

Fairness for All

Enfield Council's Equality and Diversity Annual Report 2012

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

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

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



Councillor Christine Hamilton James Rolfe

This is Enfield Council's Equality and Diversity Annual Report 2012 - in it, we tell you what we have done, and what we plan to do in the future, to meet the duties placed on all public sector bodies under the Equality Act 2010.

The Act requires councils to –

- combat discrimination, harassment

and victimisation

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

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

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



Doug Taylor *Rob Leak*

What is in our annual report

Our annual report explains -

- what the law says about equality (page 4)
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- inequalities and challenges in Enfield (page 6-10)
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What the law says about equality

In last year's annual report, we told you about the Equality Act that was passed on 8th April 2010. The new Act -

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

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

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

The specific duties under the Act require all councils to publish specific and measurable equality objectives - these appear later in the annual report with a summary of the progress we have

made. These objectives will be revised at least every four years.

At the time of writing, the Government's Red Tape Challenge is reviewing the PSED 'to establish whether it is operating as intended'. For that reason, the law may change in the near future.

Who lives in Enfield?

The best estimates come from the national Census that is carried out every ten years. The last Census took place in March 2011, and the Council and its partners use this information to plan and deliver our services. The estimated population of Enfield in March 2011 was 312,500.

The latest figures suggest that –

- 59.5% of Enfield residents are from Black and Minority Ethnic (BME) communities (up from 38.8% in 2001). At least 35% of Enfield's residents were born outside the UK. The largest minority ethnic group is White Other, which includes communities from Turkey, Greece, Cyprus and Eastern Europe) – the figure stands at 18.2%. The Black British/Black African community makes up 9% of the population, while the Black British/Black Caribbean community stands at 5.5%. All these figures are above London averages
- 15.4% of people in the Borough have a long-term illness, health problem or disability that limits their daily activities or the work they could do. This is likely to be an underestimate as many people do not like to declare they have a disability
- we are an ageing population – the percentage of people over the age of 65 in Enfield is 12.7%, and 28% are over the age of fifty. These figures are predicted to increase over the next 25 years
- at the younger end of the scale, 26.3% of people are under the age of 19
- Christianity is the most common religion in the borough in all its different forms (53.6%). 16.7% of residents are of the Muslim faith, but 15.5% of people say they have no religion or belief at all
- the percentage of people who belong to the lesbian, gay, bisexual or transgender community could range from 1% to more than 10% (according to national estimates). This could equate to anything from 3,000 to 31,250 people in Enfield
- as at December 2011, 149 civil partnerships, involving 298 people, had been registered in Enfield. The Census gives 480 people in civil partnerships living in the borough (excluding those separated, widowed, or divorced).
- around 640 marriages take place in Enfield every year. 44% of Enfield residents are married.
- the annual average number of births in Enfield is around 4,800.

Inequalities and challenges in Enfield

Race

Enfield's population is diverse – in the 2011 School Census, conducted by the local education authority, Enfield pupils recorded themselves under 97 different ethnic codes.

The 2011 School Census records 154 languages or dialects being spoken by pupils who live in Enfield. The proportion of all such pupils whose first language was known, or believed not, to be English was 44%.

Language differences can compound difficulties of generic dysfunctional communication between GPs and patients – with implications for patient safety.

In terms of the employment rate based on ethnic breakdowns, latest statistics (April 2011 – March 2012) show that 64.6% of the working age population were in employment compared to 61.8% of ethnic minorities, and 26.2% of 16-64 year olds were economically inactive, compared to 29.1% of ethnic minority 16-64 year olds.

Refugees and asylum seekers are known to rarely report hate crime.

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

National research shows that people from black and ethnic communities may face increasing difficulties including higher rates of mental illness in some communities, and problems with access to the right care and treatment, but they are less likely to have mental health problems detected by a GP.

Educational attainment for some BME groups is lower than the national average. In 2008, 35.1% of children with a Somali background and 46.4% of children from a Turkish speaking background achieved 5 or more A* C grades at GCSE level, in comparison to 58.5% of children in Enfield as a whole.

In 2010/11, 143 race hate crimes were reported in Enfield. This dropped to 122 in 2011/12.

Disability and health

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

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

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

Healthcare professionals can feel uncertain and apprehensive in responding to different needs of BME patients, and this can cause them to be 'hesitant and professionally

disempowered'. Enfield Racial Equality Council (EREC) believes that people have experienced poor outcomes through not being able to access information. The main reasons are a lack of:

- qualified interpreters;
- information available in other languages/formats;
- information in particular on diseases/conditions affecting the BME community;
- listening skills amongst professionals – not enough information given;
- information that explains the healthcare system and how you access it.

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

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

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

In 2010/11, two disability hate crimes were reported in Enfield. This figure rose to four in 2011/12.

Gender

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

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

Age

The gap in life expectancy is currently 8.8 years for males and 10 years for females between the most and least deprived wards in Enfield. Whilst life

expectancy in the more affluent wards of Enfield has risen progressively since 1999, life expectancy for both males and females in the more deprived wards has remained constant or worsened.

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

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

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

The Income Deprivation Affecting Children Index (IDACI) measures the proportion of children aged under 16 living in income deprived households. A calculation of the local authority level rates puts Enfield at 8th highest in England.

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

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

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

Religion and belief

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

Compared to the Outer London average, Enfield has a large Muslim population.

The 2011 Census results show that 16.7% of Enfield's population classify themselves as Muslim.

In 2010/11, nine faith hate crimes were reported in Enfield, including six anti-Semitic hate crimes. In 2011/12, this rose to 12 (including five anti-Semitic incidents).

Sexual orientation

In 2010/11, 19 homophobic hate crimes were reported in Enfield. In 2011/12, this figure dropped to 11.

Marriage and civil partnership

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

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

Pregnancy and maternity

The latest annual teenage pregnancy data for Enfield (2010) showed that the under-18 conception rate is significantly

lower than the London and national averages. It stood at 33.9 per 1000, but the latest quarterly figures for 2011 show it has dropped further to 30.2 per 1000. Having children at a young age can damage young women's health and wellbeing and severely limit their education and career prospects. While individual young people can be competent parents, the evidence shows that children born to teenagers are much more likely to experience a range of negative outcomes in later life.

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

Enfield has the third highest infant mortality rate in London (5.6 per 1000 infants), and is slightly higher than London and national rates. Many areas in the east and south of the borough rank in the most deprived 10% nationally.

Our equality objectives - positive equality outcomes

The Council's vision

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

Aims and priorities

1. Fairness for all

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

Our priorities are to -

Serve the whole borough fairly and tackle inequality

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

Provide high quality, affordable and accessible services for all

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

Enable young people to achieve their potential

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

2. Growth and sustainability

Like many areas of the country, Enfield has suffered during the recent recession. Unemployment has risen, and many of the problems already present within the borough have been exacerbated.

Demonstrating that Enfield is open for business will ensure that the borough makes a strong and sustainable recovery from the recession.

Our priorities are -

A clean, green and sustainable environment

A clean and safe living environment is consistently rated by our residents as one of their top priorities for the area, and our many parks and open spaces are one of our biggest attractions.

We will maintain and improve this pleasant environment while also tackling challenges such as climate change and waste disposal. By ensuring we all live sustainably, we will be able to safeguard what is special about the borough, protecting it for future generations.

Bringing growth, jobs and opportunity to the borough

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

legacy, creating communities where people want to live, and where there are high quality job opportunities.

3. Strong communities

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

Our priorities are to -

Encourage active citizenship

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

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

As an organisation, we will listen to, and shape our services around, the needs of local people. Trust in public institutions

is at a historic low, and we will need to demonstrate that we are open and accountable to rebuild our relationship with residents.

Provide strong leadership to champion the needs of Enfield

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

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

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

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

Equality and diversity objectives

The Equality Act 2010 requires councils to publish their equality objectives. In Enfield, the majority of our Council corporate objectives relate to tackling inequality. As a result we have adopted these as our equality objectives, and report on the positive progress against them later in this annual report.

The Council has also developed a Corporate Equality and Diversity Action Plan that runs from 2010-2014 to help achieve its strategic aims. It concentrates on the objectives that the Council has as a whole rather than

service level equality targets and actions, and is laid out in the next section of this annual report. The priorities within the Plan concentrate on five distinct areas -

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

Each area has a set of corporate actions. Progress against the plan is laid out between pages 39-46.

Service targets → actions → outcomes

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

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

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

Our Council objectives - positive equality outcomes

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

REF.	OBJECTIVE	PROGRESS DURING 2012
1. Fairness for All		
1.1	Ensure that those residents entitled to benefits receive them and so maximise their income	<p>Working with all communities</p> <p>The Council has introduced annual poster campaigns to promote the take-up of Housing and Council Tax Benefit, as well as producing inserts that accompany the annual main Council Tax billing.</p> <p>A new on-line claim form has been introduced. This provides an easier way to claim for many customers as the form is tailored to the circumstances of the individual, and therefore has fewer questions than the usual form. The process starts with a benefit calculator that can advise a customer if they are entitled to benefits, and this saves many customers from filling out a full claim form unnecessarily.</p> <p>A new Welfare Advisor Forum has been established in conjunction with the Citizens Advice Bureau (CAB). Membership includes internal advisors from different service areas, external agencies and community groups. It shares good practice, raises awareness of diverse agencies/advice outlets that exist in the borough and which groups in the community they focus on, and ensures that a consistent level of quality advice is being provided. This has proved very successful.</p> <p>Since April 2011, the Government has introduced sweeping Welfare Reform. This has included restricting eligibility criteria and the amount of benefit. Each year, many new legislation changes are introduced. Due to these fundamental changes, the Benefit Service has moved significant resources into analysing existing caseloads and working with vulnerable customers to prepare them for these changes. One such change coming into force in April 2013 is the benefit cap that will limit total benefits available to a household.</p>
1.2	Continue to improve the educational attainment of all children and young people	<p>Working with young people</p> <p>Performance data is collected throughout the year either from schools directly or from national data sets. It is then analysed. The Information Team and School Improvement Service (SIS) produces data sets for schools, and school improvement officers offer training and support. The results are used to determine the nature and level of support for schools. Targeted interventions are agreed following the analysis of data from annual tests, published results, or external evaluations such as OFSTED. Support is prioritised for those schools at risk. Each intervention is agreed with schools and monitored. SIS also provides guidance documents and runs a training programme for schools to build capacity and to support them in meeting their statutory responsibilities. The latest results continue to show improvement in Enfield against national results particularly at GCSE and in the Early Years.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
1.3	Ensure that children and young people and vulnerable people are kept safe	<p>Working with young people</p> <p>Through the extensive engagement work that the Council's Scrutiny and Outreach Team undertakes, it was clear that a recurring issue that concerned all elements of the community was the safety of our young people from violence and, in particular, from knife crime. Councillors and officers from Enfield visited Glasgow to see a 'community call in' project in action. The Call In 'invites' young people on the fringe of gang membership to a court where they are shown very bluntly the risks and realities of being a gang member and the consequences of knife crime. It uses visual references to knife wounds. Reformed gang members, NHS emergency doctors, and mothers of victims of knife crime speak to the young people and provide them with the brutal facts of knife crime. Those that attended the visit were impressed by this initiative, and on 31st January 2012, the first 'Community Call In' for Enfield was held at a Crown Court. This was shown on BBC news and was an impressive show of force from Police, Councillors and former gang members to dissuade young people from choosing the wrong path. Two further Call-Ins are planned including the first ever Girls Call-In. This also provides a community reassurance programme letting the community know that action is being taken.</p> <p>Working with vulnerable people</p> <p>In May 2012, the Safeguarding Adults Board sought views on our new Enfield Safeguarding Adults Strategy 2012-2015, which aims to prevent the abuse of some of the most vulnerable people in Enfield. The strategy includes a three-year action plan, which was agreed by the Safeguarding Adults Board following extensive consultation with local people and a wide range of organisations. We want to work with local people and our partners so that "adults at risk" are -</p> <ul style="list-style-type: none"> • safe and able to protect themselves from abuse and neglect • treated fairly and with dignity and respect • protected when they need to be, and • able to easily get support, protection and services that they need. <p>Between 1st and 5th October, the Safeguarding Adults Board and Safeguarding Children Board worked together to stage a series of events throughout Keep Safe Week to improve understanding of how people can be supported to protect themselves and others from abuse, and how they can report concerns. The aims of the week were to -</p> <ul style="list-style-type: none"> • increase the knowledge of people who are at risk of abuse about how they can prevent themselves from experiencing harm and being exploited, and how to report concerns. • increase the knowledge of people who know an adult, child or young person who is at risk of abuse about how they can help prevent them from experiencing harm and being exploited, and how to report concerns. • increase the knowledge of staff and volunteers about how they can prevent adults, children and young people at risk from experiencing harm and being exploited, and how their concerns can be reported. • enable the Safeguarding Children Board and Safeguarding Adults Board to hear from children, young people and adults about their concerns and consider how these can be incorporated into future safeguarding planning.

REF.	OBJECTIVE	PROGRESS DURING 2012
1.4	Give people choice and control over their care and support them to lead independent lives	<p>Working with all communities</p> <p>Our venues and the Enfield Festival have recruited large numbers of volunteers (from young people, to older people, and people in care and people with a wide range of support needs and disabilities) e.g. 80+ volunteers at Millfield Arts Centre, 20+ at the Dugdale Centre, and 70 volunteers at Forty Hall.</p> <p>A Service User and Carer Reference Group has now been established and meets every six weeks. It involves service users and carers in the decision-making process for the personalisation agenda that began in 2008 and is still ongoing.</p> <p>Personalisation-focused consultations have been carried out to inform residents of the new arrangements. These include Local Account Provider Forum events and consultation at the Older People's Annual Conferences. Community road shows have also been held.</p> <p>Enfield Disability Action (EDA) is a pan disability user-led organisation that provides information and advice, advocacy and support to disabled people on all aspects of disability and independent living. This includes benefits, health and social care services and self directed care. It is part-funded by the Council. EDA provides feedback from, and supports the direct involvement of, disabled people in the planning and development of services. It has provided sessions for groups on raising awareness of safeguarding and hate crime, and support to individuals experiencing abuse and hate crime.</p> <p>The Community Equipment Service provides improved access, choice and response times for access to simple aids and equipment through the introduction of a new prescription service. Enfield is one of the best performers in London and nationally, and has been cited by the Department of Health as an exemplar of good practice. A mainstreamed and expanded enablement service in place from April 2011 supports more people to regain their independence - 65% of people accessing the service no longer require social care support.</p> <p>The modernisation of the Carterhatch supported living scheme for adults with a learning disability was completed in 2011/12.</p> <p>The Direct Payments process has been simplified, and the support service re-rendered this year enabling more people to direct their own care and support. A new stroke rehabilitation service has been developed to enable quicker and more effective response to strokes, enabling more people to regain health and independence within their own homes and minimising time spent in hospital.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
1.5	Reduce unemployment and improve the skills of Enfield's disadvantaged communities	<p>Work with people with disabilities, and their carers</p> <p>Enfield Training Services is a Council service aimed at getting young people (some may have been previously disengaged from learning) to progress to apprenticeships and jobs. In 2012, we delivered a challenging Foundation Learning programme for severely disabled learners. We used partners to recruit learners who were blind and visually impaired, deaf and hearing impaired and mentally disabled. We sought advice and guidance from specialist partners on classroom adaptations and learning resources. Social services provided individual care support for severely disabled learners and we arranged for a team of learning support assistants. Our teachers delivered a curriculum of English, Maths, Information and Communications Technology, Drama, Music, employability and personal development. All learners were guaranteed work experience. Some learners completed a two-week block while others continued on a six-week ongoing basis. Attendance levels remained high throughout the programme, achievements were good and the group integrated well with the rest of the learner cohort.</p> <p>With the support from EQUALS, the Formont Centre has employed three service users in a work placement capacity. They each work on an individual day as kitchen assistants. Their roles include washing-up, loading the dishwasher, putting things away and providing refreshments to visitors and training groups. The feedback from other service users and staff has been really positive, and hopefully this placement will lead to other work opportunities in the future.</p> <p>Our Learning Disabilities Employment Service works with special schools to increase employment opportunities for school leavers. Enfield Council continues to have the 'two tick scheme', which guarantees an interview to candidates who declare that they have a disability and meet the minimum criteria of the role.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
1.6.	<p>Increase the number and range of opportunities for residents to participate in cultural, sporting and leisure activities</p>	<p>Work with people with disabilities, and their carers</p> <p>As part of the Council's programme of refitting playgrounds this year, we have incorporated as much user equipment for disabled children as possible.</p> <p>A new lift at Millfield House Arts Centre enables full public access to all but two rooms in the house for the first time in its history.</p> <p>Works were undertaken at Forty Hall as part of the development project to improve access - this included the installation of a lift in the Hall allowing access to all floors and rooms for the first time in its history. The Hall reopened to the public to widespread acclaim in June 2012.</p> <p>Our Leisure Services Street Active Programme is inclusive and therefore open to all residents, especially people with disabilities, whether it is to take part in the sport, or officiating or assisting the coaches. The Paralympic Festival included a number of activities, sports opportunities and learning sessions for disabled people. Examples included 16 disabled participants attending the Edmonton Leisure Centre Sports Day, 15 people booked to view the Murderball screening at the Dugdale, and 10 booked to play football in Enfield Town Park. In total this year, we have recorded approximately 3,682 attendances by young disabled people at our Athletics, Swimming and Boccia Academies, and in addition, achieved Gold in Boccia, Silver in both male and female disability athletics, and came fifth in male disability swimming at the London Youth Games. We have recently bid for around £80k to Sport England to develop our work with disabled adults.</p> <p>In celebration of the Olympic Games, Reardon Court Care Home held their own Olympic Games for residents, tenants and day centre clients in July. Highlights included -</p> <ul style="list-style-type: none"> • volleyball and discus throwing • basketball and floor target • presentation of medals, followed by a cream tea. <p>Our Greenways initiative improves access to our parks and open spaces by providing paths suitable for wheelchairs.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
		<p>Our New Options Team facilitated wheelchair users and service users with cerebral palsy to access and use the Lee Valley Athletics Centre. In addition, all festivals and special faith days are recognised and celebrated, and events such as special food days of other cultures are organised on a regular basis. They also ran 'Link' sessions, both during daytime activities and also at evening and weekend clubs - this allows service users of mixed ability levels to interact and take part in the same activities. Seated 'keep-fit' sessions allow all clients to take part (including those with mobility problems). Other activities include one-to-one outreach that allows a quality day service to be provided for the more physically challenged and those requiring a higher level of input, the employment of specialist sectional workers to enable all service users to gain the maximum benefit from sessions, and the establishment of a Friday Lunch Club where all service users, irrespective of ability, can share together in a hot meal.</p> <p>Southgate Leisure Centre underwent a major refurbishment during 2012. The work included the installation of a lift that means that the first floor is now accessible to wheelchair users/ people with other disabilities.</p> <p>Both Albany Leisure Centre and Southgate Leisure Centre are to install disability changing equipment - harnesses to move a disabled person from a changing bed to their wheelchair and vice versa. The changing beds will be able to move up and down to make the process of moving the person as easy as possible. This equipment is specifically aimed at people with severe disabilities. Fusion, the operator of our leisure centres, has agreed to make this equipment available for use by any disabled person whether or not they are making use of the leisure centre. This means that Southgate and Albany town centres are accessible to people with severe disabilities e.g. for shopping etc. as they will have somewhere to change if required. This hasn't previously been the case, and families that include a disabled person have often said that they don't go to certain areas precisely because of the lack of changing facilities available.</p> <p>Work with younger people</p> <p>The Millfield Youth Theatre in Edmonton is free to participants.</p> <p>The Enfield Town Autumn Show to those 16 years old and under, and there is an emphasis on providing a wide range of activities for young people.</p> <p>All Enfield Leisure facilities provide free swimming for young people (16 years old and under) during the school holidays, and free gym use during selected times.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
		<p>Work with older people</p> <p>Many of the outdoor gyms installed in various locations throughout the borough have seen an increase in the number of older people that use the equipment to keep fit, despite that equipment not being specifically designed for the elderly. This has been especially evident in Pymmes Park in Edmonton.</p> <p>Our Leisure Services Active with Ease project encourages adults (16+) who are sedentary to participate in physical activity at a level that suits them. Over 50s activities including Tai Chi, swimming, bowls and classical dance are also delivered by the team.</p> <p>The Energy Card for the 50 Plus Group allows at least one hour free swimming a week for older people at Arnos Leisure Centre.</p> <p>Work with women</p> <p>Our Leisure Services Team delivered buggy walks for new mums during August.</p> <p>Dugdale Centre, Millfield Theatre, and Forty Hall Museum now have high quality baby-changing facilities and places for pregnant women to rest during their visit.</p> <p>Edmonton Leisure Centre has women-only sessions that attract many Muslim women. This is currently just for swimming but we are looking at expanding it to other activities at the centre.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
		<p>Work with all communities</p> <p>Our Library Service has involved a range of residents in the following activities during the last year -</p> <ul style="list-style-type: none"> • a Changing Minds Mental Health Social Inclusion workshop at Enfield Town Library • Bullsmoor Library hosted two sessions with Radio Marathon. The main audience at these sessions were young adults with learning difficulties. • John Jackson Library has hosted the following activity: <ul style="list-style-type: none"> ➤ intergenerational IT ➤ Albanian women's weekly meeting ➤ Turkish mothers of Kingsmead children weekly meeting ➤ Adult Learners Week events ➤ Victim Support use the Community Room ➤ MIND use the Community Room ➤ Chatterbooks ➤ Over 50s club ➤ Makaton for children and their carers <p>The Enfield Festival provides a range of free and low cost learning and participatory activities across the borough. At Forty Hall, many of the activities are free or low cost, targeted at culturally specific groups from the east of the borough.</p> <p>Salisbury House provides free activities and a place to meet.</p> <p>Edmonton Green Shopping Centre provides an annual programme of free sports e.g. a climbing wall and basketball, cultural, and arts activities e.g. cinema, festivals, events and workshops.</p> <p>The Dugdale Centre in Enfield Town provides low cost activities during holidays and provides a place to meet.</p>
1.7	High quality services that promote equality of opportunity and reduce inequality	<p>Work with all communities</p> <p>The Council measures its performance around equality and diversity against the requirements of the Equality Framework for Local Government. At the time of writing we have assessed ourselves as reaching the 'moving towards excellent' level of the Framework.</p> <p>All Council services undertake equality impact assessments/analyses of both services and relevant proposals to assess the impact on different groups in the community. These assist managers to ensure that their services have positive impacts on different groups, and help advance equality of opportunity and access, combat discrimination, and promote community cohesion - the three requirements of the Public Sector Equality Duty in the Equality Act 2010.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
1.8	High quality accessible value-for-money customer-focused services are provided	<p>Work with our Black and Minority Ethnic communities</p> <p>The Council has enhanced its service that is available through our website. Recent improvements include the introduction of Google Translate that allows translation into 65 languages.</p> <p>The Council sub-contracts the delivery of English for Speakers of Other languages (ESOL) classes to four community providers, and delivers classes directly to parents in 15 primary schools. During the last academic year, the number of ESOL enrolments was 650. The provision reflects the priorities in the Council's ESOL Strategy, one of which is aimed at helping adults needing functional English to access employment and integrate into wider British society. All the courses are at the lower levels where the need is greatest.</p> <p>Work with people, and their carers</p> <p>The Council has enhanced its service that is available through our website. Recent improvements include –</p> <ul style="list-style-type: none"> • A text to speech facility that translates web pages into speech – this has been used 158 times since March 2012. • Introduction of a range of accessibility settings that can be used to change text sizes, contrast website colours etc. This has been used 1010 times since March 2012. • We are also developing British Sign Language videos for the top 25 used services - these will be developed in partnership with the local Enfield Deaf Image Group, and will be introduced by the end March 2013. <p>The Council's Customer Services Centre achieved Louder than Words accreditation that is recognition of the services available to customers with hearing impairments.</p> <p>Our Cemeteries Service has provided a ramp for wheelchair users to aid access to the chapel at Lavender Hill Cemetery.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
		<p>Work with vulnerable people</p> <p>In 2012, our Customer Services Centre outsourced the emergency out-of-hours call handling services, including the Make Safe Housing Repairs Service, to a Pan London Framework Contract with nine other London Boroughs. This has led to improved call response rates and improved abandonment rates for all customers calling the Council between 6pm and 8am Monday to Friday, and on all weekends and bank holidays. In addition, there is a shared pool of Customer Services Advisors being utilised across the London Boroughs so sharing of best practice also results from this service.</p> <p>The need for vulnerable people to access good information and advice in order to use their personal budgets effectively was highlighted through consultation and engagement. The Council's response was to work in partnership with an IT provider to develop an e-market place through which people can browse through the different services available, share information, and drive market developments. The launch of the e-market place has significantly improved access to information about social care services for all vulnerable adults (older and disabled people, and those with learning disabilities and mental ill health issues) and their carers.</p> <p>The Council undertakes consultation about its budget annually - this includes provision of information packs information on our website, and holding various forums and meetings throughout the borough e.g. with the Enfield Over Fifties Forum, the Deaf Project Group, and all Enfield area forums.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
1.9	Carers are recognised and supported in their caring role	<p>Work with people with disabilities, and their carers</p> <p>Our work to develop a Carer Strategy highlighted a particular group of carers who, through their caring role, were financially disadvantaged through being unable to work, train, or enter education. In response to this, a direct payment scheme specifically for carers within this group was developed and implemented at the beginning of 2012/13. Direct payments will enable carers of vulnerable people, who are themselves vulnerable, to maintain their own health and wellbeing.</p> <p>We have published a new Essential Guide 2012—2014 on Health, Housing and Adult Social Care services to help Enfield residents find out about services available in and around the Borough. It covers a wide range of topics, from leisure activities and money matters to health and support for carers.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
<p>2. Growth and Sustainability</p> <p>2.1</p>	<p>Improve the public realm, introducing better design, cleaner streets and a greener, more sustainable environment</p>	<p>Work with people with disabilities, and their carers</p> <p>In addition to the construction of new pedestrian crossings, the Council allocates £45,000 each year from within its Highway Capital Programme for the construction of dropped kerbs. This budget allows the construction of about 20 pairs of dropped kerbs which are generally constructed opposite each other at road junctions in order to facilitate pedestrian movements where people use wheelchairs, children's pushchairs etc. These are generally constructed in response to requests that are sent in from Councillors or residents directly.</p> <p>The specification in our Highways and Civil Engineering Works Contract required our contractor to submit, as part of his tender submission, his policies for ensuring equality in his service delivery. Engineers supervising works on site therefore ensure that the contractor fulfils his obligations such as ensuring temporary barriers are placed around roadworks, complete with top and bottom rails in accordance with the national codes of practice, and also temporary ramps at kerbs where pedestrians are directed around roadworks. These measures benefit all pedestrians, but particularly those with mobility problems, children in pushchairs and people who are visually impaired. We also have a team of Streetwork Inspectors who check contractors who are undertaking utility works throughout the borough to ensure that their signs, guarding, barriers and temporary pedestrian facilities comply with codes of practice in order to ensure all pedestrians are properly catered for.</p> <p>The Council has a Bus Stop Accessibility programme that seeks to make it easier for the mobility impaired to get on and off buses. The main way we do this is ensuring the bus can get to the kerb, (reducing the height people have to step up or down to/from the bus), ensuring the kerbs are the correct height, and removing street clutter from around the bus stop.</p> <p>Any new pedestrian crossings we introduce are of particular benefit to the mobility impaired. They include tactile paving (and, in the case of traffic light crossings, audible or rotating cone warnings) to assist visually impaired users.</p> <p>Our 20 mph zone programme particularly improves safety for mobility impaired residents and the young by slowing down traffic.</p> <p>We contributed £100k in 2011/12, and will contribute a further £100k, to the introduction of lifts to Edmonton Green Station. This allows easier access for mobility impaired users, particularly wheelchair users.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
2.2	Improved quality of life for residents through regeneration of priority areas	<p>Work with our Black and Minority Ethnic communities</p> <p>Our Neighbourhood Regeneration Team's activities during 2012 included -</p> <ul style="list-style-type: none"> • translating documents into key languages for particular wards for consultations in Edmonton and Ponders End • holding a specific consultation event with Enfield Racial Equality Council (EREC) on regeneration and planning proposals in July • ensuring that there are representatives from equalities community groups on neighbourhood panels and on the Ponders End Partnership <p>Work with older people</p> <p>Our Neighbourhood Regeneration Team's activities during 2012 included -</p> <ul style="list-style-type: none"> • consulting with and making presentations to Age UK Enfield, the Enfield Over 50's Forum and other age specific groups • holding targeted events, such as the Tea Jive in September <p>Work with women</p> <p>Our Neighbourhood Regeneration Team's activities during 2012 included -</p> <ul style="list-style-type: none"> • targeting women's groups for consultations in Edmonton and Ponders End • involving Enfield Women's Centre in consultations and local events

REF.	OBJECTIVE	PROGRESS DURING 2012
<p>3. Strong Communities</p> <p>3.1</p>	<p>Increase the range of ways that residents and businesses can engage with the Council, give their views and influence decision-making</p>	<p>Work with people with disabilities, and their carers</p> <p>Our Neighbourhood Regeneration Team's activities during 2012 included -</p> <ul style="list-style-type: none"> • holding a specific consultation event with One to One (a youth group for young people with learning disability) on the Council's regeneration and planning proposals in July • ensuring that representation at neighbourhood panels includes people with disabilities, and that they take an active role within those groups. We have provided support where needed, including interpreters and key workers • delivering a workshop project funded through the Mayor's Outer London Fund, that included dance workshops for elderly and disabled residents, leading to a final performance at the Tea Jive event at Durant's Park in September • designing consultation and other events to accommodate the needs of the local community, and considering adaptations and accessibility when developing the consultation plans, including how the events are run and the materials that are used e.g. during door knocking for consultation in Ponders End, residents who needed additional support were revisited with the appropriate support including interpreters, key workers and signers <p>Work with all communities</p> <p>We have launched 250 new e-transactions on the website - ranging from enhanced payment e-forms to reporting issues with highways. We have designed the new website to guide customer journeys towards our online transactions. We have also launched a satisfaction survey for the website which is placed as a pop up survey on the homepage for one week each quarter. This feedback is used to measure general website satisfaction. We have also launched a page satisfaction survey which is utilised via the 'traffic lights' scheme on every web page - this gives us valuable detailed feedback on each page of the site. This is actioned monthly by the web team alongside the content providers themselves to directly influence website and content development.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
3.2	High quality services that value diversity and promote community cohesion	<p>Work with our Black and Minority Ethnic communities</p> <p>The Council and partners staged a comprehensive programme of events to celebrate Black History Month in October 2012 that was well received by audiences and participants. Performances included talent shows, talks, films, guest speakers and craft-making events for children.</p> <p>The work of our Learning Disabilities Team at the Formont Centre during 2012 include the following activities –</p> <ul style="list-style-type: none"> • A celebration of Chinese New Year, using photographs, videos, and symbols to bring the Spring Festival to life and look at its myths and traditions. Service users also made a papier mache dragon's head and painted it in bright colours. • A celebration of St Patrick's Day, where service users of Irish descent distributed bookmarks that had been made in the craft session, celebrating the occasion, to other members of the Centre. St David's Day was celebrated in a similar way. • Staff organised a Sunsplash Carnival (on the Notting Hill theme) where everyone wore bright colours, traditional clothing and danced to Caribbean music. A parade took place, relevant flags were displayed, and a multi-cultural menu was presented to enable everyone to taste traditional food in a true carnival atmosphere. <p>Our Libraries Service ran a 'six book challenge' between March and May 2012, in which groups met on a weekly basis. We purchased 15 collections of 'Quick Reads' from the Reading Agency and ran sessions in Fore Street, Bullsmoor, Southgate Circus and Enfield Highway Libraries. In total, 32 people registered for the challenge and of those 16 completed. Monitoring of the background of people who started the challenge showed that three participants were Black Caribbean, ten were Black African, twelve Turkish, three Somalian, one Iranian, one Bengali, one Albanian, one Spanish, and one Thai.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
		<p>Work with our faith communities</p> <p>The Dugdale Centre supports people of faith by providing space for church and other religious groups to meet regularly. It also hosted the annual Holocaust Memorial Day event in January 2012 that featured a showing of the film 'Kazik and the Commandant's Car' by Katy Carr, along with performances by local schools, and speeches by local politicians and rabbis. Over 120 people attended the evening.</p> <p>The work of our Learning Disabilities Team at the Formont Centre during 2012 included the following activities –</p> <ul style="list-style-type: none"> • celebrating the Christian faith at Easter, and also looking at the Pagan rituals associated with Easter. This was achieved using photographs, symbols, objects, and a celebration of the benefits of chocolate eggs! • creating a display that reflected Holi, the festival of colours, celebrated by a variety of different cultures. • enabling service users to recognise the Muslim Festival of Eid at the end of Ramadan and its meaning of accepting each other and how it feels to give up something we like. A display of Islamic traditional photographs, and creation of Mendi Patterns and colouring them, supported the festival. <p>Our Neighbourhood Regeneration Team's activities during 2012 included holding specific events to celebrate Bangla Mela and Diwali.</p> <p>Our Cemeteries Service provides two separate Muslim areas in Strayfield Road Cemetery, one affiliated to the Enfield Mosque and the second to the Alevi Cultural Centre. In addition to the existing Christian Baby Section in Lavender Hill Cemetery, and in consultation with the Enfield Mosque, we have established a separate Muslim Baby Section in Strayfield Road so that parents have more choice.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
		<p>Work with older people</p> <p>In February and March 2012, the Library Service ran a an 'Intergenerational Project' at John Jackson Library for the Over 50s, teaching them the basic skills for using a computer. They were paired up with a young person from Kingsmead School sixth form. They were taught how to use a mouse and keyboard as well how to set up and use emails and how to search on the internet. Over the course of the project, ten Over 50s were involved. We had lots of positive feedback from the over 50's involved -</p> <ul style="list-style-type: none"> • "friendly no pressure" • "helpfulness of helpers" • "the one-to-one tuition, and the fact that you could bring your own laptop" • "I was able to use my own laptop, to have a young person help me who had plenty of patience" <p>Work with the lesbian, gay, bisexual and transgender community</p> <p>As a result of discussions with the local Enfield LGBT Network, our Library Service ordered 20 new books for the LGBT collection in February, and continues to monitor take-up to see if the collection should be expanded in future.</p> <p>Work with all communities</p> <p>The Enfield Festival 2012 brought together more than 100 events and festivals across the borough. The festival entertained people from all age groups, diverse backgrounds, families, individuals, and people of faith and disability. The 2012 Festival was completed at the end of September 2012.</p> <p>The Council's Communities Team works with services from across the Council, informing them of the results of corporate consultation and engagement activities. The team promotes a greater level of understanding among service providers of the views and aspirations of residents and service users. By providing information, advice and support, the team is contributing positively to an overall sense of satisfaction with the Council from local residents. The Enfield Residents Survey of 2011 reported the highest recorded level of resident satisfaction with the Council at 62%. By closely monitoring and analysing resident satisfaction, including the views of different communities, the team is able to advise and support senior managers in their efforts to improve the quality and reach of their services.</p> <p>The Council's Citizenship Team will continue to work in close collaboration with our Community Safety Unit and Enfield Police to focus on key postcode areas in the borough where young people are at risk of being 'recruited' to join local gangs. Initiatives have included older volunteers mentoring disaffected young people who do not necessarily have good social skills or solid family networks in place. A key objective of this service is to encourage young people to consider positive opportunities in life and not get involved in anti social behaviour, petty crime or gang culture. Working together helps to break down stereotypes that exist between these generations, allowing mutual respect and understanding on both sides that develops through the supportive and non-judgemental environment that both the volunteer and young person work within.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
3.3	A thriving voluntary and community sector that makes a positive contribution to the achievement of key local issues	<p>Work with older people</p> <p>The Enfield Over 50s Forum moved into their new office in Millfield House, and now enjoy the improved accessibility offered in that building.</p> <p>Work with lesbian, gay, bisexual and transgender community</p> <p>The Council identified a lack of support for the local LGBT community. As a result, we supported the local Enfield LGBT Network by making a funding contribution towards their Chief Officer post.</p> <p>Work with volunteers</p> <p>The Council supports Enfield Voluntary Action (EVA) to run a Volunteer Centre in Enfield (VCE) to promote services to Volunteer Involving Organisations (VIOs) to support development of volunteering opportunities and good volunteer management practice by providing mentoring support and on-line information services and training courses. EVA/VCE has registered over 2000 local people to volunteer.</p> <p>The Council's School Member Governor Service has promoted a targeted 'Governor Recruitment' poster campaign to encourage more members of all communities to consider becoming school governors. Posters were published in local libraries and civic buildings, on public notice boards and in the local press. Schools were also encouraged to actively publish their vacancies locally on school notice boards and by handing out flyers.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
3.4	Effective local partnership working to improve the health and wellbeing of all residents	<p>Work with people with disabilities, and their carers</p> <p>During 2012, we established that people in Enfield were poorly served by stroke services through qualitative analysis and benchmarking data. As a result, a Stroke Strategy was developed and implemented that has resulted in the development of stroke services which have significantly improved outcomes for disabled people, including better achievement of rehab goals, access to better information across the whole community, and improved support.</p> <p>The work of our Learning Disabilities Team at the Formont Centre during 2012 include the following activities –</p> <ul style="list-style-type: none"> • supporting service users and their families through the end of life and bereavement process, using culturally sensitive methods, including social stories (celebrating the life of the person, the faith and beliefs), to prepare for the end of life and coping mechanisms for the loss of a loved one. • staging a Mini Olympic sports day, whereby a number of countries were represented by service users and staff (by picking names out of a hat), and in their diverse teams representing a particular country. Everyone took part in races, swimming races and pool basketball, water gun shooting range, archery, bowling and other sports. Winners were presented with gold medals in true Olympic tradition. A display board with the history of the Olympics and Paralympics supported the event. • staging an Art Exhibition in March promoting the creativity of people with disabilities, and supporting their achievements by holding an auction of the artwork that was very successful with celebrity guests in attendance. • holding regular health monitoring, blood pressure, and GP liaison sessions, working in partnership with Community Nurses. A mobile optician and dentist were also involved. • establishing staff champions for communication, epilepsy, dysphagia, and community access, along with a transition co-ordinator, and equalities and diversities cultural advisors. • a staff member has now been fully trained in sexual relationship awareness and supports occupational therapists to run sessions throughout the borough.

REF.	OBJECTIVE	PROGRESS DURING 2012
3.5	<p>Deliver the Safer and Stronger Communities Board priorities including reducing levels of crime and anti-social behaviour</p>	<p>Work with people with disabilities, and their carers</p> <p>In July 2012, the Council's Community Safety Unit, with the support of the Enfield Hate Crime Forum, organised a public event that highlighted the need to improve reporting services for disability hate crime. The event featured a moving performance from One-to-One (a local charity supporting people with learning disability) on how to identify disability hate crime, along with an insight into hate crime legislation by Enfield Disability Action.</p> <p>Work with our Black and Minority Ethnic communities</p> <p>In October 2012, a special Enfield Hate Crime Forum brought together speakers from Hope, not Hate and Show Racism the Red Card to present to the local community in Edmonton. The speakers empowered the community to understand the importance of good community relations and how young people can bring communities together.</p> <p>Working with young people</p> <p>In January and February 2012, the Community Safety Unit invited young people from around the borough to come together and showcase their aspirations and talents at two different venues. The selected few from these two events went on to share their dreams to a packed audience at the Millfield Theatre late in February 2012.</p> <p>In September 2012, the Community Safety Unit asked primary school pupils from the borough to nominate their Paralympian of choice, who inspired them the most. Prizes were awarded for the most inspiring nominations out of all the entries received.</p>

REF.	OBJECTIVE
<p style="text-align: center;">PROGRESS DURING 2012</p> <p>Work with lesbian, gay, bisexual and transgender community</p> <p>The Council's Park Avenue Disability Resource Centre works in partnership with many voluntary sector service providers, and, in 2012, received training from the Enfield LGBT Network to allow the centre to be a hate crime reporting centre. Park Avenue offers a fully accessible and supportive environment, and is well placed to offer this service to lesbian and gay residents of the borough.</p> <p>The Council worked in partnership with the Enfield LGBT Network with the support of the Enfield Hate Crime Forum to stage its first ever event to celebrate LGBT History Month at the Dugdale Centre in February 2012. Around 75 people attended.</p> <p>Work with all communities</p> <p>In March 2012, Fair Trading Officers provided a training session at the Ruth Winston House. The two-hour session identified how Enfield residents become victims of crime on their doorstep, and what mechanisms people can employ to avoid this happening. The training was attended by twenty session leaders and partner organisations, with the aim of cascading information to the community, empowering local residents to understand the dangers of some doorstep callers and to take positive steps to prevent themselves becoming victims of crime.</p> <p>Work with pregnant women</p> <p>Our Community Safety Unit has worked on the following initiatives around domestic violence over the last year –</p> <ul style="list-style-type: none"> • we delivered Domestic Violence/Intimate Partner Violence Awareness sessions at the Young Parent's Project (to young women who were pregnant or had a child) • we developed close working links with Health Visitors and supported/worked in collaboration on their Routine Enquiry Protocol. All Health Visitors, School Nurses and midwives trained in Enfield talk routinely about domestic violence with pregnant women and every mother with a child under one year old. This has led to higher rates of disclosure and early intervention/prevention • we have undertaken focused work in secondary schools on Violence Against Women and Girls including coercion and sexual exploitation • we have introduced a multi-agency partnership Safe Choices programme identifying girls and gang-affected girls at risk of domestic/sexual violence – this involves a six-week group work programme to promote positive choice and outcomes • we have embedded the provision of training facilitated by the Domestic Violence Coordinator into the Enfield Safeguarding Children's Board annual programme and other areas including Health, Police, Probation, Housing, Multi Agency partners etc. • we have produced a Joint Housing Providers Protocol for Local Authority Community Housing, Enfield Homes and accredited Registered Providers (RSLs) that outlines good practice guidance and minimum standards to reduce risk for victims and hold perpetrators accountable • we have commissioned research for gang-affected girls to identify problems encountered by young women and girls in Enfield in relation to gangs and sexual exploitation 	

REF.	OBJECTIVE	PROGRESS DURING 2012
3.6	Young people have access to a range of positive activities	<p>Work with people with disabilities, and their carers</p> <p>Our Youth Support Service commissioned a project with the Joint Disability Service to arrange “buddies” to help disabled young people to access mainstream facilities such as youth clubs.</p> <p>Work with young people</p> <p>Our Leisure Services Team runs ‘Street Active’ sessions that have attracted significant numbers of young people from BME communities to the different activities. These sessions are targeted at young people aged between 8 and 24 in the east of the borough.</p> <p>Girls are encouraged to participate in the girls and women-only sessions as part of the Street Active sessions provided by Leisure Services. During International Women’s week in March, we held activities in partnership with the Everybody Active Team, four local sports clubs and Enfield Children’s and Young Peoples Services. We also run ongoing women-only activities in yoga and Pilates. We also held targeted activities during national Men’s Health Week.</p> <p>Our Leisure Services Team runs activities for under-fives throughout term time and the summer holidays including tots football, pre-school gym, tots trampolining, ballet and pony rides - all activities were extremely popular, and needed extra sessions put on over the summer.</p> <p>Our Neighbourhood Regeneration Team’s activities during 2012 included -</p> <ul style="list-style-type: none"> • holding events in partnership with youth area forums e.g. New Southgate event in June • holding youth specific consultations with youth area forums, the Youth Parliament, and secondary and primary schools • working with youth area forums to design consultation questionnaires to target young people in Edmonton and Ponders End. <p>80 young people in all have attended Area Youth Forum meetings. There are 16 young people fully elected onto the Enfield Youth Parliament (EYP), and a further four EYP members are nominated to represent specific services.</p> <p>The Council’s Positive Activities for Young People Commissioner facilitated the involvement of young people in designing, commissioning and reviewing the successful Summer 2012 University programme. Young people prioritised provision, allocated resources and monitored implementation. The programme was hugely successful with over 800 young people enjoying a wide range of opportunities.</p> <p>Our Schools and Children’s Service has worked in partnership with NHS (North Central London) to actively engage young people in the Child and Adolescent Mental Health Service Transformation Project.</p>

REF.	OBJECTIVE	PROGRESS DURING 2012
		<p>There are currently two annual events for primary schools, and one event annually for secondary schools, that encourage and support pupils to get involved in work of school councils.</p> <p>Social media, and the Youth Enfield and 4YP Facebook pages in particular, are being actively used to promote services and opportunities. The launch of a new youth portal enables young people to give their views and have better access to information. We have also redesigned the Youth Support Service website to address feedback that online information on activities and services for young people were not easy to find. Consultation with young people through our Youth Centres helped shape the final design. The content structure has also been revised in response to help young people navigate and find information quickly. The new design gives news, events, opportunities and ways to get involved - all in one place. We wanted a design that appealed to all young people, no matter their background or circumstances.</p> <p>We have also started to use Facebook to promote and invite young people to our youth support service events, including some that may appeal to specific communities and faiths and people of different sexual orientation. This has the added advantage of tracking who may be interested in coming along as well as extending invites to 'friends' of the young people who have 'liked' our page.</p> <p>Work with parents of young people</p> <p>Our Parental Engagement Project (PEP) continued to work with families that are isolated or who do not normally engage with others outside of their own communities. Parent Champions bridge the gap between the community and professional support. PEPs now operate in Bush Hill Park, Lower Edmonton, Upper Edmonton, Turkey Street and Enfield Island Village. Positive outcomes include -</p> <ul style="list-style-type: none"> • accredited helpers advising new mothers on the importance of breastfeeding. • raising awareness around childhood obesity, healthy eating and early health screening. • identifying early speech and language issues • delivering workshops to young people and parents around managing conflict within secondary schools. • delivering accredited Parenting Programmes • volunteers working in schools with reading and writing projects.

REF.	OBJECTIVE	PROGRESS DURING 2012
		<p>Work with women</p> <p>Our Youth Services Team commissioned a project called Goals for Girls from the Enfield Children's and Young Peoples Service to provide football and other activities for girls only in Edmonton with all female staff and coaches.</p> <p>Work with lesbian, gay, bisexual and transgender community</p> <p>Enfield schools work closely with Stonewall and are an 'Education Champion'. We have just recently completed an assessment against their Education Equality Index, and Enfield came eleventh nationally. We are aiming to get in the top ten next year.</p> <p>In 2012, the Children's Trust Commissioning Service identified a gap in provision for young LGBT people. Discussions with the Enfield LGBT Network and Enfield Children's and Young People's Service illustrated the need for a regular drop-in session where young people could socialise and discuss issues relevant to their lives in a safe and supported environment. Funding was allocated to help develop this provision and the new service was launched in June 2012. The group meets monthly and is facilitated by positive role models. Individual mentoring is available to any young LGBT person who requires more intensive support.</p> <p>Work with pregnant women</p> <p>The Council's Teenage Pregnancy Service has contributed to dramatic reductions over recent years in the rates of teenage pregnancy in Enfield. In addition, services for teenage parents have improved. For example, in both 2011 and 2012, teenage mothers from Enfield, together with their babies, have attended a weekend of motivation and aspiration-increasing activities at Brunel University. All those who attended in 2011 have since enrolled at college.</p>

Our Equality and Diversity Action Plan 2010-14

The action plan covering 2010-14 sets out the activities undertaken as a Council to tackle inequality in Enfield. This plan was developed through consultation with our partners in the voluntary and community sector who are the umbrella groups representing all aspects of equality and diversity in the borough i.e.

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

In our Equality and Diversity Annual Reports, we will update you on the progress we are making against these actions. This year's annual report shows you what progress we have made since 2011.

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

REF.	ACTION	PROGRESS SINCE 2011
2.1.3	Publish regular progress to the Council's Equality and Diversity Action Plan (CEDAP) covering 2010-2014, and make it available in a variety of relevant formats	The Council Equality and Diversity Action Plan was originally published in our Equality and Diversity Scheme Annual Report 2010, which is available in hard copy and on the Council's website. We offer to provide copies in other formats on request. Updates appear in subsequent annual reports.
2.1.4	Make equalities and diversity information easier for customers to access on the Council's website	Many of the Council's publications on equalities and diversity issues are available on the Council's website, including our Valuing Diversity and Equal Opportunities Policy and copies of all equality impact assessments/analyses undertaken by Council services.
2.2	Complying with Existing Legislation	
2.2.1	Publish an Equality and Diversity Annual Report including progress reports on actions, and ensure they reach the widest possible audience through innovative and creative distribution	This Annual Report is the latest version of our Equality and Diversity Scheme, and is published on the Council's website. Copies in other formats are provided on request.
2.3	Equality Framework for Local Government	
2.3.1	Achieve Council accreditation at the excellent level of the Equality Framework for Local Government	At December 2012, the Council had achieved the 'moving towards excellent' level of the Framework, and is working towards achieving the 'excellent' level.
2.4	Forthcoming Legislation	
2.4.1	Comply with forthcoming legislative requirements of the Equality Act 2010	The Council complies with all current requirements of the Equality Act, and awaits the results of the forthcoming Government review
2.5	Enfield Strategic Partnership (ESP)	
2.5.1	Revise the ESP equalities action plan so that partners from all sectors can have a shared vision of equalities and diversity	A revised Equalities Statement was approved by ESP Board in July 2011, and a revised Equality and Diversity Action Plan was approved at the December 2012 Board meeting.
2.5.2	Improve the engagement of representative voluntary and community sector equality groups in the work of the ESP	As a result of the recent review of the structure of the ESP Board, many members of the Board represent organisations working in the field of equality.
2.6	Promoting Equality and Diversity	
2.6.1	Plan a programme of equality and diversity promotional events	Equality and diversity events are held throughout the year, and include Black History Month events, LGBT History Month events and Holocaust Memorial Day.

REF.	ACTION	PROGRESS SINCE 2011
3. COMMUNITY ENGAGEMENT AND SATISFACTION		
3.1	Engagement and Consultation	
3.1.1	Implement the Council's Engagement Framework and produce an accompanying Toolkit	The ESP produced an Engagement Framework in 2010, alongside a toolkit that shows how the standards highlighted in the Framework, can be put into action. The Toolkit looks at each stage of the engagement process. Starting with the planning stage and finishing with providing feedback and evaluating engagement activities, it also provides partners with details of useful resources and contacts.
3.2	Equality and Diversity Scheme Annual Report	
3.2.1	Consult fully on the Council's Equality Scheme Annual Report,	The Annual Report was developed through consultation with our partners in the voluntary and community sector who are the umbrella groups representing all aspects of equality and diversity in the borough.
3.3	Council's Equality and Diversity Action Plan (CEDAP)	
3.3.1	Circulate revisions to the CEDAP for consultation to the umbrella stakeholder groups for each equality strand	The Plan was also developed through consultation with the partners in the voluntary and community sector mentioned above.
3.3.2	Elected members should be consulted on, and approve/endorse, the CEDAP	The current Action Plan was approved by the Council's Cabinet in 2010.
3.3.3	Circulate any revisions to the CEDAP for consultation to relevant trades unions and staff groups	Trades unions and the Minority Ethnic Staff Group were consulted on the current Action Plan.
3.4	Valuing Diversity and Equal Opportunities Policy	
3.4.1	Consult on revisions to the Council's Valuing Diversity and Equal Opportunities Policy with all stakeholders	The Policy is reviewed annually, and is submitted for approval by elected members, the Corporate Equalities Group, staff groups and partners in the voluntary and community sector.
3.5	Community Cohesion Strategy	
3.5.1	Develop a partnership-wide Community Cohesion Strategy	Enfield Strategic Partnership's Community Cohesion Strategy, "Enfield Together", was published in September 2010. The strategy demonstrates our vision of building a cohesive borough that all people can identify with, feel proud of, and where everyone is valued, built upon positive relationships within and across local communities that create a sense of belonging.

REF.	ACTION	PROGRESS SINCE 2011
4. RESPONSIVE SERVICES AND CUSTOMER CARE		
4.1	Complaints	
4.1.1	Maintain a complaints system that meets the best practice guidance contained in the Local Government Ombudsman's "Guidance on Running a Complaint System" comprising the six principles of accessibility, communication, timeliness, fairness, credibility and accountability	Training courses for officers investigating complaints are run by the Ombudsman Service, and focus on effective complaints handling.
4.1.2	Report any instances of upheld complaints with a significant equalities dimension to the Corporate Equalities Group twice yearly	Any equalities issues arising from the regular six-monthly review of organisational learning from complaints are passed to the Corporate Equalities Group.
4.2	Equalities in Procurement	
4.2.1	Review relevant procurement and contracted services with regard to performance against equality targets and objectives, and monitor regularly – this should cover both service delivery and employment issues	All contracts are let on the basis of satisfactory evidence of compliance with the Council's equality policy. Contractors must continue to comply throughout the term of the agreement. Contracts are all managed by a named "contract owner" who is responsible for ensuring that suppliers meet, and continue to meet, equality requirements throughout their contract term.
4.3	Equality Impact Assessments/Analyses (EQIAs)	
4.3.1	Carry out programmes of generic retrospective and predictive equality impact assessments/analyses covering all strands of equalities and diversity, and ensure that all stakeholders have opportunities to engage in the EQIA process	Every service within the Council undertakes a retrospective equality impact assessment/analysis as part of a three-year rolling programme. Predictive EQIAs are carried out whenever a relevant new proposal is considered. A constituent part of the EQIA process is the need to consult with all stakeholders to assess impact on different groups. All EQIAs are published on the Council's website.

REF.	ACTION	PROGRESS SINCE 2011
5. A MODERN DIVERSE AND REFLECTIVE WORKFORCE		
5.1 Harassment Policies		
5.1.1	Improve understanding of the definitions of bullying and harassment and improve awareness of the support available to staff	Our Anti Harassment Policy is the Council's guidance on dealing with harassment that occurs within the community, and between members of the public/service users and Council employees or Councillors. Harassment occurring between employees is covered by the Council's Dignity at Work Policy. More detailed guidance on dealing with hate crime issues in schools was launched in 2011.
5.2 Monitoring and Reviewing		
5.2.1	Produce recruitment and workforce monitoring reports on a regular basis to measure the Council's performance in relation to ensuring that the Council workforce continues to mirror the make-up of Enfield's economically active population.	Reports outlining the employee profile and the recruitment profile are currently produced for the Corporate Management Board twice yearly. Employee data is produced as at 31 March and 30 September. The recruitment activity and profile is produced for annual and half year figures. Latest figures show that the proportion of BME staff matches the percentage of economically active BME residents in the borough's population.
5.2.2	Develop initiatives to improve the number of women and under-represented groups in senior management positions	We have designed a 'Women into Management' programme and offer mentoring to the women into management groups. We also continue to encourage applications from BME and female staff onto management development programmes. We have also introduced personal effectiveness training aimed specifically at giving BME staff the skills and confidence to apply for more senior posts within the organisation.

REF.	ACTION	PROGRESS SINCE 2011
5.3	Recruitment and Selection	
5.3.1	Undertake random sampling of recruitment activities to ensure compliance with the Council's equalities policies and the Recruitment Policy and procedures	<p>Random sampling of recruitment was undertaken between September 2009 and February 2010. Concerns had been expressed around the number of ethnic minority applicants who had applied for jobs compared with the number being offered employment with Enfield Council. At the recruitment and short-listing stage, there were no findings of intentional bias. As a result of the exercise, the following actions were agreed -</p> <ul style="list-style-type: none"> • Increasing the use of tests and presentations during the interview processes • Introduction of a mandatory form to include ethnicity and other equality strands, as part of the recruitment process • Banner advertising in the BME press • A move towards greater use of CVs <p>Another audit of internal recruitment processes and sampling of job offers is being conducted. The scope of the project has been broadened to also include focus groups' and candidates' perceptions, therefore the target date has been moved to March 2013.</p> <p>The project now incorporates a review of our Human Resources processes and procedures along with recommendations from peer reviews to ensure that the Council's recruitment process does not discriminate against any individuals with a protected characteristic.</p>
5.3.2	Carry out recruitment/employment workshops and consultation targeted at people with disabilities to ensure that the Council workforce continues to mirror the make-up of Enfield's economically active population.	The Council continues to be represented at specialist recruitment events and fairs – this is dependent on the lifting of the current moratorium on the external advertisement of jobs.
5.3.3	Improve the awareness of managers on disability and legal aspects of reasonable adjustments	The Council revised its Disability Policy following the Equality Act 2010. We continue to train managers on our Recruitment and Selection course about the Two Tick scheme, and the importance of making reasonable adjustments. Our Principles of Managing Absence and Attendance have been updated with a section on disability-related absence. Associated bitesize training explains the duty of employers to manage disability related absence and make adjustments were reasonable at work.

REF.	ACTION	PROGRESS SINCE 2011
5.3.4	Create an equality framework in line with the Equality Act	Framework completed by 1st April 2011. The Council meets all current legal requirements, although these may change as a result of the ongoing consultation around the Equality Act.
5.3.5	Support engagement with staff groups such as the Minority Ethnic Staff Group and the Staff with Disabilities Action Group	Achieved - both groups are now fully established and meet regularly to discuss staff concerns.
5.4	Development and Training	
5.4.1	Continue to develop a management training programme for both new and aspiring managers, middle managers and senior managers	Training programmes have now been developed, and are continually reviewed.
5.4.2	Develop management development training specifically aimed at under-represented groups	BME and female staff are given priority on management and leadership courses as they are under-represented at senior levels in the Council's workforce. A personal effectiveness training course for BME staff graded at PO level and above was piloted between July and September 2012.
5.4.3	Develop a training programme for elected members to raise awareness of equality and diversity issues	A training programme has been developed, and training sessions have taken place. Awareness raising sessions on our legal requirements were delivered in July 2012.
5.5	Equal Pay	
5.5.1	Develop and publish an Equal Pay Policy Statement	The Localism Act requires councils to annually adopt a statutory pay policy which Enfield is currently drafting. The policy states that the appropriate rate of pay for each job is established through the application of an appropriate job evaluation scheme. The Pay Policy was adopted in February 2012.
5.5.2	Publicise equal pay policies, procedures and targets to staff	The Council's Equal Opportunities in Employment Policy includes a statement that the Council will avoid unlawful discrimination in all aspects of employment including pay and benefits. The policy is backed up by policy updates on a range of human resources issues. The Pay Policy was adopted in February 2012.
5.6	Staff Appraisal Mechanisms	
5.6.1	Review and improve the equality competency	A customer and community focus staff appraisal competency was developed in winter 2010 that focuses on equality and diversity issues, and is a core behaviour in the Competency Framework.

Our equality performance indicators

NO.	INDICATOR	2009/10	2010/11	2011/12	2012/13
1	Percentage of residents who feel their local area is a place where people from different backgrounds get on well	75.2%	76%	75%	71%
2	Percentage of the top 5% of Enfield Council staff that are women	51.68%	56.69%	54.58%	52.31%
3	Percentage of the top 5% of Enfield Council staff who are from an ethnic minority	15.63%	17.93%	18.89%	15.43%
4	Percentage of the top 5% of Enfield Council staff who have a disability	3.7%	5.19%	3.83%	3.16%
5	Percentage of Enfield Council employees with a disability	4.18%	4.44%	4.3%	Not available
6	Percentage of Enfield Council staff who are from an ethnic minority	22.12%	23.71%	24.32%	23% (target)
7	Percentage of adults with learning disabilities in employment (figures given are quarter 2 of each year)	3.56%	6.85%	14.87%	17.33%
8	Adults receiving secondary mental health services in employment (figures given are quarter 2 of each year)	5	7	92	63
9	Special Education Needs (SEN)/non-SEN gap – achieving 5 A*-C GCSEs including English and Maths	48%	50.32%	44% (target)	Not available
10	Achievement gap between pupils eligible for free school meals and their peers achieving the expected level 4 at Key Stage 4	26.75%	22.60%	23.60% (target)	Not available
11	Adults with learning disabilities in employment (data recorded each November)	Not available	6.85%	14.87%	17.33%
12	Older people who have been made more independent through rehabilitation/intermediate care after a hospital episode (figures given are quarter 2 of each year)	85.39%	92.63%	83.66%	77.68%
13	Carers receiving needs assessment or review and a specific carer's service or advice and information (figures given are for November of each year)	15.78%	21.06%	21.83%	30.46%
14	Social care clients receiving Self Directed Support (figures given are for November of each year)	7.59%	20.53%	44.57%	64.59%

How we assess the impact of our services

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

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

The assessment asks service managers to indicate how they –

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

Equality Impact Assessments/Analyses (EQIAs) cover issues around race, disability, gender, age, religion and belief, sexual orientation and all other protected characteristics. An improvement plan at the end of each analysis shows what work needs to be done to improve the service for our customers and staff.

Between 2007 and 2010, we carried out retrospective assessments/analyses of all Council services, and are repeating these again in a three-year programme between 2010 and 2013. In addition, we carry out predictive impact assessments/analyses of any relevant proposals for major changes to services or policies. Copies of assessments can be requested from Martin Garnar – contact details appear on the last page of this report. Our current programme of assessments appears on the following pages. We also publish all EQIAs on the Council's website at http://www.enfield.gov.uk/homepage/399/equality_impact_assessmentsanalyses

Our programme of retrospective equality impact assessments/analyses 2010/11-2012/13

SERVICE CENTRE	DUE
CHIEF EXECUTIVE'S OFFICE	
Communities, Communications, Policy and Performance	COMPLETED
Human Resources including Learning and Development	COMPLETED
ENVIRONMENT SERVICES	
Community Safety	COMPLETED
Occupational Health and Safety	2012/13
Planning and Environmental Protection including Corporate Health and Safety, Building Repairs and Maintenance	2012/13
Highways and Transportation covering Highways, Traffic and Transportation Planning, Fleet Services and Parking Services	2012/13
Waste Management	2012/13
Parks and Open Spaces including Cemeteries	2012/13
FINANCE, RESOURCES AND CUSTOMER SERVICES	
Corporate Procurement	COMPLETED
Property Services	COMPLETED
Corporate Information Technology	COMPLETED
Legal Services including Registration Service	COMPLETED
Land Charges	COMPLETED
Governance inc. Electoral Services, Democratic Services, Scrutiny, and Audit and Risk	COMPLETED
Borough Finance Division	2012/13
Customer Services	2012/13
Revenues and Benefits	2012/13
HEALTH, HOUSING AND ADULT SOCIAL CARE	
Learning Difficulties	COMPLETED
Strategy, Policy and Performance	COMPLETED
Procurement and Contracting	COMPLETED
Drug and Alcohol Action Team	COMPLETED
Commissioning Team	COMPLETED

SERVICE CENTRE	DUE
Safeguarding Adults, Quality and Complaints	COMPLETED
Transformation	COMPLETED
Resources and Business Management	COMPLETED
At Home Service	COMPLETED
Care Pathway Services including Physical Disability/Sensory Impairment/ HIV/Park Avenue/Older People's Services	COMPLETED
Community Housing	2012/13
Public Health (not transferring to Council control until 2013/14)	2013/14
REGENERATION, LEISURE AND CULTURE	
Leisure and Culture	COMPLETED
Job Brokerage for Economic Development	COMPLETED
Libraries and Museums	COMPLETED
Neighbourhood Regeneration	2012/13
SCHOOLS AND CHILDREN'S SERVICES	
Community Access, Childcare and Early Years Service	COMPLETED
Educational Psychology and Child and Adolescent Mental Health Service	COMPLETED
Enfield Training Services	COMPLETED
Children's Trust Commissioning	COMPLETED
Safeguarding Division inc. Youth Offending Service	COMPLETED
Asset Management and Development	COMPLETED
Youth Support Service	COMPLETED
Governor Support Service	2012/13
Behaviour Support Service	2012/13
Adult and Community Learning	2012/13
Schools Admissions Service	2012/13
Special Needs and Inclusion Service	2012/13
Strategy, Systems and Performance	2012/13
Education Business Partnership inc. Work Experience	2012/13
School Improvement Service	2012/13

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

Our programme of predictive equality impact assessments/analyses 2012

The following predictive equality impact assessments/analyses were carried out in 2012, and are available to view on the Enfield Council website.

CHIEF EXECUTIVE'S OFFICE

Community Capacity Building Fund
 Corporate Human Resources Budget Savings
 Deletion of Assistant Director Post
 Email, Internet and Social Networking Policy
 Equality Act 2010

ENVIRONMENT SERVICES

Allotment Structures and Fences
 Arboricultural Services Restructuring
 Go Ape in Trent Park
 Licensing Act Cumulative Impact Policy
 Palace Gardens Car Park – Automated Number Plate Recognition
 Parks Operation Restructure
 Re-use of Graves in Edmonton Cemetery
 Street Lighting Trimming and Dimming

FINANCE, RESOURCES AND CUSTOMER SERVICES

Gangs Working Group Recommendations
 Property Services Restructure

HEALTH, HOUSING AND ADULT SOCIAL CARE

Alma Estate Redevelopment
 Housing Allocations - Revised Scheme
 Housing Revenue Account Business Plan
 Joint Services Centre
 New Avenue Redevelopment
 New Options
 Newly Qualified Social Workers – Probation Period
 Public Health Transfer Project
 Re-provision of Older People's Care Homes
 Small Housing Sites Redevelopment

REGENERATION, LEISURE AND CULTURE

Business Growth Programmes to Small and Medium Size Enterprises

Child and Family Poverty Strategy
Edmonton Green Master Plan
Enfield Life Gallery
Enfield Local Studies Library Opening Hours
Enfield Timebank
European Regional Development Fund Funding Bids
Library Strategy 2012

Millfield and Dugdale Staff Restructure
Ponders End High Street Redevelopment

SCHOOLS AND CHILDREN'S SERVICES

Adolescent and Leaving Care Service
Careers Education Service Restructure
Children in Need Single Point of Entry
Children Youth and Supplementary Schools Fund
Family Support Service Budget Reductions
Music Support Service
School Funding Arrangements
Schools Forum Arrangements
Semi Independent Accommodation for Looked After Children
Short Breaks for Disabled Children

How we plan to increase participation in public life

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

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

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

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people from protected groups where these are different from the needs of other people, and
- **encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.**

Many of the activities that the Council and our partners undertake involve encouraging residents from under-represented communities to play a more active role in public life. In many of these areas, participation is disproportionately low for some protected groups, compared with the make-up of the local population.

These include the number of elected members from protected groups, and representatives on bodies such as the Parent Engagement Panel, the Childminding Support Network, and school governing bodies. However, other bodies have been more successful e.g. the Youth Engagement Panel, and specialist staff groups within the Council. In order to improve the situation, the Council has met with various voluntary and community sector organisations in Enfield that represent different communities to gather views on what needs to be done to increase the numbers of people willing and able to play a role in public life. In addition, we have spoken to all of our staff groups to gather their views.

Suggestions received so far include –

- Council services should undertake exit interviews or surveys that ask

about individuals' experiences of public participation, when it is directly overseen by the Council, to establish why they are leaving.

- where applicable, use mentoring or buddy schemes to support new public participants and help train volunteers
- networking and support groups should be encouraged to reduce feelings of isolation among under-represented groups
- acknowledge and publicise the achievements of those making an active contribution to public life
- consider offering provision for childcare or childcare expenses where it is a barrier to individuals participating
- target attempts to engage individuals from under-represented communities
- work more closely on co-production of materials related to public participation, e.g. consultation documents, with Voluntary and Community Sector organisations, especially disability groups
- work with political groups to help them improve the representation of candidates at the next local elections
- work with schools to help them improve the representation of school governors.

At the time of writing, analysis suggests that 27% of our elected members are female, and 43% come from Black and Minority Ethnic communities. We are working with the Local Government Association to look at possible ways of increasing the representativeness of local councillors, such as encouraging current councillors to act as talent spotters for prospective new elected members.

Many of these ideas will be considered by senior officers and elected members in early 2013.

How we monitor our services

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

The Council's overall performance on tackling inequality is measured by how we perform against the requirements of the Equality Framework for Local Government. The Framework sets out a series of requirements that we have to meet across all our services. We have currently achieved the 'moving towards excellent' level of the Framework.

How we listen to you

What we have done so far

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

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

What we will do

We will continue to meet in partnership with community representatives and management committees of local voluntary and community sector groups and organisations that represent the

different communities that make up Enfield's diverse population. These include –

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

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

How we can help you to access services

What we have done so far

- we use a translation and interpreting service that co-ordinates requests from service departments for assistance. We will translate any of our literature, information leaflets, letters, forms, etc. into any language or format requested. You can write to us in any language or format, and we will translate it into English for our officers
- we continue to arrange for emergency interpreters, or use an interpreter via the telephone, if you try to access our service and English is not your first language. We will identify your needs and arrange an appointment with a professional interpreter at another time
- in order to help those with visual impairment, dyslexia or learning difficulties, each page of the Council's website - www.enfield.gov.uk – now has a feature which will read back the main content of each page to the user. Unlike other websites, our system requires no special equipment or downloads from the web. You can even use this function to read back the links from each page and navigate the site without using your computer's mouse
- our telephone Contact Centre (0208

379 1000) receives all first contact calls into the Council. Through the use of electronic systems and electronic interaction with the services, it deals with all straightforward enquiries, along with more complex transactions, without referring the caller on to another service or asking them to call back again

- the Council has increased the amount of information and number of services it delivers electronically, both through our website (www.enfield.gov.uk) and via the Contact Centre
- we have joined forces with Disabled Go to provide access for disabled people to a web-based directory that gives detailed information on a wide range of services and facilities in the borough

What we will do

This year, we will offer even more transactional services through the website including more online forms and the ability to report problems.

Who works for the Council

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

Our latest figures at March 2012 show that -

- There are a greater number of women in the council than males – 69%.
- 34% of employees occupy part time positions. The majority of these part time workers are female – 91%
- The greatest proportion of staff by age is the in the 45-54 age category at 32%. Those aged 44 and below are less represented than in comparison to the local population. However, the proportion of staff in the 15-24 age category has increased from 2.33% in August 2009 to 4% in March 2012. The continuing recruitment of apprentices is increasing the number of younger employees into the council.
- The majority of Enfield Council staff describe themselves as White – 61%. 29% of the total workforce state that

they are from a Black and Minority Ethnic Group and 10% have not declared this information. The largest BME group is Black Caribbean (6%) followed by Black African (5%) and Other Black or Black British (4%).

- 4% of the workforce have declared that they consider themselves to have a disability

More detailed information on the make-up of our workforce is published on the Council's website. For further information, please contact Louise Allen, Workforce Planning Analyst on 020 8379 3072, or by email to louise.allen@enfield.gov.uk

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

How we train our staff

What we have done so far

- we have introduced a comprehensive programme of equalities and diversity training including bite-size training in 'race and faith' and 'gender equality', and other sessions on 'bullying and harassment', and 'sexual orientation'
- in order to address the under-representation of female and BME staff at senior levels in the Council, we give priority in our Leadership training programme to female and BME staff, and have also designed a separate Women into Management programme
- we have piloted personal effectiveness training for BME staff to help provide skills needed to apply for more senior positions
- we continue to provide equalities and diversity awareness training in our mandatory induction programme for all new staff. The session includes facts and figures about the diversity of Enfield's population and the Council's commitment to combat discrimination, advance equality of opportunity and foster good relations between different groups in the community

What we will do

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

If you want to know more...

Please contact Martin Garnar,
Equalities Officer, on 020 8379 3113,
or email to
martin.garnar@enfield.gov.uk

or write to the
Communities, Communications,
Policy and Performance Team,
B Block South,
Civic Centre,
Silver Street, Enfield,
Middlesex EN1 0XY



For help with this document please call 020 8379 3113

Contact Enfield Council

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