

Fairer Enfield

Equality, Diversity and Inclusion Policy 2020-2024

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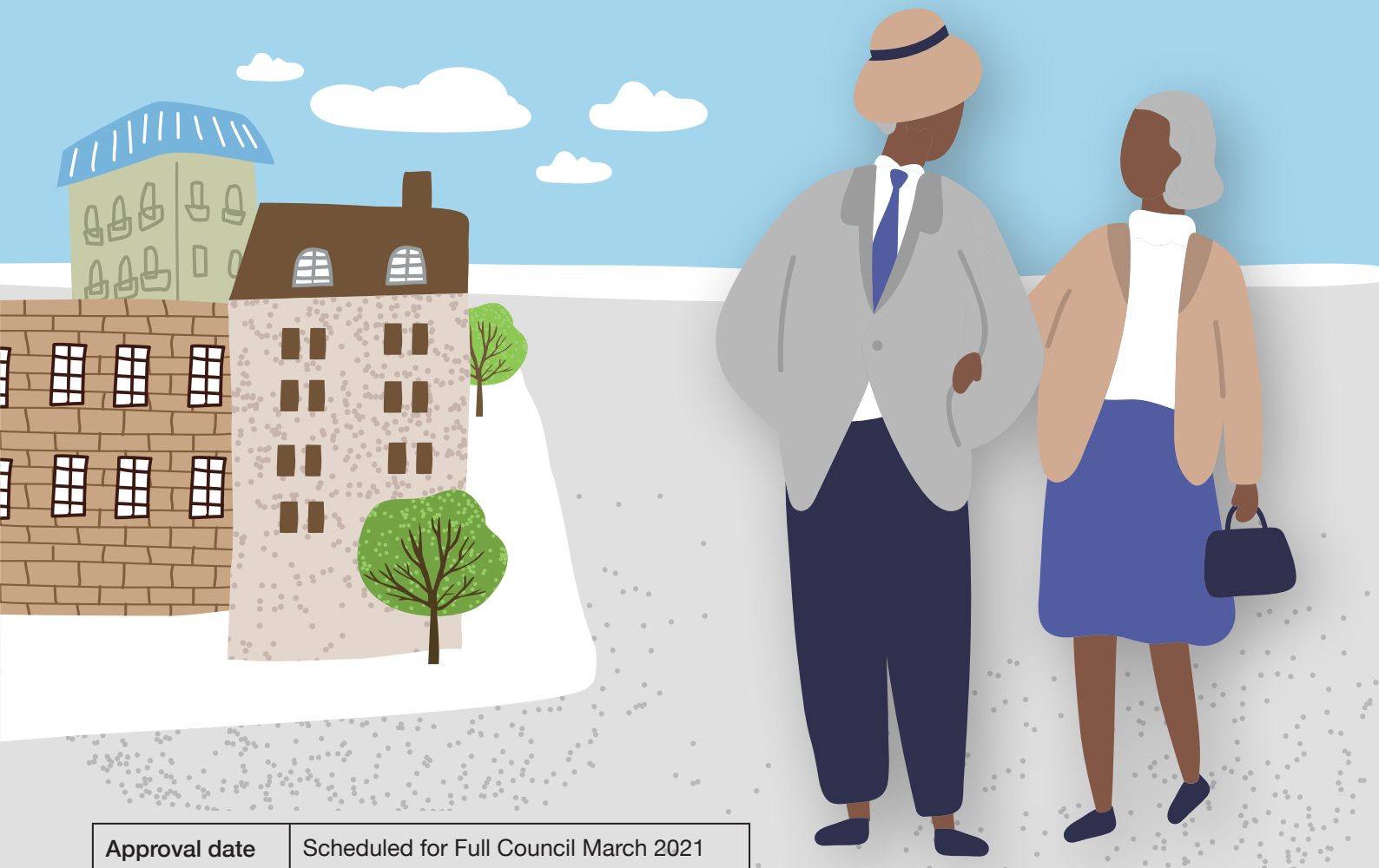
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Approval date	Scheduled for Full Council March 2021
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Foreword

Enfield is increasingly one of the most diverse parts of London, with all the benefits this brings us across our communities, culture, heritage and local economy. We are extremely proud of this and believe it is one of our strongest assets.

We are also determined to tackle the inequality experienced by so many people across the borough, which has been magnified by the Covid-19 pandemic. The Marmot Review and Institute for Health Equity, in their most recent report,¹ highlight that the poorest families are now suffering even more as a result of the pandemic: losing health, jobs, lives and educational opportunities. The Black Lives Matter Movement has emphasised the longstanding institutional inequality of Black communities across the country and we know that there are also other minority groups experiencing entrenched inequality.

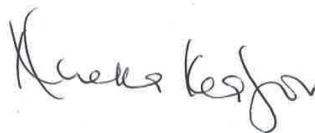
Enfield is the 9th most deprived London borough and has the 11th highest rate of child poverty in London – too many people in Enfield do not have fair and equal opportunities and are struggling more than ever as a result of the pandemic.

There is an urgent need to do things differently and we must act as a community leader to build back fairer. We are committed to working with our communities to do more and implement solutions to address entrenched discrimination, racism and injustice and act to ensure equality of opportunity for all.

This policy reinforces our duty to comply with relevant legislation and statutory requirements and as the borough continues to grow, confirms our commitment to improve equality and diversity for all who live, learn, earn in or visit Enfield, as reflected in our Council Plan 2020-22.² It outlines the behaviours and values that everyone working for the Council must demonstrate and the actions they must take in order to make this a reality.

It also includes eight equality objectives, which demonstrate specific areas where we are tackling inequality. These objectives have been identified based on analysis of local data on experiences of different people in our communities, national research on inequality and consideration of the views and experiences of our staff, communities and our partners.

In the future, we want people in Enfield and beyond to look to the Council as a model of good practice in equality, diversity and inclusion. We will continue to engage with our diverse communities – both longer established groups and our new arrivals, those who are vulnerable or at risk of being marginalised – to ensure everyone's voices are heard. Thank you to everyone who has contributed to creating this policy and I look forward to working with all our partners as we seek to address inequality and create a lifetime of opportunities for everyone in Enfield.



Cllr Nneka Keazor
Cabinet Member for Community Safety and Cohesion



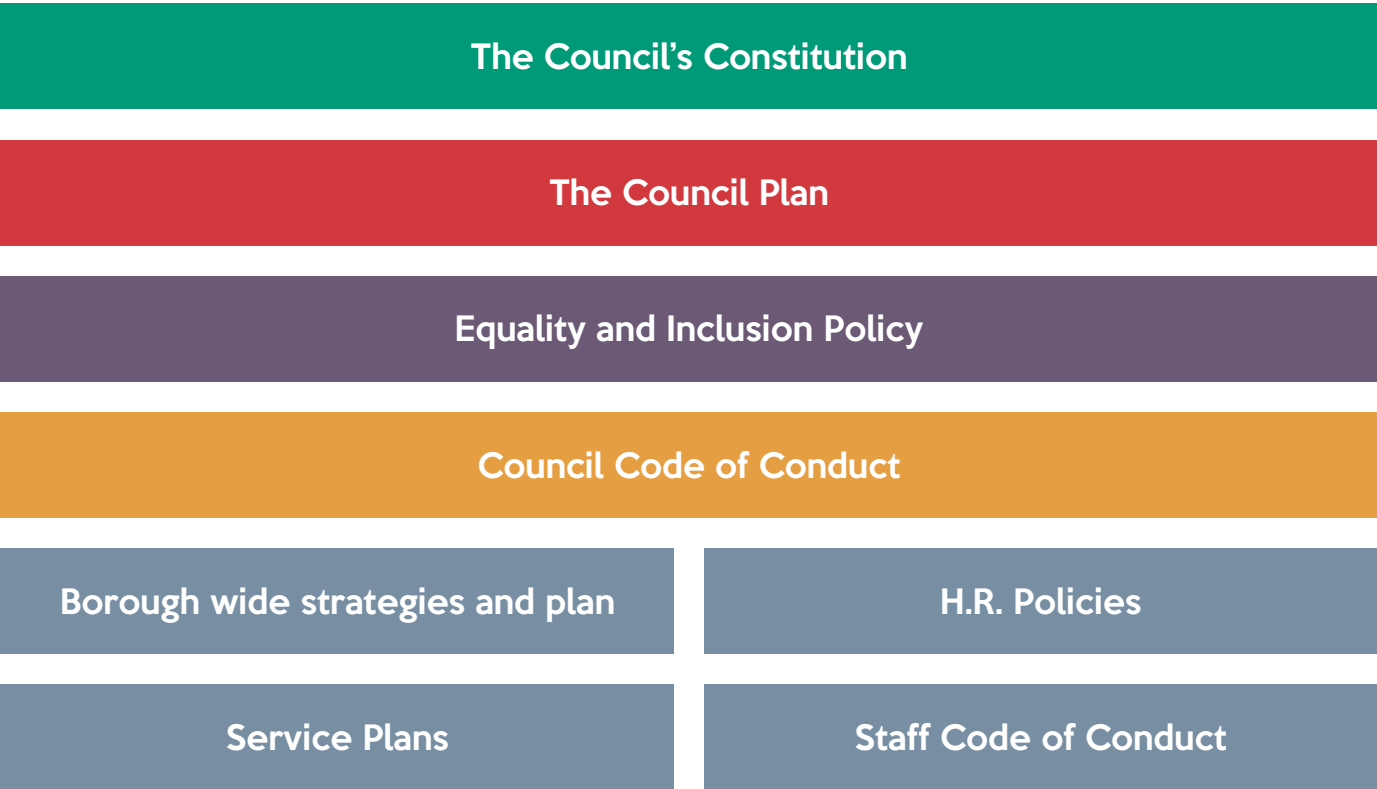
Introduction

We will work with our partners to create a fairer Enfield, helping to create a lifetime of opportunities for everyone in the borough. We will support residents, service users and Council staff to fulfil their potential, treating all members of our diverse community with respect and actively involving people from all groups in shaping the decisions that affect the services they receive, the places they live in or the organisation in which they work.

This policy sets out how Enfield Council will tackle inequality and foster an inclusive workplace and inclusive communities, as the borough continues to grow, develop and create new opportunities for everyone in Enfield.

The policy explains the expectations on our workforce, as we work together to design and deliver services to create a vibrant and inclusive borough. It sets out the Council's role in advancing equality and tackling inequality and discrimination. It impacts on everyone who lives, works, studies in or visits Enfield.

The policy should be considered alongside other key documents which set out the expectations and requirements on everyone who works for the Council. The diagram below shows how this policy relates to other key policies and strategies.



Defining Equality, Diversity and Inclusion

We define an equal and inclusive borough as one where all residents, service users, Council staff and elected members are supported to fulfil their potential, are treated equally with respect and are actively involved in shaping the decisions that will affect their workplace and wider community.

The following four core values form the framework for a fairer Enfield:



Equal Outcomes

We will treat everyone fairly and equally, so that our staff, partners and communities have the same opportunities, regardless of their protected characteristics or socio-economic status. To do this, we will move beyond treating ‘everyone the same’ and instead make sure that we meet the different needs of individuals and groups. This is essential to address discrimination and disadvantage in an unequal society.



Respect

We will treat everyone with dignity and respect. “Respect” can be defined as having due regard for a person’s feelings and wishes. Negative behaviours such as discrimination, harassment and intimidation undermine people’s dignity, prevent equality and reinforce disadvantage.



Diversity

We will appreciate the value of differences between individuals and groups. We will celebrate the rich diversity, culture and heritage of our community and work with our partners to ensure that everyone in Enfield can safely express their views, religion, beliefs, feelings and wishes. Promoting the benefits of a diverse community helps to break down barriers and negative attitudes created through lack of understanding and misinformation and helps to promote social cohesion and good community relations.












Inclusion

We will support communities from across the protected groups to actively participate in community life and to influence decision-making. We will support disadvantaged groups to have the opportunity to help shape policy and service changes which will affect them. We will take action to support minority groups to be proportionately represented in leadership roles across the Council.

Meeting our statutory requirements

Enfield Council complies with the Human Rights Act 1998 and the Equality Act 2010.

The Equality Act 2010 covers nine protected characteristics, which cannot be used as a reason to treat people unfairly. Every person has one or more of the protected characteristics, so the Act therefore protects everyone. The protected characteristics are:

	Age		Disability		Gender reassignment
	Marriage and civil partnership		Pregnancy and maternity		Race
	Religion or belief		Sex		Sexual orientation

The Equality Act 2010 places a duty on public bodies to play an active role in reducing inequality (the Public Sector Equality Duty) through three key aims. It requires public bodies to have due regard to the need to:

Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;	Advance equality of opportunity between people who share a protected characteristic and people who do not share it by minimising disadvantage suffered by people due to their protected characteristics;	Foster good relations between people who share a protected characteristic and people who do not share it.
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Enfield Council is committed to fulfilling our Public Sector Equality Duty. Direct and/or indirect discrimination, harassment or victimisation will not be tolerated within the workplace, or in the way we deliver services or carry out our functions and duties. The Council is committed to promoting equality of opportunity, eliminating unlawful discrimination and promoting community cohesion throughout the borough. We will seek to protect the right of everyone not to be discriminated against and work to ensure equality of opportunity for all, so that each person is supported to realise their potential.

Enfield Council is going beyond our statutory duties under the 2010 Equality Act by seeking to also implement the Act’s socio-economic duty (Part 1 Section). We commit to treating everyone equally regardless of socio-economic status and will work to eliminate discrimination and disadvantage caused by a person’s socio-economic status.

Our approach to equality and inclusion

Equality, diversity and inclusion is central to the decisions we make on how to deliver the best possible outcomes for our communities at a time of considerable financial challenge for the local authority. We will continue to use our limited resources smartly and our workforce will continue to maintain high standards in service delivery to support all those who live, learn, work in or visit Enfield in the most effective and efficient way possible, to tackle inequality and discrimination and promote equality, diversity and inclusion in all that we do.

The following principles set out the approach we will take.

As a community leader we will:

- Work with our partners to implement our Council Plan to create a lifetime of opportunities for everyone in Enfield.
- Be open and transparent about our progress on equality and inclusion, sharing information with our partners and our communities, celebrating successes and learning from experience, including our mistakes.
- Work with partners to increase representation of minority ethnic communities on Enfield boards and in other community leadership positions.
- Promote good relations between communities in our communications and address negative stereotyping of any groups.
- Promote knowledge, mutual understanding and respect of the beliefs and practices of different religious groups and their common ground to promote good relations between persons of different faith traditions.
- Promote the community and voluntary sector and work with groups, individuals and organisations to provide culturally specific services, with equalities firmly embedded in those relationships and projects.
- Use our influence to encourage other employers and service providers in the borough to comply with our standards for equality, diversity and inclusion. We will encourage organisations in the borough and all organisations we commission to employ diverse workforces; provide equalities training to their staff and provide high quality services that are accessible to everyone.
- Provide training and guidance to elected members and officers on unconscious bias, language and stereotypes attributed to certain protected characteristics to help tackle structural inequality.

- Lead by example by demonstrating best practice for equality, diversity and inclusion as a service provider, commissioner and employer (see below).

As a service provider and commissioner we will:

- Deliver services that are accessible to all and that are tailored to the diverse and individual needs of our community. Reasonable adjustments will be provided where necessary to help people access our services.
- Demonstrate behaviours in line with the *Enfield Staff Code of Conduct*. Staff are expected to promote equality by not discriminating against anyone and by treating members of the public, colleagues and elected members with respect.
- Engage with all groups in our community when making decisions about our services; and prioritise engagement with those who represent marginalised or disadvantaged groups or where involvement is low.
- Ensure that everyone receives fair, sensitive and equal treatment and is treated with dignity and respect when accessing our services. We will also make sure that service users are aware of their rights when accessing services.
- Consistently collect and monitor relevant equalities data from our service users so that we can understand how effective our services are at reaching and improving outcomes for diverse communities. This helps us to understand the needs of our different residents and design policies and services to meet those needs.
- Routinely carry out an Equality Impact Assessment (EQIA) to consider the impact that any prospective changes to policy or service delivery may have on different protected groups and take action to mitigate against any unequal impact. This process will also be used to ensure we are taking every opportunity to advance equality.

- Use commissioning and procurement of services as a tool to reduce inequality across the borough by ensuring that commissioned services are compliant with Enfield's equalities standards, encourage payment of the London Living Wage and add social value to the borough. We will work with a diverse range of suppliers and aim for commissioned services to achieve economic, social and environmental benefits over and above the direct purchasing of goods, works, and services in line with our Council Plan priorities.
- Ensure that there is no modern slavery or human trafficking in our supply chains or any parts of commissioned operations.
- Address any unfair treatment in the workplace relating to any of the protected characteristics.
- Formally recognise the contribution of our staff equalities groups and support their work. These groups work to support staff across the Council to overcome challenges that may prevent them from thriving at work or fulfilling their potential. These groups include, *Women into Leadership, Ethnic Minority Network, Disability Working Group, LGBT Network, Young Professional's Network and Mental Health and Wellbeing Group*. Access to funding for staff groups will be equitable and allocated to support work that contributes to the Council's aim of advancing equality and inclusion for all staff.

As an employer we will:

- Be an organisation where local people choose to work and develop good careers, where staff from different backgrounds work together harmoniously and productively and everyone feels valued.
- Take action to employ a diverse workforce which is representative of the community we serve across all pay scales.
- Use policies and practices that demonstrably enable staff to fulfil their potential and progress within our organisation.
- Pay all directly-employed Council staff at least the London Living Wage.
- Review and update our human resources policies (including those relating to recruitment, learning and development and employee relations) to ensure that they are inclusive and accessible for all staff, regardless of protected characteristics.
- Provide reasonable and timely adjustments for staff to allow them to work effectively and access any services or support they may require.
- Provide training and support to enable staff to manage and/or work within a diverse workforce.
- Routinely carry out an Equality Impact Assessment (EQIA) to consider the impact that any prospective changes to policy or service delivery may have on staff as a result of their protected characteristics and take action to mitigate against any unequal impact. This process will also be used to ensure we are taking every opportunity to advance equality of opportunity for all staff groups.
- Support employees to participate in staff groups as part of their professional development and wellbeing and grant staff reasonable remitted time from their daily role in order to do this.

Our expectations of Enfield residents, communities and our partners

We cannot reduce inequality alone and so we ask all our residents, communities, service users and partners to support us by also committing to treating Council staff, elected members, and all those who live in, work in, learn in or visit Enfield with respect and fairness. We ask that:

- Service users do not use language or physical actions of any form that could demean, distress or offend Council staff or elected members. Threats of violence against a member of staff, an elected member or our partners will not be tolerated. Legal action may be taken against any person using or threatening violence.
- Enfield's residents and visitors treat each other with mutual respect and open mindedness. Enfield is home to many diverse communities, and it is important to respect different religions, cultures, beliefs and lifestyles.
- Enfield residents and visitors continue to demonstrate respect and tolerance for others when using online forums. Threatening or abusive language is not acceptable online or in person.

Equalities objectives

The Public Sector Equality Duty requires us to publish one or more specific and measurable equalities objectives every four years that demonstrate areas where we are tackling inequality. We have identified eight objectives to reduce inequality, which affect specific groups in Enfield.

To identify these draft objectives, we have:

- analysed local data on the experiences of different groups in our communities
- analysed national research on inequality
- learnt from the successful approaches taken by councils elsewhere, as well as other public sector and voluntary and community sector organisations
- considered, discussed and responded to the views and experiences of our staff, voluntary and community sector groups and partners.

As well these eight focused areas of work to reduce inequality for specific groups in Enfield, we are taking action to overcome structural causes of inequality by implementing our Council Plan 2020-2022 to create a lifetime of opportunities for everyone in Enfield. This Plan includes actions to improve housing, education, employment and health for people across the borough. Delivering on this plan is intended to have a significant positive impact on equality of outcomes for people currently facing disadvantage across all protected characteristic groups.



Overcome racism in Enfield

Ethnic minorities experience inequality in housing, education, employment, health and criminal justice. This inequality has been evidenced most recently by the disproportionate impact of Covid-19 nationally and locally.

We will:

- Celebrate and promote the rich diversity of the borough by delivering an annual programme of educational, challenging and inspiring events celebrating ethnic minority communities.
- Work with Enfield's schools to create a diverse and inclusive curriculum that educates children and young people on systemic racism and our local diverse history.
- Work with our communities and partners to better understand and address the overrepresentation of young Black men in mental health in-patient services.
- Implement the recommendations from Public Health England's Beyond the Data report, to tackle the disproportionate impact of Covid-19 on Black and ethnic minorities.
- Support Black and ethnic minority owned businesses to thrive, through our procurement processes and by providing local support to small and medium (SME) businesses, many of which are ethnic minority led.
- Work with our partners to reduce the discrimination experienced by Gypsy, Traveller and Roma communities in accessing education, healthcare and service provision.
- Increase the representation of Black and ethnic minorities in leadership positions across the Council's workforce, so that it is proportionately representative of Enfield's ethnic minority population by 2030.
- Provide training on unconscious bias which includes language and structural racism, as part of our equalities training programme.

Deliver positive interventions to reduce serious youth violence in Enfield

Enfield continues to suffer high levels of serious youth violence and there is local evidence that Black young people in particular are over-represented in youth convictions.

We will:

- Work with our communities and partners to better understand the over-representation of Black people in youth convictions and better support young people to prevent them from being drawn into gangs, crime and serious violence.
- Ensure that young people and families from different backgrounds within our community know how to access support for themselves and their peers, and seek help when they need it to stop problems escalating.
- Work with the police to ensure that interventions outside the Criminal Justice System are used where possible, to reduce the number of young people in the system, intervene early and support young people to end their involvement in crime and violence through holistic support that identifies and addresses underlying vulnerabilities.
- Enhance mutual trust and co-operation between our young people, communities and public services including the police, so that interventions such as Stop and Search are seen to be used proportionally, fairly and respectfully.
- Prioritise investment in universal youth services and targeted outreach youth workers, including mentors.
- Encourage and support local businesses and employers to provide training, apprenticeships and employment opportunities to young people who are not in education, training or employment (NEET).
- Ensure that public spaces are increasingly safer for young people and are discouraging for perpetrators of exploitation/violence to congregate and cause harm.

Increase the number of residents affected by special educational needs and disabilities (SEND) who are in paid employment

Residents affected by special educational needs and disabilities are disproportionately impacted by unemployment. Enfield's employment rates for people affected by disabilities are lower than the national average.

We will:

- Explore options to expand all our supported employment services, including our 'Equals Employment' service, schools careers service and apprenticeship programmes.
- Support young people affected by SEND to work towards and achieve their preparing for adulthood objectives.
- Provide good quality work placements for supported internships at the Council and work with other Enfield employers to do the same, with pathways into paid employment following completion of the placements.

Improve the wellbeing and celebrate the contribution of our Lesbian, Gay, Bi and Trans Communities

Anyone can find themselves discriminated against on the basis of their sexual orientation, but discrimination is more common against people who are lesbian, gay, bi and trans (LGBT).³ We want all LGBT people who live, work and learn in Enfield to feel included, valued and safe.

We will:

- Effectively monitor sexual orientation, gender identity and trans status of our staff and service users to understand the needs and experiences of LGBT people in Enfield and develop more inclusive services and policies as a result.
- Create an LGBT inclusive workplace by delivering training, encouraging an active LGBT staff network and running an 'LGBT allies' programme, which means non-LGBT staff can identify themselves as supportive individuals.
- Work with our community organisations to develop policies which are LGBT inclusive and are tackling LGBT issues.
- Consult our LGBT community on how we can raise the profile of Pride events and LGBT history in Enfield.
- Work with schools to tackle homophobic, biphobic and transphobic bullying and to better support the mental health and wellbeing of LGBT students.

Provide access to support services and networks to reduce social isolation

Social isolation and loneliness can affect anyone, however people aged 65 and over are particularly at risk. In 2016, a national report by the Campaign to End Loneliness estimated that 30% of over 65s were mildly to severely lonely.⁴ Insufficient social connection can have a detrimental effect on psychological health and can increase the risk of physical health issues.

We will:

- Enable the increased use of social prescribing to help people of all ages take part in positive activities within their communities and improve their mental and physical health. Social prescribing is when health professionals refer patients to support in the community, in order to improve their health and wellbeing.
- Provide opportunities for people to socially connect through volunteering, mentoring and befriending initiatives, building on the good practice of local organisations and on the legacy of our Enfield Stands Together Programme. This programme was set up to identify and support people needing critical assistance during the Covid-19 lockdown in spring 2020, many of whom were experiencing social isolation.
- Train and support staff across the Council and our Voluntary and Community Sector to be active listeners and responders and help local people to take part in our agenda to Make Every Contact Count.
- Support local social enterprises and voluntary and community sector organisations to work with residents to improve self-management of long-term conditions and improve access to social activities to reduce social isolation and improve physical health and mental wellbeing.
- Help local people to access high quality employment, which is characterised by fair pay, security, good working conditions, a good work life balance and opportunities to progress.

Work with our partners to mitigate the impact of Covid-19 on children and young people's mental health and wellbeing

The Covid-19 pandemic is having a profound impact on children, young people and families' mental health and wellbeing. There are additional challenges for young people who were already struggling with their mental health and for others the pandemic has created new mental health issues, as a result of the loss of routine, loss of education, loss of employment, social isolation, traumatic experiences and a breakdown of formal and informal support network.⁵

We will:

- Work to better understand and address the immediate and long-term impacts of the Covid-19 pandemic on the mental health, emotional wellbeing, and aspirations of children, young people and their families.
- Work in partnership with children, young people and their families so that mental health support can be understood and talked about in a common language that everyone understands, and that help is provided in a way that is right for them when they need it. This includes through digital platforms, school, community and/or specialist mental health services.
- Explore funding opportunities to work with our partners, schools and settings to develop Enfield Trauma Informed Practice in Schools (E-TIPS).
- Work with schools to mitigate, as far as possible, the disproportionate impact of the Covid-19 lockdowns on the educational attainment of children and young people in low income families and children and young people affected by special educational needs and disabilities.
- Work with our partners to support all young people to access opportunities to develop the skills they need to secure employment.

Keep people safe from domestic abuse

Anyone can experience domestic abuse, but women are twice as likely to have experienced it than men.⁶ During the Covid-19 lockdown, Enfield recorded the third highest level of domestic violence with injury in London. In addition to the scale of the issue, the nature of domestic abuse is complex and insidious. As well as physical violence, it can involve coercive control, and/or psychological, emotional and financial abuse.

We will:

- Enhance our quick response to concerns through our dedicated multi-agency domestic abuse hub to reduce risks and ensure the safety of vulnerable adults and their children.
- Prevent domestic abuse from happening in the first place by challenging attitudes and behaviours which foster it and intervene where possible to prevent it.
- Ensure Enfield Council can support any of our employees experiencing domestic abuse, by producing a domestic abuse policy with clear protocols on how managers will identify and respond to staff at risk.
- Work with primary and secondary schools to develop our approach to sex and relationship education in Enfield. This will include developing how we educate boys and girls on healthy relationships, consent, gender equality and staying safe online.
- Increase support to parents of adolescents who display violent behaviours, particularly those with a range of complex needs, such as young people who are gang-associated, and/or have drug or alcohol misuse issues, or mental ill-health.
- Ensure our work to tackle domestic violence and abuse is inclusive of the needs of LGBT communities by including LGBT-specific issues as part of our publicity campaigns and through ensuring LGBT-specific issues are considered as part of all training on domestic violence and abuse.
- Support women in isolated communities, including Gypsy, Roma and Traveller Communities, to access support and services to prevent and tackle domestic abuse, including through access to women's refuges and culturally sensitive locations. Where English is not their first language, this support will include promoting access to English language courses.
- Provide clear and realistic housing information and advice to victims and survivors whose existing accommodation is not safe, so that they can make informed decisions on their future housing.

Promote safer and stronger communities by encouraging the reporting of hate crime and reducing repeat incidents

Hate crime is 'any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic'.⁷ These characteristics include disability, race, religion or belief, sexual orientation and trans identity.

We will:

- Tackle extreme behaviour, by encouraging the reporting of hate crime, reducing repeat incidents and ensuring that victims are supported through the criminal justice system.
- Implement an education programme in schools, to build young people's understanding of diversity and inclusion. This will build understanding in Enfield's young people from an early age to help reduce future hate crime incidence.
- Create community spaces that promote cohesion and where we can celebrate the diversity, culture and heritage of our communities, through the inclusive design of all council-led regeneration schemes, including Meridian Water and Joyce and Snells.
- Work with all Enfield faith communities to promote peace, mutual understanding and respect and to support and encourage others to do likewise.
- Improve community cohesion by promoting good relations between Gypsy, Roma and Traveller communities and the wider community. This will help to reduce and eliminate harassment and discrimination towards Gypsy, Roma and Traveller communities.
- Reduce the risk of crime against vulnerable people who are affected by illness, disability and frailty.

Using data to inform our work

We collect and monitor data on the protected characteristics of people using our services.

We do this in order to better understand whether all members of the community have equal access to our services and are not discriminated against. We use this to inform how services can be developed and improved, helping us to ensure that consideration of equalities is an integral part of all our decisions and service planning.

Collecting and analysing this data allows us to take action to reduce and eliminate differences in take-up of services or outcomes experienced by different groups of service users and employees, and to improve our services for the benefit of everyone living or working in Enfield. Collecting and analysing this data can help us to investigate the causes of inequality and take action to reduce and remove inequalities.

This means that we will:

- ask people who use our services to provide us with information on their protected characteristics, always giving them an option to opt out of providing this information if they would prefer not to give it
- store this information securely, in accordance with the requirements of the Data Protection Act 2018 and the General Data Protection Regulations (GDPR)
- analyse this information to determine whether or not we are providing a fair and equal service and make service changes as required as a result of our analysis.

We will benchmark our approach using national recognised standards of excellence in equalities including using the following national resources:

- As a service provider we compare ourselves against other Local Authorities and use the Equality Framework for Local Government (EFLG) to review and improve performance across key performance areas which include knowing your communities; leadership, partnership and organisational commitment; involving your communities; responsive services and customer care; as well as a skilled and committed workforce.
- As an employer, we use the Stonewall Workplace Equality Index to measure progress on Lesbian, Gay, Bi and Trans inclusion.
- The council is a Disability Confident employer and we also use our staff equality monitoring data to benchmark ourselves against other London Boroughs.



Governance

This policy forms part of the Council's policy framework, which is agreed by Full Council.

Councillors represent the views of their communities and bring their views into the Council's decision-making process in their role as community leaders.

The **Equalities Board** which forms part of the Council's Committee structure is made up of elected members from different political parties and community groups, representing different protected groups. The Board is the forum by which the Council can oversee its processes to eliminate discrimination and promote equality, diversity and inclusion.

The **Executive Management Team** will provide visible leadership on equality ensuring it is embedded into policy, strategy, service delivery, our culture and behaviours as well as ensuring that the Council is meeting its duty under the Act.

The **Corporate Equalities Board** is made up of directors within the Council workforce. The role of the Corporate Equalities Board is to drive the corporate equality, diversity and inclusion improvement programme, which aims to deliver on the principles of a fairer Enfield by building capacity across the organisation to improve the Council's approach. The Board has oversight of the implementation of the action plan for achieving our equalities objectives and provides challenge, assurance and advice on all matters relating to the delivery of this policy.

A **lead director** has been identified to oversee the delivery of each equality objective. Lead directors are responsible for the development of individual action plans and will report to the Board on performance and progress for their objective.

All members of our workforce are responsible for delivering services, working with our communities and working with one another in accordance with the Council's policies and procedures in regard to tackling inequality and promoting equality, diversity and inclusion. Senior Officers throughout the Council are responsible for ensuring that everyone who works for Enfield follows this policy in all aspects of their work.

Monitoring and Review

This Fairer Enfield Policy will be periodically reviewed and updated to reflect changing needs, new strategies or organisational restructure.

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Progress in delivering on our equalities objectives will be subject to ongoing review and the objectives themselves will be reviewed and updated every four years, in line the Public Sector Equality Duty.

Progress made towards achieving our equalities objectives will be assessed annually by the Corporate Equalities Board, supported by the Corporate Strategy Service and the Knowledge and Insight team. As part of our Public Sector Equality Duty, we publish an annual Equalities Report.⁸ This report examines progress on equalities targets; reviews the inequalities which persist across Enfield and demonstrates our commitment to overcoming these challenges. The report includes our

workforce review which outlines the makeup of our workforce by ethnicity, age, disability and gender. It also shows how these groups are represented across different pay scales and includes the annual gender pay gap.

Progress against the objectives set out in this policy will be reviewed in our annual Equalities Report, following its approval. A review of progress against the objectives one year on from the policy approval will be contained in the 2021 annual report, scheduled for publication in early 2022.

Equality Impact Assessments (EQIAs) are used to monitor the equality impact of all key decisions, including by assessing whether groups are disproportionately affected by changes to policy or services and identifying action we will take as a result to mitigate this. We also use our equality impact assessment process to review the accessibility of our services to all groups.



Acting when things go wrong

As a Council we aim to apply the highest equality and inclusion standards, however, despite the best intentions sometimes things can go wrong.

People have the right to complain about either a service they have received from us, a contractor that provides services on our behalf, or their experience in the workplace. The Council has a formal complaints procedure for service users and a grievance procedure for employees. We also have a procedure for dignity at work for those who feel they have faced discrimination through service delivery or employment.

The Council takes all complaints seriously and actively encourages people to voice their concern when things go wrong, so that the issue can be addressed and lessons can be learnt. Responding to and learning from complaints will form a key part of the Council's drive for better local services.

We do not tolerate unlawful discrimination, harassment or victimisation and will take decisive and appropriate action against people found in breach of this policy. Employees found in breach of this policy may be liable to disciplinary action including dismissal.



References

- 1 <http://www.instituteofhealthequity.org/resources-reports/build-back-fairer-the-covid-19-marmot-review/build-back-fairer-the-covid-19-marmot-review-full-report.pdf>
- 2 <https://new.enfield.gov.uk/services/your-council/enfield-council-plan-2020-to-2022-your-council.pdf>
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- 6 <https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/domesticabuseinenglandandwales/yearendingmarch2018#understanding-domestic-abuse>
- 7 <https://new.enfield.gov.uk/services/community-safety/sscb-partnership-plan-2017-2021-community-safety.pdf>
- 8 <https://new.enfield.gov.uk/services/your-council/equality-and-diversity-report-2020-your-council.pdf>

Thank you for taking the time to read our Fairer Enfield: Equality, Diversity and Inclusion Policy; we hope you found it interesting.

If you would like to find out more about our plans and services, how we're doing and how to get involved, please visit our website:

➤ new.enfield.gov.uk/services/your-council/our-vision-aims-and-values/

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