocated for 2024-25 will need to be brought forward increasing the spend this year.

Joyce and Snells

42. Its estimated that a number of leaseholders will be brought back this year which will assist in achieving vacant possession of the site. In order to secure flexibility for the scheme it is proposed to extend the scope of buy backs funded from the Land Fund from across the estate and beyond phases 0-3 as currently permitted. New building safety legislations will impact this project and a full review of the scheme and financial position is currently being undertaken.

Acquisitions

43. The acquisitions budget includes the purchase of 137 new affordable homes at Alma and 27 units at Meridian Water. The Alma units will be handed over this financial year and the Meridian Water units in 2024-25, these units will add the affordable units to the HRA stock and will generate long term rental income. We anticipate the announcement of a GLA Right to Buy back scheme and we have therefore identified a budget of £** for such acquisitions which will also assist with decanting requirements.

GLA Programme

44. The Council is contractually obligated to deliver starts through the GLA programme with a longer-term commitment to deliver 3,500 homes. To manage the pressures of the economic climate and grant condition delivery timescales we are:
 - Value engineering aspects of schemes to create efficiencies
 - Seeking higher levels of grant – especially those funded through historical low grant rate programme such as Upton and Raynham.
 - Seeking funding via the S106/CIL budgets.
 - Review of procurement strategies including packaging schemes to identify cost efficiencies.
 - Review of tenure and increasing private sale
 - reviewing alternative delivery models

Alma

45. Following the approval of the revised planning consent, phases 2a and 4 completion dates have been brought forward. These phases will deliver 69 affordable units, increasing the HRA stock portfolio. The units will be handed over in stages from January to June 2024 and will generate long term rental income.

Buybacks

46. This budget will buyback the leaseholders at Walbrook, Shropshire and Cheshire Houses as a result of essential gas safety works that need to be undertaken.

Social Value

47. Contracts let this year are expected to deliver the following social value outcomes:
 - Apprenticeships

- school placement/ work experience placements, with 4 targeted at BME and disabled school leavers
- DIY skills workshops (2 per year) for residents
- greening projects
- A commitment that 40% of all contract labour will be from Enfield residents
- A 3-tonne reduction in carbon generated from the council
- 100% recyclable waste target
- Resident energy awareness programme to address energy consumption and fuel poverty.
- Moving forward all Social Value outcomes will be captured via the Social Value Portal, using the Council Housing social value model. Social Value will account for 10% of the tender evaluation score.

Financing the capital programme

48. Table 3 below sets out the projected financing of the 2023/24 capital programme from a combination of grants, capital receipts (sale of assets), reserves and borrowing

Table 3

HRA Capital Programme Financing 2023-24	Grant	Capital Receipts	RTB Receipts	Major Repairs Reserve	Earmarked Reserves	Prudential Borrowing	Total
	£m	£m	£m	£m	£m	£m	£m
Building Safety Investment & Decency	10.8	13.3	0.0	5.2	10.7	1.7	41.7
Statutory Compliance	0.0	1.5	0.0	2.9	0.8	0.0	5.2
Energy Efficiency	1.4	0.0	0.0	0.0	0.0	0.0	1.4
Overheads & other investment	0.0	0.0	0.0	1.5	1.2	0.0	2.7
Total Investment Programme	12.2	14.8	0.0	9.6	12.7	1.7	51.0
Reardon Court	0.0	0.0	0.0	0.0	0.0	20.1	20.1
Joyce & Snells	5.1	0.0	0.0	0.0	0.0	5.9	11.0
Bullsmoor Lane	0.0	0.0	0.0	0.0	0.0	2.0	2.0
Bury Street	0.0	0.0	0.0	0.0	0.0	3.3	3.3
Upton & Raynham	0.0	0.0	0.0	0.0	0.0	0.8	0.8
HRA Acquisitions	0.5	0.0	7.0	0.0	0.0	19.0	26.8
GLA Programme	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Electric Quarter	0.0	0.0	0.0	0.0	0.0	0.7	0.7
Exeter Road	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Development Programme	0.0	0.0	0.0	0.0	0.0	1.2	1.2
Total Development Programme	5.6	0.0	7.0	0.0	0.0	53.0	65.9
Alma Towers	1.0	0.0	0.0	0.0	0.0	4.0	5.3
Ladderswood	0.0	0.0	0.0	0.0	0.0	0.0	0.0
New Avenue	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Estate Regeneration	0.6	0.0	3.0	0.0	0.0	3.0	7.7
Total Estate Regeneration	1.6	0.0	3.0	0.0	0.0	7.0	13.0
HRA Total	19.4	14.8	10.0	9.6	12.7	61.7	129.9

49. The disposals programme will deliver capital receipts of £1.2m this year, this exceeds the estimated target of £1m. These receipts will assist in funding the capital programme.

Reserves position

50. The level of HRA reserves, after capital financing, are shown below:

Table 4

Reserves	Balance at 01/04/2023	Movement (net of capital financing)	Estimated Balance at 01/04/2024
	£m	£m	£m
HRA Balance	13.6	-6.2	7.5
Insurance	0.5	0.0	0.5
Repairs Fund	0.9	0.0	0.9
Capital reserve	1.0	0.0	1.0
Major repairs reserve	0.1	0.0	0.1
Capital receipts	1.3	0.6	1.9
Total	17.4	-5.5	11.9
RTB one for one receipts	20.2	-0.2	19.9
Total Reserves	37.6	-5.8	31.8

51. The year-end reserves position will reduce slightly this year to fund the capital programme spend. In order to achieve the regulatory requirements for decency and fire safety the use of reserves is necessary in the short term.

Financial Implications

52. Financial implications are integral to this report.

Legal Implications

53. The Council has a statutory duty to arrange for the proper administration of its financial affairs and a fiduciary duty to taxpayers with regards to its use of and accounting for public monies. This report assists in the discharge of those duties.

54. Section 151 of the Local Government Act 1972 requires local authorities to make arrangements for the proper administration of their financial affairs. The Local Government Act 1972 brought in the current regime for capital finance for local authorities.

55. There are no direct legal implications arising from this report. The report is produced as part of the requirements for managing the Council's spending within budget.

Equalities Implications

56. Not relevant to this report.

HR and Workforce Implications

57. Not relevant to this report.

Environmental and Climate Change Considerations

58. Environmental and climate changes implications are referenced as relevant in the body of the report

Public Health Implications

59. Through investment in capital building and maintenance, the Council influences the built environment within Enfield significantly. The built environment in turn influences how residents interact with their environment; for example, during active travel or accessing facilities. Ensuring that our capital buildings are maintained, fit for purpose, and wellbeing considerations are taken in terms of their use, how they promote residents' wellbeing is key to contributing positively towards the public's health. Additionally, ensuring that all buildings have minimal environmental impact also contributes towards enhancing resident's wellbeing.

60. The Council moved swiftly to safeguard the health of its residents and staff during a period of threat unprecedented in living memory. As previously reported the financial implications of this have been harsh and have reached into every department in the Council. As the council is fundamental to the health of Enfield residents it needs to achieve financial balance.

61. This report notes the work that the Council is and has already undertaken and therefore in and of itself does not have public health implications. However, both the Office for Budget Responsibility (OBR) and the Institute for Financial Services (IFS) have both reported on the negative health effects of the 2008 financial crisis. In order to mitigate the effects of this current crisis the council will need to attain financial balance, consider what the 'new normal' might be and how this might be achieved whilst optimising resident's health.

Property Implications

62. Whilst a number of capital projects mentioned within this report have property implications, these will have been highlighted in the relevant report that authorised the project. As such, this report in itself does not have any direct property implications.

Safeguarding Implications

63. Not relevant to this report

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