

# Ethnic Diversity Research Report

London Borough of Enfield



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# 1. Introduction and Methodology

1. Enfield Council's knowledge of its community is critical to establishing clear and challenging ambitions for Enfield and all its residents. Sound and reliable ethnicity data is an essential component of its knowledge strategy. It is also vital to effective mainstreaming of equalities in services and policies. This research report hopes to make a significant contribution to Enfield Council's sound and in-depth understanding of the diverse community of Enfield.
2. The research compares and contrasts both the majority ethnic population and minority ethnic populations individually. This approach differs to previous approaches that have sought to compare averages for the minority ethnic population with averages for the majority ethnic population. The research has shown greater diversity between minority ethnic populations than with the majority ethnic population. This approach facilitates a more fine-grained analysis through the use of detail that would not otherwise be considered.
3. A variety of research techniques have been used including use of primary data, surveys and interviews.
4. This report presents research undertaken by Enfield Council in two parts:
  - Part one is a desktop exercise comprising a review of data sources, surveys and literature available. It looks at Enfield's ethnic diversity, housing needs, health issues, education, unemployment rates, equality monitoring by Enfield Council for its employees, information and communication and housing services.
  - Part two is based on consultation work – qualitative interviews with 25 community organisations serving minority ethnic residents. These interviews began in October 2004 and were completed in June 2005.
5. The community organisations for the consultation work were selected first, and then contacted by letter. Over 140 community organisations were approached, all those known to Enfield Council at the time, and asked if they were willing to be interviewed. The populations served by the community organisations were checked against the 2001 census data. Any populations of 2% or more were checked against the community organisations interested in participating. For the purposes of this study, an ethnic minority group was considered significant if it had at least a 2% representation in the Census 2001.
6. After recommending the original list of 140, two significant ethnic groups, White Irish and Turkish, were found to be not included in the sample. Out of borough community organisations serving Irish and Turkish residents were contacted, and included in the sample as no organisations based within Enfield could be identified. A final sample size of 25 community organisations was achieved, which captured 79% of Enfield's ethnic population (as categorised by the 2001 Census).

## 2. Background

7. In this section some of the highlights of the desktop research are presented to give an overall picture of ethnic diversity.

### **Enfield's diversity**

8. Enfield's demography is changing. The 2001 Census figures show that 38.8% of residents are from minority ethnic backgrounds – including Irish and Other White. The proportion of White UK residents has decreased from 82.9% of the total population in 1991 to 61.2% of residents in 2001.
9. Black Caribbean is the largest minority ethnic group, representing 5.3% of the total Enfield population – an increase from 3.7% of the population at the 1991 Census. The proportion of Black African residents, the second largest minority ethnic group, increased from 1.6% of the total population in 1991 to 4.3% in the 2001 Census.
10. Country of birth data indicates a large proportion of minority ethnic groups are still born outside the UK, except for the Greek (63.6%) and Black Caribbean (59%) groups who have the majority of their population born within the UK.
11. 60% of pupils in Enfield schools are from minority ethnic populations. Black or Black British (16.8%), Greek Cypriot (5.3%), Turkish (5.1%) and Turkish Cypriot (3.7%) are the largest minority ethnic groups represented in Enfield schools.
12. There has been a significant increase in the minority ethnic older population of Enfield over the past decade. There are over 1000 each of Irish, Indian and Black Caribbean residents, according to the 2001 census.

### **Tenure**

13. Black or Black British households are more likely to be living in the social rented housing sector and are less likely to be owner-occupiers (without a mortgage). Asian or Asian British households are more likely to be owner-occupiers (with a mortgage) – 48.7% compared to 43.1% of all households in Enfield.

### **Housing Conditions**

14. Asian and Asian British households are over-represented in 'unsuitable' owner-occupied (with a mortgage) housing at 15.9%, and Black and Black British households are over-represented in unsuitable socially rented housing. White households for all types of tenure are over-represented in 'suitable' housing.

### **Housing Needs**

15. On average, minority ethnic residents are more likely to be in housing need. Registrations for housing show minority ethnic applicants to be significantly over-represented for housing need (59.5%) and homelessness (70.2%), which

is well above their 38.8% census representation. In contrast, it is important to note that a number of minority ethnic populations are under-represented in housing need in comparison to their census representation.

### **Ethnicity of Enfield Council tenants**

16. Black and Black British households make up 15.4% of council tenants, compared to 10.5% in the 2001 census, and so are significantly over-represented in this tenure.

### **Private Housing Sector**

17. Black and Black British households (15.1%) and Asian and Asian British households (18.1%) are over-represented in the private rented sector.

### **Health**

18. Diabetes is a common health problem for some minority ethnic populations in comparison with the White population. National data from the Yorkshire and Humber Public Health Observatory model, which estimates levels of the disease within different population groups, estimates the prevalence for Type 1 and 2 for the Black and Black British and Asian and Asian British populations at 9% each compared to the equivalent White population's figure of 4%.
19. Data provided by the North Central London Health Protection Unit, on tuberculosis (TB) cases by ethnicity in Enfield for 2004, shows an overall higher prevalence of TB amongst the minority ethnic populations compared to the White UK population. TB cases are significantly over-represented in the Black African population making up 31% of all reported cases compared to the equivalent White UK population's figure of 14%.
20. Teenage pregnancy figures available for Enfield by ethnicity for the under 16s shows an over-representation of Black African and Black Caribbean groups, making up 13% each, of the total under 16s pregnancies. This is slightly higher than the Census 2001 ratios of 10% for Black African and of 8% for Black Caribbean.
21. Mental health data provided by Community Housing and Social Services and by Chase Farm Hospital Mental Health Unit for Enfield residents by ethnicity shows an over-representation of Black Africans being assessed under the Mental Health Act at 8.3% compared to their Census 2001 representation of 4.3%.

### **Free School Meals**

22. Free schools meals eligibility is used as a measure of deprivation and educational need. 23% of Enfield pupils are eligible for free school meals, with Turkish (52.4%), Bangladeshi (34.5%), Black or Black British (31.4%), Turkish Cypriot (28.4%), Pakistani (26.2%) and Mixed White and Black (25.9%) showing the highest proportions of free school meals eligibility. Some ethnic minority populations, however, have lower ratios of free school meals eligibility

than White UK (15.2%), such as Greek (13.5%), Greek Cypriot (10.4%), Chinese (9.7%), Mixed White and Asian (8.9%) and Indian (8.3%).

### **Special Educational needs**

23. Turkish (26.3%), Turkish Cypriot (23.3%) and Black or Black British (22.9%) pupils have the highest percentages of special educational needs, as compared to the Enfield average of 20.5%. Chinese (6.9%) and Indian (9.7%) groups have the lowest percentages of special educational needs pupils, much less than White UK (20.8%).

### **Unemployment**

24. Unemployment in Enfield for those aged 16 and over is 4.1% overall, and 3.3% for White UK. The White Irish group is under-represented in unemployment at 2.8%, showing lower unemployment percentage than for White UK. All other minority ethnic groups are over-represented in unemployment with White and Black African (8.2%), Black African (7.7%) and Pakistani (7.3%) groups showing the highest levels of unemployment for those aged 16 and over.
25. There is no correlation between high unemployment and under representation in full-time study for minority ethnic groups. On the contrary, the minority ethnic residents over represented in unemployment also show over-representation in full-time study compared to the average for Enfield and White UK.

### **Enfield Council employees**

26. Minority ethnic employees are under represented in employment at 15.3% in comparison with their economically active population of 22.3%. Ethnicity data has not been collected for 35% of Enfield Council employees.
27. White UK and White Irish applicants are statistically more likely to be offered posts. All minority ethnic groups are under-represented under the 'shortlisted' and 'appointed' phases of the recruitment process compared to their representation under 'applied'. In contrast, White UK are significantly over-represented under 'shortlisted' and 'appointed' compared to their representation under 'applied'.

### **Housing Allocations**

28. White UK is significantly over-represented in all types of housing allocations compared to their registrations. Black or Black British are significantly over-represented in homeless allocations with Housing Associations.
29. The White UK group aged over 75 years, who represent 88.2% of those aged over 75 years in Enfield, are under represented in sheltered accommodation for general needs allocations (55.8%) and for transfers allocations (74.5%). This may be linked to the over-representation of White UK households in 'suitable' housing.

## **Asylum Seekers**

30. Asylum-seeking households may be at particular risk of homelessness. Asylum seekers accommodated within Enfield are entitled to receive health, education and social services. Asylum seekers can be dealt with by a number of agencies. In all cases, asylum seekers accommodation costs are borne by the Home Office. There have been falls in asylum seeker numbers.

### 3. Findings from the interviews

31. This section highlights the main findings from the research with community organisations serving minority ethnic populations. It must be noted that the information in this section is based on qualitative interviews that give insight into the experiences of minority ethnic residents, as well as an understanding of community organisation perceptions. It represents the views of individuals and gives a snap shot of some of the issues that concern them, but these comments do not have statistical significance and should not be interpreted as representing the views of residents from particular minority ethnic populations.
32. The overwhelming concern was one of access to services and the practical difficulties faced by minority ethnic residents for whom English is an acquired language. This was the universal view of community organisations serving minority ethnic residents, who had English as an acquired language. There was no call for the Council to provide culturally specific services, rather that all Enfield residents should be able to access mainstream services. Significant concerns were expressed about the effectiveness of the Council's translation and interpreting service.
33. The key issues that appear to most greatly affect minority ethnic residents as a whole are:
  - Access to Enfield Council's services due to language barriers and lack of information about these services
  - Lack of knowledge about the translation and interpreting service provided by Enfield Council
  - Lack of awareness amongst minority ethnic community groups, particularly the newer and smaller groups, about EREC's function
  - Lack of cultural awareness and sensitivity amongst reception and front line staff affecting the quality of the service
  - Insufficient engagement by the Council in local level consultation with minority ethnic residents and community organisations
  - Temporary accommodation – particularly the issues of long lengths of stay and overcrowding, affecting health and education
34. Further results from these interviews can be found in Section 6 – Interviews, on page 47.

## 4. Recommendations

35. The recommendations listed here are limited to the extent of the research undertaken. The recommendations listed here are supported by the desktop and qualitative research findings of the Enfield Ethnic Diversity Research report. The recommendations, being research-led, are not comprehensive and as such it may well be that there are other appropriate actions that Enfield Council should undertake in relation to ethnic diversity.

- To provide a short leaflet listing all the significant council services with details of how they are to be accessed, in the top ten community languages, including English.
- Publicise the availability of speakers of community languages at all reception points including the customer service centre.
- Publicise the availability of Enfield Council's interpreting and translation service through:
  - Posters in all council reception areas
  - Providing information to all community groups
  - Producing leaflets in the top ten community languages.
- Translation of documents should be made available in audio format to address issues of difficulty in understanding technical terms and also differing levels of literacy and visual impairment.
- There should be a consistent and corporate approach to diversity training, so that all managers and staff can carry out their responsibilities in relation to employment and service delivery, to meet council standards.
- To review Enfield Council's consultation strategy, with a view to achieving greater engagement with minority ethnic residents and community organisations serving those residents.
- To ensure that transparent information about Enfield Council's grant funding process is widely available.
- EREC, in partnership with Enfield Council, should promote its existence and function to all minority ethnic residents and community groups and to broaden its representation with the minority ethnic population, particularly the newer and smaller groups.
- There should be monthly, or at least quarterly, monitoring of housing allocations by ethnicity and there should be a thorough investigation to identify any underlying reasons why White UK are over-represented in housing allocations.

- Provide a strategic response to the concerns of minority ethnic residents about temporary accommodation conditions and its impact on health and education.
- Target work experience opportunities for young people to schools in deprived areas.
- Ensure that temporary recruitment agencies supply candidates representing Enfield's minority ethnic population, particularly for customer facing areas, to get a foot in the door and gain awareness of the Council and jobs available.
- Engaging with the government's New Deal for the unemployed so tackling deprivation and providing employment opportunities.

## 5. Desktop research

### ENFIELD'S DIVERSITY

36. Enfield's ethnic diversity is broad and encompasses many ethnic backgrounds. Although this diversity has increased over time, the majority ethnic population, White UK, still forms 61% of the total for Enfield.

#### Ethnic groups

37. The main sources of data on the composition, size and changes in Enfield's minority ethnic populations are the 2001 Census and the 1991 Census. Table 1 and table 2 below show the changes in Enfield's minority ethnic population from 1991 to 2001. Please note that the ethnic monitoring categories used by the census changed from 1991 to 2001.

**Table 1: Ethnicity of Enfield's population, 1991 Census**

Ethnic group	Number of residents	% of total population
Asian Other	3,476	1.4%
Bangladeshi	2,130	0.8%
Black African	4,087	1.6%
Black Caribbean	9,402	3.7%
Black Other	2,383	0.9%
Chinese	1,152	0.4%
Indian	9,057	3.5%
Other	3,582	1.4%
Pakistani	1,046	0.4%
White [1]	213,299	82.9%
Born in Ireland	7,803	3.0%
<b>All People</b>	<b>257,417</b>	<b>100.0%</b>

[1] White excludes those born in Ireland

**Table 2: Ethnicity of Enfield's population, 2001 Census**

<b>Ethnic group</b>	<b>Number of residents</b>	<b>% of total population</b>
Asian Other	3,496	1.3%
Black African	11,884	4.3%
Black Caribbean	14,590	5.3%
Bangladeshi	3,524	1.3%
Black Other	1,889	0.7%
Chinese	2,011	0.7%
Any Other Ethnic Groups	1,888	0.7%
Eastern European	823	0.3%
Greek Cypriot	8,555	3.1%
Greek	2,271	0.8%
Indian	10,887	4.0%
Iranian	566	0.2%
Irish	8,398	3.1%
Kosovan	335	0.1%
Kurdish	1,425	0.5%
Other Mixed	2,199	0.8%
Pakistani	1,717	0.6%
Somalian	228	0.1%
Sri Lankan	1,625	0.6%
Turkish Cypriot	4,225	1.5%
Turkish	5,931	2.2%
Vietnamese	211	0.1%
Mixed (White and Black African)	1,068	0.4%
Mixed (White and Asian)	2,278	0.8%
Mixed (White and Black Caribbean)	2,549	0.9%
White UK	167,394	61.2%
White other	11,592	4.2%
<b>All People</b>	<b>273,559</b>	<b>100.0%</b>

38. Census figures show a decline in the majority ethnic White UK population from 82.9% of the total population in 1991 to 61.2% in 2001. From 2001 Census the largest identified minority ethnic populations are Black Caribbean (5.3%), Black African (4.3%) and Indian (4.0%). There is also a significant Irish population (3.1%) as well as Greek Cypriot (3.1%), Turkish (2.2%), Turkish Cypriot (1.5%) and Bangladeshi (1.3%).
39. 2001 Census data on country of birth of Enfield's minority ethnic residents, presented in table 3, shows that the majority of most of the populations are not UK born. Enfield's Greek Cypriot and Turkish Cypriot populations had the highest proportions born outside the UK.

**Table 3: Percentage of Enfield's minority ethnic communities born outside UK, 2001 Census**

Ethnic group	% of overall population born outside UK
Cyprus [1]	92.3%
Sri Lankan	91.6%
Any Other Ethnic Groups	81.6%
Chinese	71.2%
Eastern European	65.7%
Black African	64.1%
Irish	62.5%
Indian	62.0%
Bangladeshi	56.0%
Pakistani	51.0%
Black Caribbean	41.0%
Greek	36.4%

[1] Cyprus includes both Greek Cypriot and Turkish Cypriot communities

40. Only the Greek (63.6%) and Black Caribbean (59%) populations had a majority born in the UK.

### Ethnic groups and age

41. The minority ethnic populations with an age structure significantly different to the average for Enfield are White Mixed, Irish, Pakistani, Bangladeshi and Black African groups.

**Table 4: Ethnicity of Enfield's population by age, 2001 Census**

Ethnicity	Age						All ages
	0 to 14	15 to 29	30 to 44	45 to 59	60 to 74	75+	
White: British	18.2%	18.8%	22.5%	17.7%	13.2%	9.5%	100.0%
White: Irish	8.9%	15.8%	26.9%	25.3%	17.4%	5.8%	100.0%
White: Other	18.2%	24.2%	27.9%	17.4%	9.9%	2.5%	100.0%
Mixed: White/Black Caribbean	54.8%	21.1%	15.6%	3.5%	3.8%	1.2%	100.0%
Mixed: White/Black African	45.6%	22.5%	21.0%	7.7%	2.2%	1.1%	100.0%
Mixed: White/Asian	40.0%	26.9%	20.4%	6.9%	4.4%	1.3%	100.0%
Mixed: Other	42.4%	25.2%	17.6%	9.8%	4.1%	1.0%	100.0%
Asian: Indian	17.4%	21.8%	25.0%	21.2%	12.0%	2.6%	100.0%
Asian: Pakistani	22.6%	30.9%	24.7%	12.5%	8.6%	0.8%	100.0%
Asian: Bangladeshi	31.8%	28.9%	21.6%	9.6%	7.7%	0.4%	100.0%
Asian: Other	22.0%	22.7%	26.8%	19.9%	7.4%	1.3%	100.0%
Black: Caribbean	20.6%	18.0%	33.3%	15.6%	11.0%	1.5%	100.0%
Black: African	32.6%	22.3%	32.9%	9.4%	2.6%	0.3%	100.0%
Black: Other	39.5%	22.5%	27.6%	6.3%	3.7%	0.4%	100.0%
Chinese	16.4%	29.4%	27.9%	18.7%	6.5%	1.0%	100.0%
Any Other Ethnic Groups	19.9%	25.6%	31.7%	17.6%	4.6%	0.6%	100.0%
<b>Enfield average</b>	<b>19.9%</b>	<b>20.2%</b>	<b>24.6%</b>	<b>17.1%</b>	<b>11.6%</b>	<b>6.6%</b>	<b>100.0%</b>

42. The Mixed populations are young, showing a significantly higher representation of 0-14 year olds, ranging between 40% to 54.8%, compared to the average of 19.9% for Enfield. Black African (32.6%) and Bangladeshi (31.8%) populations are also young, showing high representations of 0-14 year olds. Irish have the

lowest representation of 0-14 year olds at 8.9%, whilst Indian (17.4%) and Chinese (16.4%) are slightly below the White British (18.2%) ratio.

43. In the age range 15-29, Pakistani (30.9%), Chinese (29.4%) and Bangladeshi (28.9%) populations have a much higher representation than the Enfield average (20.2%). Irish (15.8%) have the lowest representation in this age group, even less than that for White British (18.8%) and Black Caribbean (18.0%).
44. In the age range of 30-44 year olds, most minority ethnic populations are over-represented compared to the average for Enfield (24.6%) and the White British (22.5%) representation.
45. In the older age brackets of 45-59 and 60-74 year olds, Irish have the highest representation at 25.3% and 17.4% respectively. Indians also have a higher representation than the Enfield average for these age groups.
46. White UK residents are significantly over-represented in the 75+ age group at 9.5% of their total population, compared to the equivalent Enfield average of 6.6%. Other ethnic groups with high numbers of older people are Irish (5.8%), Indian (2.6%) and Black Caribbean (1.5%).

### Minority Ethnic groups represented in Enfield schools

47. Ethnicity information collected on pupils according to the Department for Education and Skills list of ethnic codes, which all Local Education Authorities must use, shows the percentages of minority ethnic pupils in Enfield schools.

**Table 5: Largest minority ethnic groups represented in Enfield schools**

Ethnic group	Numbers	% of total population
Asian Other	1,027	2.1%
Black or Black British	8,232	16.8%
Bangladeshi	1,053	2.2%
Black Other	663	1.4%
Chinese	288	0.6%
Any Other Ethnic Groups	2,240	4.6%
Greek Cypriot	2,617	5.3%
Greek	399	0.8%
Indian	1,257	2.6%
Other Mixed	2,271	4.6%
Pakistani	389	0.8%
Turkish Cypriot	1,823	3.7%
Turkish	2,474	5.1%
Mixed (White and Black)	924	1.9%
Mixed (White and Asian)	303	0.6%
White British	19,536	39.9%
White Other	2,404	4.9%
Unknown	1,045	2.1%
<b>Total</b>	<b>48,945</b>	<b>100.0%</b>

Source: Enfield Pupil Level Annual School Census (PLASC) Report 2004

48. Black or Black British (16.8%), Greek Cypriot (5.3%), Turkish (5.1%) and Turkish Cypriot (3.7%) are the largest minority ethnic groups represented in Enfield schools.
49. A significant number of school children resident in Enfield attend schools outside the borough. Similarly, a significant number of children attending Enfield schools are resident outside the borough.

### Older populations and ethnicity

50. Overall, the numbers of minority ethnic older people is relatively small. There has, however, been a significant increase in the minority ethnic older population in Enfield over the past decade, with each of the Irish, Indian and Black Caribbean communities having at least 1000 older people in the 2001 census.

**Table 6: Census 1991 and census 2001 comparison of ethnicity of older people**

Minority Ethnic Groups								
1991 census								
Age group	Irish	Indian	Pakistani	Bangladeshi	Black Caribbean	Black African	Chinese	All
65-69	390	156	8	18	142	15	14	743
70-74	307	108	3	11	90	14	8	541
75-79	213	58	2	2	44	3	0	322
80-84	94	20	2	2	15	2	1	136
85-89	49	14	1	1	8	1	0	74
90 +	0	0	0	0	0	0	0	0
<b>Total</b>	<b>1,053</b>	<b>356</b>	<b>16</b>	<b>34</b>	<b>299</b>	<b>35</b>	<b>23</b>	<b>1,816</b>
2001 census								
Age group	Irish	Indian	Pakistani	Bangladeshi	Black Caribbean	Black African	Chinese	All
65-69	492	400	44	91	508	82	41	1,658
70-74	365	346	40	29	301	55	25	1,161
75-79	241	136	10	4	105	18	15	529
80-84	153	91	3	8	72	15	6	348
85-89	74	34	0	3	25	0	0	136
90 +	16	21	0	0	18	5	0	60
<b>Total</b>	<b>1,341</b>	<b>1,028</b>	<b>97</b>	<b>135</b>	<b>1,029</b>	<b>175</b>	<b>87</b>	<b>3,892</b>

### HOUSING

51. On average, minority ethnic populations have lower incomes. There is a strong correlation between lower incomes and unsuitable housing. There is also a strong correlation between unsuitable housing and social renting. It is important to note that a significant number of minority ethnic populations do not have below average incomes.

### Tenure

52. The tenure pattern varies greatly amongst all ethnic groups. Black and Black British households are more likely to be living in the social rented sector and are less likely to be owner-occupiers (without a mortgage). The sample of mixed households in the survey was small so this data should be treated with caution.

**Table 7: Tenure and ethnicity in Enfield**

			Ethnic Group			All h'holds
	White	Mixed	Asian and Asian British	Black and Black British	Chinese and Other	
<b>Number</b>						
Owner-occupied (no mortgage)	31,605	192	1,593	917	333	34,641
Owner-occupied (with mortgage)	40,229	764	3,318	4,347	781	49,438
Council	8,985	488	451	1,624	370	11,919
RSL	4,560	344	419	1,084	101	6,508
Private rented	8,510	751	1,028	1,760	63	12,112
<b>Total</b>	<b>93,889</b>	<b>2,539</b>	<b>6,809</b>	<b>9,733</b>	<b>1,648</b>	<b>114,618</b>
<b>Percentage</b>						
Owner-occupied (no mortgage)	33.7%	7.6%	23.4%	9.4%	20.2%	30.2%
Owner-occupied (with mortgage)	42.8%	30.1%	48.7%	44.7%	47.4%	43.1%
Council	9.6%	19.2%	6.6%	16.7%	22.5%	10.4%
RSL	4.9%	13.5%	6.2%	11.1%	6.1%	5.7%
Private rented	9.1%	29.6%	15.1%	18.1%	3.8%	10.6%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Source: London Borough of Enfield - Housing Needs Survey 2004

53. Asian households are more likely to be owner-occupiers (with a mortgage) – 48.7% compared to 43.1% of all households in Enfield.

### Housing conditions

54. The housing conditions of minority ethnic residents were investigated in the *Housing Needs Survey 2004*.

**Table 8: Unsuitable housing by ethnicity in Enfield**

Ethnic group	In unsuitable housing (number of responses)	Not in unsuitable housing	Number of h'holds in Enfield	% of total h'holds in unsuitable housing	% of those in unsuitable housing
White	11,223 (301)	82,666	93,889	12.0%	62.6%
Mixed [1]	832 (17)	1,707	2,539	32.8%	4.6%
Asian and Asian British	1,793 (47)	5,016	6,809	26.3%	10.0%
Black and Black British	3,654 (89)	6,078	9,733	37.5%	20.4%
Chinese and Any Other [1]	428 (13)	1,220	1,648	26.0%	2.4%
<b>Total</b>	<b>17,931 (467)</b>	<b>96,687</b>	<b>114,618</b>	<b>15.6%</b>	<b>100.0%</b>

Source: London Borough of Enfield - Housing Needs Survey 2004

[1] Figures based on small sample so treat with caution

55. Table 8 does not identify tenure for unsuitable housing, which is important because certain tenures such as council housing have significantly higher ratios of unsuitable houses. Representation of minority ethnic households by tenure in 'unsuitable' and 'suitable' housing is shown below. The majority of those in housing need are White because of the larger size of the White population.

**Table 9: Ethnic group of households in unsuitable housing by tenure in Enfield**

Tenure	Ethnic Group					Total
	White	Mixed	Asian and Asian British	Black and Black British	Chinese and Other	
Owner-occupied (no mortgage)	78.6%	0.0%	12.8%	6.9%	1.7%	100.0%
Owner-occupied (with mortgage)	63.8%	2.1%	15.9%	14.1%	4.1%	100.0%
Council	58.0%	5.8%	5.3%	26.3%	4.5%	100.0%
RSL	59.1%	9.4%	4.5%	27.0%	0.0%	100.0%
Private rented	58.9%	6.4%	8.5%	26.2%	0.0%	100.0%

Source: London Borough of Enfield - Housing Needs Survey 2004

**Table 10: Ethnic group of households in suitable housing by tenure in Enfield**

Tenure	Ethnic Group					Total
	White	Mixed	Asian and Asian British	Black and Black British	Chinese and Other	
Owner-occupied (no mortgage)	92.1%	0.6%	4.1%	2.4%	0.9%	100.0%
Owner-occupied (with mortgage)	83.5%	1.5%	5.6%	8.1%	1.3%	100.0%
Council	83.5%	3.3%	3.1%	7.7%	2.4%	100.0%
RSL	76.6%	2.8%	7.6%	10.5%	2.5%	100.0%
Private rented	76.2%	6.1%	8.5%	8.4%	0.8%	100.0%

Source: London Borough of Enfield - Housing Needs Survey 2004

56. Asian and Asian British households are over-represented in unsuitable owner-occupied (with a mortgage) housing at 15.9%, and Black and Black British households are over-represented in unsuitable socially rented housing – making up 26.3% of Council tenure and 27% of RSL tenure. White households for all types of tenure are over-represented in ‘suitable’ housing tenure.

## Housing needs

57. Overall, minority ethnic residents in Enfield are more likely to be in housing need. Table 11 shows the ethnicity of homeless decisions. Overall, minority ethnic populations are over-represented compared to their Census 2001 ratios. The Asian population is significantly under-represented which may be due to their higher levels of income and a preference for owner-occupied tenure.

**Table 11: Homeless Decisions 2002/03 and 2003/04**

Homeless decisions	Ethnic Group	2002-03	2003-04
<b>Numbers</b>	White	532	522
	African/Caribbean	545	566
	Indian/Pakistani/Bangladeshi	57	45
	Other Ethnic Origin	534	520
	Unknown	140	115
	<b>Total</b>	<b>1,808</b>	<b>1,768</b>
<b>Percentages</b>	White	29.4%	29.5%
	African/Caribbean	30.1%	32.0%
	Indian/Pakistani/Bangladeshi	3.2%	2.5%
	Other Ethnic Origin	29.5%	29.4%
	Unknown	7.7%	6.5%
	<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>

Source: Office of Deputy Prime Minister (ODPM) P1E

58. Table 12 profiles ethnicity of registrations for social housing with a more detailed ethnic breakdown than given in table 11. It further confirms the conclusions drawn from table 11 that minority ethnic populations overall are over represented in housing registrations. Once again, Asian or British Asian are under represented and Black or Black British are significantly over represented for all types of social housing needs registrations.

**Table 12: Housing registrations for social housing as at 31<sup>st</sup> March 2005**

Ethnic group	General Needs		Homeless		Transfer		Census 2001 Enfield Ethnic Profile %
White UK	1,101	23.7%	544	16.9%	658	44.0%	<b>61.2%</b>
White Others	1,071	23.1%	1,075	33.3%	245	16.4%	<b>15.9%</b>
White Mixed	37	0.8%	7	0.2%	6	0.4%	<b>3.0%</b>
Asian or Asian British	277	6.0%	151	4.7%	85	5.7%	<b>7.8%</b>
Black or Black British	1,283	27.6%	935	29.0%	272	18.2%	<b>10.5%</b>
Any Other Ethnic Groups	95	2.0%	98	3.0%	19	1.3%	<b>1.7%</b>
Unknown	781	16.8%	417	12.9%	209	14.0%	<b>0.0%</b>
<b>Total no. of registrations</b>	<b>4,645</b>	<b>100.0%</b>	<b>3,227</b>	<b>100.0%</b>	<b>1,494</b>	<b>100.0%</b>	<b>273,559</b>

### Ethnicity of Enfield Council tenants

59. Enfield Council has ethnicity data of its tenants in permanent housing and, as shown in table 13, has ethnicity data of 62.3% of tenancies for 2004-05, compared to 52.4% in 2003/04.
60. Black African (4.1%), Black Caribbean (4.0%) and Turkish (3.9%) groups have the highest representation in the tenancy profile.

**Table 13: Tenant profile as at 31<sup>st</sup> March 2005**

<b>Ethnic group</b>	<b>Number</b>	<b>% of total</b>
Asian Other	22	0.2%
Black African	478	4.1%
Black Caribbean	466	4.0%
Bangladeshi	110	0.9%
Black Other	19	0.2%
Chinese	18	0.2%
Any Other Ethnic Groups	320	2.7%
Eastern European	12	0.1%
Ethiopian	16	0.1%
Greek Cypriot	179	1.5%
Greek	50	0.4%
Indian	68	0.6%
Iranian	34	0.3%
Iraqi	10	0.1%
Irish	121	1.0%
Kosovan	12	0.1%
Kurdish	94	0.8%
Other Mixed	46	0.4%
Pakistani	26	0.2%
Somalian	144	1.2%
Sri Lanka	20	0.2%
Turkish Cypriot	194	1.7%
Turkish	458	3.9%
Vietnamese	7	0.1%
Mixed (White & Black African)	13	0.1%
Mixed (White & Asian)	8	0.1%
Mixed (White & Black Caribbean)	16	0.1%
White UK	4,276	36.5%
White Other	51	0.4%
Unknown	4,415	37.7%
Refused	7	0.1%
<b>Total</b>	<b>11,710</b>	<b>100.0%</b>

61. The same information as above is represented in table 14, but this time excluding tenants for whom ethnicity data had not been collected, and with Census 2001 data included for comparison. Black or Black British are significantly over represented in council housing at 15.4% compared to their 2001 census ratio of 10.5%.

**Table 14: Ethnicity of Enfield's tenant profile versus Census 2001 data**

Ethnic group	White [1]	Mixed	Asian or Asian British	Black or Black British	Chinese or any Other Ethnic Groups	Total
Tenant Profile 2004	5,447	83	246	1,123	389	7,288
<b>Census 2001</b>	<b>210,949</b>	<b>8,094</b>	<b>21,249</b>	<b>28,591</b>	<b>4,676</b>	<b>273,559</b>
Tenant Profile 2004 %	74.7%	1.1%	3.4%	15.4%	5.3%	100.0%
<b>Census 2001 %</b>	<b>77.1%</b>	<b>3.0%</b>	<b>7.8%</b>	<b>10.5%</b>	<b>1.7%</b>	<b>100.0%</b>

[1] ODPM definition has been applied

Note – this table excludes the Unknown/Refused category

## Private housing sector

62. The private housing sector consists of owner-occupiers and private rented. *Enfield Housing Needs Survey 2004* shows that Black and Black British households (18.1%) and Asian and Asian British households (15.1%) are over-represented in the private rented sector.

## Condition of stock

63. Using Enfield's *Private Sector Housing Condition Survey 2002*, table 15 shows the housing conditions of minority ethnic households compared to the 'decent housing' definition. On average, minority ethnic residents are slightly under represented in 'decent' housing compared to White UK.

**Table 15: Housing condition in Enfield by ethnicity**

Ethnic origin	Number of households compliant with 'decent' housing definition		Number of households non-compliant with 'decent' housing definition	
	Number	%	Number	%
Bangladeshi	15	62.5%	9	37.5%
Black African	28	75.7%	9	24.3%
Black Caribbean	45	73.8%	16	26.2%
Black UK	40	81.6%	9	18.4%
Chinese	14	87.5%	2	12.5%
Greek	20	90.9%	2	9.1%
Greek Cypriot	26	89.7%	3	10.3%
Irish	7	77.8%	2	22.2%
Indian	20	76.9%	6	23.1%
Pakistani	61	79.2%	16	20.8%
Turkish	17	77.3%	5	22.7%
Turkish Cypriot	22	71.0%	9	29.0%
White UK	525	80.8%	125	19.2%
Any Other Ethnic Groups	29	58.0%	21	42.0%
Refused/Unobtainable	9	42.9%	12	57.1%
<b>Total for Enfield</b>	<b>878</b>	<b>78.1%</b>	<b>246</b>	<b>21.9%</b>

Source: Enfield's Private Sector Housing Condition Survey 2002

64. There appears to be significant variation in the experiences of particular minority ethnic populations but the sample size is too small to draw any significant conclusions.

## HEALTH ISSUES

65. The link between health and housing is well known with a prevalence of ill health among households living in poor conditions. There is a strong correlation between low income and poor housing conditions, as well as between low incomes and poor health.
66. Census 2001 shows that mixed groups, Black Caribbean and Chinese under 16s have higher rates of limiting long term illness compared to the average for Enfield and for White UK. Bangladeshi residents show significant over representation for long-term illness over all age groups, with a marked increase after the age of 50. Mixed groups also show a significant over-representation for limiting long-term illness amongst 16 to 49 years olds.
67. Diabetes is a common health problem for some minority ethnic populations in comparison with the White population. National data from the Yorkshire and Humber Public Health Observatory model, which estimates levels of the disease within different population groups, estimates the prevalence for Type 1 and 2 for Black and Black British and Asian and Asian British populations at 9% each, compared to the equivalent White population's figure of 4%.
68. Data provided by the North Central London Health Protection Unit, on tuberculosis (TB) cases by ethnicity in Enfield for 2004, shows an overall higher prevalence of TB amongst the minority ethnic populations compared to the White UK population. TB cases are significantly over-represented in the Black African population, making up 31% of all reported cases compared to the equivalent White UK population's figure of 14%.
69. Teenage pregnancy figures<sup>1</sup> available for Enfield by ethnicity for the under 16s shows an over-representation of Black African and Black Caribbean groups, making up 13% each, of the total under 16s pregnancies. This is slightly higher than the Census 2001 ratios of 10% for Black African and of 8% for Black Caribbean.
70. Mental health data provided by Community Housing and Social Services and by Chase Farm Hospital Mental Health Unit for Enfield residents by ethnicity shows an over-representation of Black Africans being assessed under the Mental Health Act at 8.3% compared to their Census 2001 representation of 4.3%.

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<sup>1</sup> Teenage pregnancy data by ethnicity for the under 16s provided by Enfield Primary Care Trust for North Middlesex Hospital is for the year 2004, and for Chase Farm Hospital the most recent data available was for the year 2002. The two sets of data have been added to give an overall figure for Enfield. Under-18s teenage pregnancy data was available only for North Middlesex Hospital and so could not be analysed on its own.

**Table 16: Mental Health cases in Enfield**

Ethnic group	Census 2001		Mental Health users with an on-going need as at 01/07/05 [a]		In-patients 01/04/2004 - 31/03/2005 [b]		MH act assessments 01/04/04 - 31/03/05 [b]	
	%	Numbers	%	Numbers	%	Numbers	%	Numbers
Asian Other	1.3%	11	2.5%	16	2.0%	8	2.8%	
Black African	4.3%	13	2.9%	24	3.1%	24	8.3%	
Black Caribbean	5.3%	14	3.1%	23	2.9%	16	5.5%	
Bangladeshi	1.3%	1	0.2%	7	0.9%	4	1.4%	
Black Other	0.7%	27	6.0%	22	2.8%	21	7.2%	
Chinese	0.7%	1	0.2%	0	0.0%	1	0.3%	
Any Other Ethnic Groups	0.7%	22	4.9%	33	4.2%	25	8.6%	
Eastern European	0.3%	0	0.0%	0	0.0%	0	0.0%	
Greek Cypriot	3.1%	16	3.6%	16	2.0%	0	0.0%	
Greek	0.8%	4	0.9%	9	1.1%	0	0.0%	
Indian	4.0%	9	2.0%	18	2.3%	4	1.4%	
Iranian	0.2%	2	0.4%	0	0.0%	0	0.0%	
Iraqi	0.0%	0	0.0%	0	0.0%	0	0.0%	
Irish	3.1%	6	1.3%	18	2.3%	4	1.4%	
Kosovan	0.1%	1	0.2%	0	0.0%	0	0.0%	
Kurdish	0.5%	0	0.0%	0		0	0.0%	
Other Mixed	0.8%	1	0.2%	2	0.3%	0	0.0%	
Pakistani	0.6%	2	0.4%	2	0.3%	1	0.3%	
Somalian	0.1%	1	0.2%	4	0.5%	0	0.0%	
Sri Lankan	0.6%	3	0.7%	0	0.0%	0	0.0%	
Turkish Cypriot	1.5%	4	0.9%	9	1.1%	0	0.0%	
Turkish	2.2%	6	1.3%	26	3.3%	0	0.0%	
Vietnamese	0.1%	0	0.0%	0	0.0%	0	0.0%	
Mixed (White & Black African)	0.4%	0	0.0%	2	0.3%	0	0.0%	
Mixed (White & Asian)	0.8%	0	0.0%	0	0.0%	0	0.0%	
Mixed (White & Black Caribbean)	0.9%	0	0.0%	0	0.0%	1	0.3%	
White UK	61.2%	172	38.4%	494	62.9%	96	33.1%	
White other	4.2%	9	2.0%	36	4.6%	37	12.8%	
Unknown	0.0%	64	14.3%	24	3.1%	15	5.2%	
Refused	0.0%	59	13.2%	0	0.0%	33	11.4%	
<b>All People</b>	<b>100.0%</b>	<b>448</b>	<b>100.0%</b>	<b>785</b>	<b>100.0%</b>	<b>290</b>	<b>100.0%</b>	

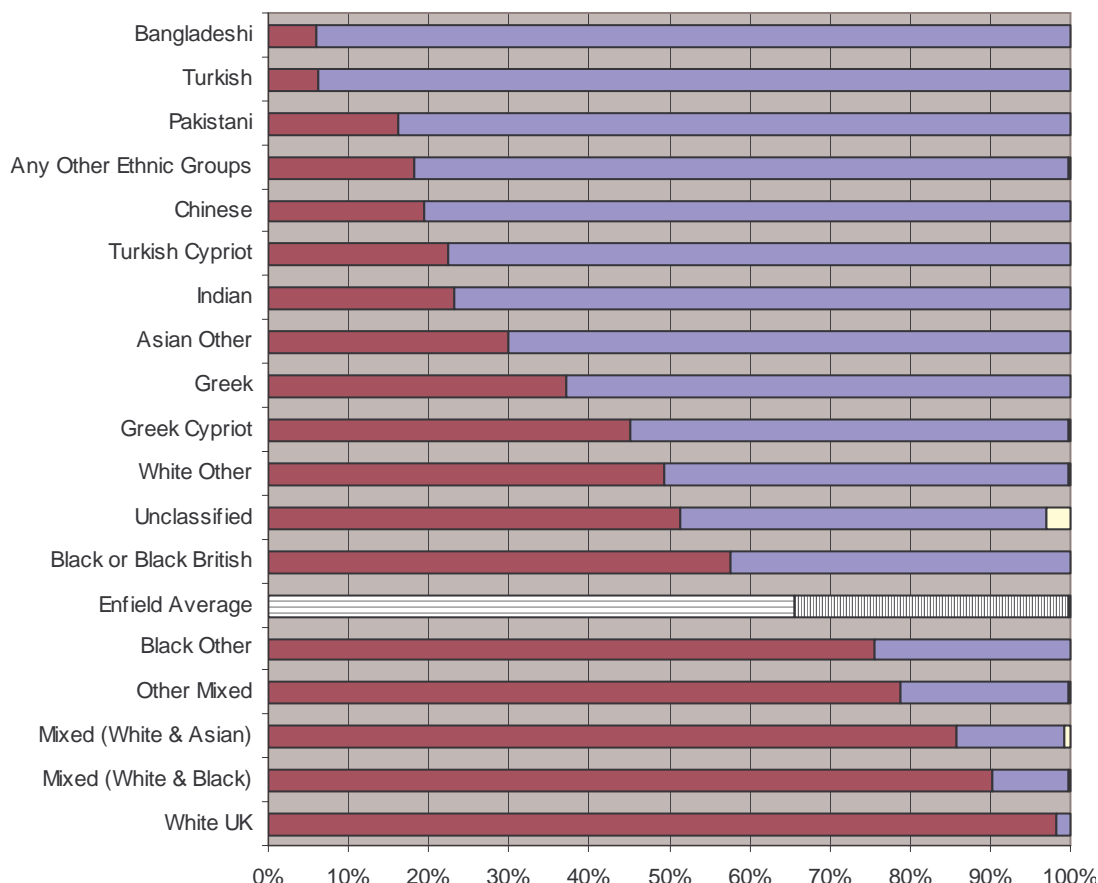
Data sources – [a] Community Housing and Social Services  
[b] Chase Farm Hospital Mental Health Unit

## EDUCATION

### English as an acquired language

71. 60.1% of Enfield pupils are from minority ethnic backgrounds, with a large number of pupils having a first language other than English. The groups with high numbers of pupils having English as an acquired language are Bangladeshi (93.8%), Turkish (93.7%) and Pakistani (83.8%).

**Table 17: Percentage of Pupils with English as an additional language compared to ethnic group**



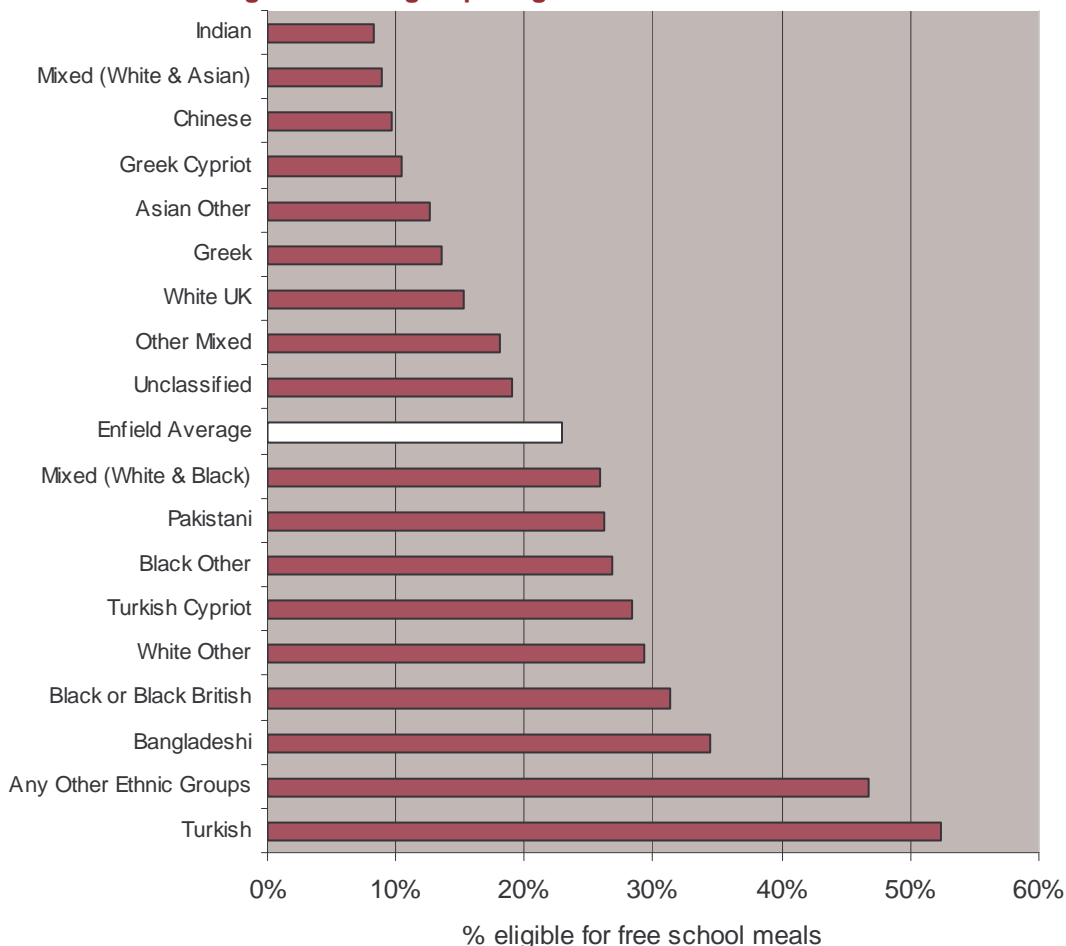
Source: Enfield Pupil Level Annual School Census (PLASC) Report 2004

### Free school meals

72. Free school meals eligibility identifies families and children on low incomes and is used as a measure of deprivation and educational need. To be eligible for free school meals a family must be in receipt of certain means-tested benefits, such as income support or income-based jobseekers allowance.
73. In Enfield, 25% of primary schools pupils (excluding nursery schools) and 20.1% of secondary schools pupils (including sixth form) are eligible for free school meals, compared to England and Wales figures of 17.2% for primary schools and 14.3% for secondary schools.

74. Analysis of information on pupils who are resident in the borough and attend Enfield schools shows that pupils who are eligible for free school meals are concentrated in the most deprived wards of Edmonton Green, Lower Edmonton and Upper Edmonton. These wards also have high percentages of pupils with English as an additional language (source - Enfield Education Statistics Report).

**Table 18: Percentage of Ethnic groups eligible for free school meals**



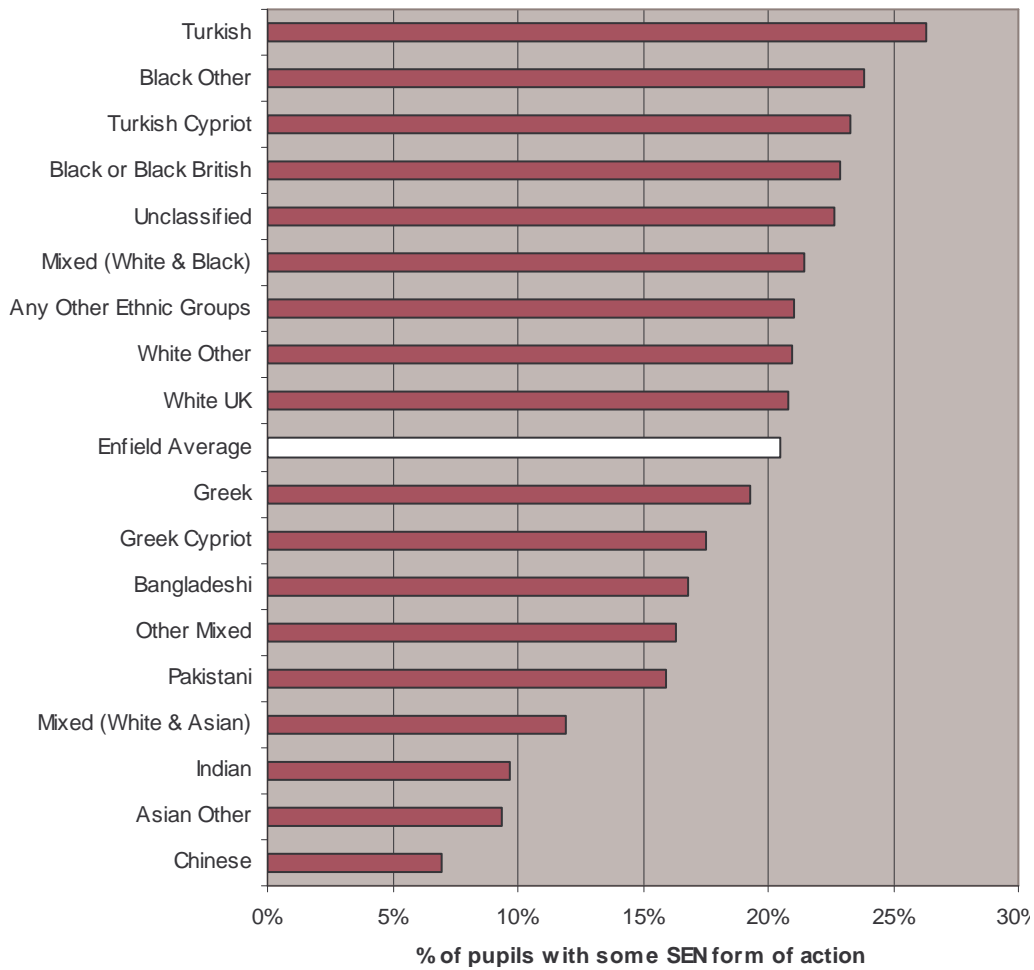
Source: Enfield Pupil Level Annual School Census (PLASC) Report 2004

75. 23% of Enfield pupils are eligible for free school meals, with Turkish (52.4%), Bangladeshi (34.5%), Black or Black British (31.4%), Turkish Cypriot (28.4%), Pakistani (26.2%) and Mixed White and Black (25.9%) pupils showing the highest proportions of free school meals eligibility. Some ethnic minority populations, however, have lower ratios of free school meals eligibility than White UK (15.2%) pupils, such as Greek (13.5%), Greek Cypriot (10.4%), Chinese (9.7%), Mixed White and Asian (8.9%) and Indian (8.3%) pupils.

### Special educational needs (SEN)

76. Turkish (26.3%), Turkish Cypriot (23.3%) and Black or Black British (22.9%) pupils have the highest percentages of special educational needs, as compared to the Enfield average of 20.5%. Chinese (6.9%) and Indian (9.7%) groups have the lowest percentages of special educational needs pupils, much less than White UK (20.8%).

**Table 19: Percentage of Ethnic group with some SEN form of action**



Source: Enfield Pupil Level Annual School Census (PLASC) Report 2004

## UNEMPLOYMENT

77. Nationally, on average minority ethnic residents are more likely to be unemployed, regardless of their age, sex, qualifications and place of residence.

**Table 20: Percentage of unemployed residents in Enfield**

Ethnic groups	Unemployed		Full-time student	
	Aged 16 to 24 years	Aged 16 years and over	Aged 16 to 24 years	Aged 16 years and over
White: British	5.2%	3.3%	13.1%	2.3%
White: Irish	4.4%	2.8%	12.7%	1.7%
White: Other White	5.9%	5.8%	12.8%	2.7%
Mixed: White and Black Caribbean	10.5%	6.7%	16.4%	6.0%
Mixed: White and Black African	7.6%	8.2%	13.8%	5.4%
Mixed: White and Asian	4.4%	5.2%	10.5%	4.4%
Mixed: Other Mixed	2.9%	5.3%	17.8%	6.6%
Asian or Asian British: Indian	3.4%	3.4%	21.7%	3.9%
Asian or Asian British: Pakistani	5.6%	7.3%	13.5%	3.5%
Asian or Asian British: Bangladeshi	5.7%	6.2%	18.9%	5.2%
Asian or Asian British: Other Asian	3.6%	4.4%	18.0%	4.3%
Black or Black British: Black Caribbean	7.4%	5.5%	22.3%	4.0%
Black or Black British: Black African	5.3%	7.7%	21.6%	8.1%
Black or Black British: Other Black	8.9%	8.0%	13.4%	4.6%
Chinese or Other Ethnic Group: Chinese	1.6%	3.8%	22.0%	6.2%
Chinese or Other Ethnic Group: Other Ethnic Group	5.6%	6.6%	14.1%	3.8%
<b>All people</b>	<b>5.3%</b>	<b>4.1%</b>	<b>14.6%</b>	<b>3.0%</b>

Source: 2001 Census

78. Unemployment in Enfield for residents aged 16 and over is 4.1% overall, and 3.3% for White UK. White Irish residents are under-represented in unemployment at 2.8%, showing an even lower unemployment percentage than for White UK. All other minority ethnic groups are over-represented in unemployment with White and Black African (8.2%), Black African (7.7%) and Pakistani (7.3%) showing the highest levels of unemployment for those aged 16 and over.
79. Unemployment figures for 16-24 year olds show Mixed White and Caribbean (10.5%) and Black Caribbean (7.4%) groups at the upper end of the scale, and Chinese (1.6%) and Indian (3.4%) groups at the lower end of the scale once again.
80. Comparing the full-time student ratios with the unemployment ratios for minority ethnic groups, there is no correlation between high unemployment and under-representation in full-time study. On the contrary, the minority ethnic groups who are over-represented in unemployment are also over-represented in full-time study compared to the average for Enfield and that for the White UK population.

## ENFIELD COUNCIL EMPLOYEES

81. Enfield Council monitors equality of employment opportunity for its employees by collecting their ethnicity data for all phases of the recruitment process from 'applied' and 'shortlisted' to 'appointed'.

## Employee profile by ethnicity

82. The government requires all local authorities, under the Race Relations Amendment Act, to monitor employment by ethnicity and to take action when this monitoring identifies patterns of inequality. Enfield Council's Human Resources department produces an annual employee profile with ethnicity of staff. The economically active minority ethnic population in Enfield is 22.3%.
83. In line with government requirements, employee figures are presented in only three categories: White (which includes white ethnic minorities such as Irish, Cypriot, Turkish, Greek and Eastern Europeans), Minority Ethnic and Unknown. Ethnicity data from a high proportion of employees (35%) has not been collected. An exercise is presently underway to collect more data.

**Table 21(a): Employee profile 2003/4 – Ethnicity of Enfield Council staff**

All employees	White groups		Minority ethnic groups		Unknown		Total	
	Nos.	%	Nos.	%	Nos.	%	Nos.	%
Council employees excluding schools	2,335	44.6%	539	10.3%	2,366	45.2%	5,240	100.0%
Teachers and school based staff	3,937	63.7%	596	9.6%	1,646	26.6%	6,179	100.0%
<b>Total</b>	<b>6,272</b>	<b>54.9%</b>	<b>1,135</b>	<b>9.9%</b>	<b>4,012</b>	<b>35.1%</b>	<b>11,419</b>	<b>100.0%</b>

Source: Recruitment Monitoring 2003/4

84. With the 'Unknown' category excluded from the data, minority ethnic staff employment is under represented at 15.3% in comparison with their economically active population of 22.3%.

**Table 21(b): Employee profile 2003/4 – Ethnicity of Enfield Council staff (with 'Unknown' category excluded)**

All employees	White groups		Minority ethnic groups		Total	
	Nos.	%	Nos.	%	Nos.	%
Council employees excluding schools	2,335	81.2%	539	18.8%	2,874	100.0%
Teachers and school based staff	3,937	86.9%	596	13.1%	4,533	100.0%
<b>Total</b>	<b>6,272</b>	<b>84.7%</b>	<b>1,135</b>	<b>15.3%</b>	<b>11,419</b>	<b>100.0%</b>

## Recruitment and retention and ethnic groups

85. The table below shows recruitment figures for 2003/04.

**Table 22: Employee profile 2003/4 – Ethnicity of Enfield Council applicants**

Ethnicity	Applied		Shortlisted		Appointed	
White UK	2,088	40.2%	657	49.0%	221	57.1%
White Others	416	8.0%	79	5.9%	23	5.9%
White Irish	102	2.0%	44	3.3%	11	2.8%
White Mixed	67	1.3%	17	1.3%	5	1.3%
Asian or Asian British	578	11.1%	106	7.9%	20	5.2%
Black or Black British	1,171	22.5%	252	18.8%	46	11.9%
Chinese	44	0.8%	4	0.3%	0	0.0%
Any Other Ethnic Groups	419	8.1%	98	7.3%	31	8.0%
Unknown	314	6.0%	85	6.3%	30	7.8%
<b>Total</b>	<b>5,199</b>	<b>100.0%</b>	<b>1,342</b>	<b>100.0%</b>	<b>387</b>	<b>100.0%</b>

Source Recruitment Monitoring report 2003/4

86. Analysing recruitment figures over the past three years shows that 2003-04 has seen a substantial increase in the percentage of applicants from black and minority ethnic groups at 44%, compared to 32% in 2001/02 and 38% in 2002/03.
87. Human Resources monitoring shows that the percentage of minority ethnic applications (44%) during the period 2003/4 remained at a level well above that of the 20.7% economically active minority ethnic population resident in the borough of Enfield (2001 Census). This indicates a high level of interest in working for Enfield Council.
88. White UK and White Irish applicants are statistically more likely to be offered posts. All minority ethnic groups are under-represented under the 'shortlisted' and 'appointed' phases of the recruitment process compared to their representation under 'applied'. In contrast, White UK are significantly over-represented under 'shortlisted' and 'appointed' compared to their representation under 'applied'.
89. The percentage of shortlisted minority ethnic applicants has also risen in 2003-04 to 36%, compared to 27% in 2001/02 and 31% in 2002/03. The percentage of minority ethnic staff offered posts, though, has remained the same as last year at 26% (21% in 2001/02) despite a greater percentage being shortlisted.
90. Enfield Council has a number of initiatives to improve employment opportunities for all council staff including minority ethnic staff. Some of these are:
- **Enfield 21 management and development programme**
  - **Reaching minority ethnic groups** – Enfield Council advertises jobs on dedicated minority ethnic web sites and encourages internal recruitment to aid the retention and development of a diverse workforce.

- **Minority Ethnic Staff Group** – Enfield Council has recently established a Minority Ethnic Staff Group. The aim of this group is to form a consultative body of minority ethnic staff to provide constructive opinions and advice to the authority on a range of relevant employment and service delivery issues.
- **Corporate Equalities Group** – Enfield Council has a Corporate Equalities Group made up of senior managers from all service departments that monitors equality performance across Enfield Council. This group is chaired by the Chief Executive.

## Staff training

91. Enfield Council provides training to ensure that staff comply with the Council's duty to promote race equality, combat discrimination and to promote good race relations.
92. Housing staff are trained in cultural sensitivity and awareness using film and printed materials. Training consultants are required to include issues of equality into training programmes.
93. The Council is currently running 2-day Diversity training sessions for housing managers. The training incorporates extensive diversity awareness, including legislation, and how to filter this knowledge through to staff, as well as how to manage a diverse workforce.
94. Corporate Equality and Diversity training is not currently compulsory for any council staff.

## INFORMATION AND COMMUNICATION

95. Enfield Council provides a translation and interpreting service. The service offers language assistance to Enfield residents engaging with Enfield Council.
96. Research nationally has shown that many minority ethnic residents rely on their friends, family and community volunteers for interpreting and translation.
97. The following table shows the performance of the translation and interpreting service.

**Table 23: Local Performance indicators**

Performance Indicator – Local PI	Target 2002/3	Actual 2002/3	Target 2003/4	Actual 2003/4
% of interpreters provided within 3 days of a request from a service group service group (for languages that are in most demand)	95.0%	97.8%	96.0%	99.8%
% of translations completed within 5 working days of receipt of the request from a service group	85.0%	91.8%	87.0%	91.3%

## Translation and interpreting service

98. Access to information is key to accessing services. If residents do not know about a service it is unlikely that they will use that service. Interpreters are available on request at public events. This is advertised through information material produced by Enfield Council.
99. Several minority ethnic populations have high levels of illiteracy across all age groups, while others have high levels of illiteracy amongst the older people. Many older people also have a visual impairment. This means that written information may not be accessible to them. It is good practice to have information on translation and interpreting and other language services available at reception points.
100. Enfield Council has a translation request form at the back of council publications, documents and letters.
101. Many local authorities make translations of information and short publications available in audio format. Enfield does not provide translations in audio format at present.
102. Audio format, as well as being cheaper, is particularly important for older people who have higher levels of visual impairment, as well as for those people who are not literate in their own language. Many terms do not translate well resulting in the need for a glossary which can make the document lengthy.
103. There is a general lack of basic information about services. There is a lack of posters and leaflets about the translating and interpreting service and how to access them.
104. Enfield Council produces many leaflets for each service it provides but it does not have a simple leaflet listing all the main services. Such leaflets, often called the 'A-Z of Council Services', have proved very popular with residents.
105. Residents, even those born in the borough, or in other local authorities often find council services confusing. An A-Z leaflet will not only list all services and opening hours for each, but also gives access information for different reception points, including the availability of community language speakers.
106. Enfield Council does not publicise the availability of community language speakers within its front-line services.

## Tackling Racial Harassment and Anti-Social Behaviour

107. Enfield Council's policy on racial harassment, ***Housing Racial Incident Procedure May 2000***, adopts the definition from the Stephen Lawrence Report that a racist incident is "any incident that is perceived to be racist by the victim or any other person". The policy document specifies stages of response, monitoring and review.

108. The Enfield Racial Incident Action Group's (a multi agency group including Police, L.B.E, Victim Support, RSL'S, EREC and other community/voluntary organisations) annual figures for 2003/04 recorded **438** racial incidents reported within the London Borough of Enfield. Of these 438 incidents:

- 265 incidents took place outside or at the victim's home address
- 113 incidents could not be given any location as they were malicious communications, abusive telephone calls or text messages
- 37 incidents were at shopping venues
- The remaining 23 incidents took place at a range of venues including leisure/entertainment venues and public transport locations.

109. The table below shows breakdown of incidents by ethnicity of victim. Black African/Caribbean (127), Asian (107) and Turkish/Turkish Cypriot (29) groups showed the highest number of reported incidents.

**Table 24: Racial harassment incidents by ethnicity of victim – 2003/04**

<b>Ethnic group</b>	<b>Victims</b>
Black African / Caribbean	127
Asia UK	107
Dark skinned European / Mediterranean	50
Turkish / Turkish Cypriot	29
White UK	27
Not Established	25
White European	19
Greek / Greek Cypriot	15
Somalian	11
Kurdish	7
Chinese	4
Sri Lankan	2
Jewish	2
Italian	2
Egyptian	2
Chilean	2
Albanian	2
Polish	1
Pakistani	1
New Zealand	1
Kosovan	1
Guyana	1
<b>Total</b>	<b>438</b>

Source: Enfield Racial Incident Action Group 2003/04

110. Enfield Council is establishing training systems for Estate Management Teams on revised racial harassment and anti-social behaviour procedures as well as existing monitoring systems. Joint training on dealing with offenders has been held for Police Officers, Council Estate Managers, and frontline and management staff from Registered Social Landlords.
111. The RIAG Case Management Panel reviews and monitors all reported racial harassment incidents. The Enfield Housing Harassment Panel, Enfield Council, Police, Victim Support and EREC continue to take a co-ordinated approach to management of exceptional cases.
112. Enfield Council plans to continue to work with the Police and other agencies on racial harassment and anti-social behaviour issues.

## HOUSING SERVICES

113. Housing services are based in Enfield Council's Community, Housing and Social Services Department. In this section, a number of housing services are examined in terms of ethnic diversity. The purpose of this section is to examine access to services for particular ethnic populations. Unequal impact may indicate discrimination.

### Housing Assessments and Allocations

114. Research nationally indicates that households on low incomes and in unsuitable housing are more likely to seek social housing.
115. Social housing consists of homes owned by the Council and housing associations. Enfield Council has three categories of housing need:
- **General Housing Needs** – applicants seeking social housing (excludes council and housing association tenants)
  - **Homeless** – applicants whom the Council has a legal duty towards
  - **Transfers** – Council or housing association tenants who want to move to another home.

### Registrations

116. Registrations for housing, as shown in table 25, show minority ethnic applicants on average to be significantly over-represented for general housing need (59.5%) and homeless (70.2%) registrations. In contrast, housing registrations by White UK are significantly under-represented at 23.7% for general needs and 16.9% for homeless. Indian and Irish are also under-represented, at 1.1% and 1.3% respectively.
117. The predominant individual minority ethnic groups registering for housing need were Black African (13.4%), Black Caribbean (10.9%), Turkish (6.5%), Kurdish (3.9%), Turkish Cypriot (2.9%), Somalian (2.3%), Bangladeshi (2.2%) and Greek Cypriot (2.1%).
118. It should be noted that Indians are under-represented for all types of housing registrations, the Turkish group is significantly over-represented for homeless registrations at 19.2%, and White UK represents the highest percentage of registrations for transfers at 44%.

**Table 25: Breakdown of registrations for social housing as at 31<sup>st</sup> March 2005**

<b>Ethnic group</b>	<b>General Needs%</b>	<b>Homeless %</b>	<b>Transfer %</b>	<b>Census 2001 Enfield Ethnic Profile %</b>
Asian Other	0.9%	0.7%	0.7%	<b>1.3%</b>
Bangladeshi	2.2%	2.4%	3.3%	<b>1.3%</b>
Black African	13.4%	11.2%	7.3%	<b>4.3%</b>
Black Caribbean	10.9%	8.9%	8.6%	<b>5.3%</b>
Black Other	0.8%	0.5%	0.3%	<b>0.7%</b>
Chinese	0.5%	0.3%	0.4%	<b>0.7%</b>
Any Other Ethnic Groups	0.1%	0.0%	0.1%	<b>0.7%</b>
Eastern European	1.1%	0.1%	0.1%	<b>0.3%</b>
Ethiopian	0.2%	0.3%	0.1%	<b>0.0%</b>
Greek Cypriot	2.1%	1.4%	1.7%	<b>3.1%</b>
Greek	0.6%	0.4%	0.7%	<b>0.8%</b>
Indian	1.1%	0.5%	1.0%	<b>4.0%</b>
Iranian	1.0%	2.1%	0.5%	<b>0.2%</b>
Iraqi	0.3%	0.4%	0.2%	<b>0.0%</b>
Irish	1.3%	1.3%	2.1%	<b>3.1%</b>
Kosovan	0.8%	0.0%	0.1%	<b>0.1%</b>
Kurdish	3.9%	3.6%	2.5%	<b>0.5%</b>
Other Mixed	0.4%	0.1%	0.3%	<b>0.8%</b>
Pakistani	0.6%	0.7%	0.1%	<b>0.6%</b>
Somalian	2.3%	8.1%	1.8%	<b>0.1%</b>
Sri Lanka	1.1%	0.4%	0.6%	<b>0.6%</b>
Turkish Cypriot	2.9%	2.4%	2.5%	<b>1.5%</b>
Turkish	6.5%	19.2%	5.2%	<b>2.2%</b>
Vietnamese	0.2%	0.2%	0.0%	<b>0.1%</b>
Mixed (White & Black African)	0.2%	0.0%	0.0%	<b>0.4%</b>
Mixed (White & Asian)	0.0%	0.0%	0.0%	<b>0.8%</b>
Mixed (White & Black Caribbean)	0.2%	0.1%	0.1%	<b>0.9%</b>
White UK	23.7%	16.9%	44.0%	<b>61.2%</b>
White other	3.9%	4.8%	1.4%	<b>4.2%</b>
Unknown	16.8%	12.9%	14.0%	
<b>Total %</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Total Numbers</b>	<b>4,645</b>	<b>3,227</b>	<b>1,494</b>	<b>273,559</b>

## Allocations – non-sheltered housing

119. The waiting time for the allocation of a property to those registered as homeless has increased significantly over recent years. In 2002/03, the median average length of waiting time was 301 days, but by 2003/04 it had increased to 462 days - an increase of 53%. There is wide variation in the length of waiting time with a large number of registrations being allocated housing within a relatively short period of time, whilst a significant proportion have to wait for a long period of time.

**Table 26: Waiting period for Homeless Registrations before Housing Allocation**

Financial Year	Median average length of waiting time in number of days
2001/02	220
2002/03	301
2003/04	462
2004/05	834

120. Table 27a below gives a breakdown of Enfield Council's non-sheltered housing allocations. The White UK group is significantly over-represented for all types of allocations at 40.4% for general needs allocations, 27.1% for homeless allocations, and 60.6% for transfer allocations, compared to their registration percentages for general needs (23.7%), homeless (16.9%) and transfer (44%).

**Table 27(a): Breakdown of Enfield Council allocations as at 31<sup>st</sup> March 2005 (Non-sheltered)**

Ethnic Group	Housing Allocations %			Housing Registrations %		
	General Needs	Homeless	Transfer	General Needs	Homeless	Transfer
Asian Other	0.0%	0.3%	0.7%	<b>0.9%</b>	<b>0.7%</b>	<b>0.7%</b>
Bangladeshi	0.0%	0.6%	2.2%	<b>2.2%</b>	<b>2.4%</b>	<b>3.3%</b>
Black African	9.9%	7.8%	5.8%	<b>13.4%</b>	<b>11.2%</b>	<b>7.3%</b>
Black Caribbean	10.6%	9.0%	10.2%	<b>10.9%</b>	<b>8.9%</b>	<b>8.6%</b>
Black Other	0.0%	0.6%	0.0%	<b>0.8%</b>	<b>0.5%</b>	<b>0.3%</b>
Chinese	0.7%	0.3%	0.0%	<b>0.5%</b>	<b>0.3%</b>	<b>0.4%</b>
Any Other Ethnic Groups	0.0%	0.0%	0.0%	<b>0.1%</b>	<b>0.0%</b>	<b>0.1%</b>
Eastern European	0.0%	0.0%	0.0%	<b>1.1%</b>	<b>0.1%</b>	<b>0.1%</b>
Ethiopian	0.7%	0.9%	0.0%	<b>0.2%</b>	<b>0.3%</b>	<b>0.1%</b>
Greek Cypriot	3.3%	1.2%	1.5%	<b>2.1%</b>	<b>1.4%</b>	<b>1.7%</b>
Greek	0.7%	0.0%	0.0%	<b>0.6%</b>	<b>0.4%</b>	<b>0.7%</b>
Indian	0.7%	0.0%	0.0%	<b>1.1%</b>	<b>0.5%</b>	<b>1.0%</b>
Iranian	0.0%	1.8%	0.0%	<b>1.0%</b>	<b>2.1%</b>	<b>0.5%</b>
Iraqi	0.7%	0.6%	0.0%	<b>0.3%</b>	<b>0.4%</b>	<b>0.2%</b>
Irish	1.3%	1.2%	2.2%	<b>1.3%</b>	<b>1.3%</b>	<b>2.1%</b>
Kosovan	0.0%	0.0%	0.0%	<b>0.8%</b>	<b>0.0%</b>	<b>0.1%</b>
Kurdish	0.7%	5.4%	0.0%	<b>3.9%</b>	<b>3.6%</b>	<b>2.5%</b>
Other Mixed	0.0%	0.3%	0.0%	<b>0.4%</b>	<b>0.1%</b>	<b>0.3%</b>
Pakistani	2.0%	0.3%	0.0%	<b>0.6%</b>	<b>0.7%</b>	<b>0.1%</b>
Somalian	4.0%	4.2%	0.0%	<b>2.3%</b>	<b>8.1%</b>	<b>1.8%</b>
Sri Lanka	0.7%	0.6%	0.0%	<b>1.1%</b>	<b>0.4%</b>	<b>0.6%</b>
Turkish Cypriot	3.3%	3.3%	2.2%	<b>2.9%</b>	<b>2.4%</b>	<b>2.5%</b>
Turkish	2.0%	20.2%	3.6%	<b>6.5%</b>	<b>19.2%</b>	<b>5.2%</b>
Vietnamese	0.7%	0.0%	0.0%	<b>0.2%</b>	<b>0.2%</b>	<b>0.0%</b>
Mixed (White & Black African)	0.0%	0.0%	0.0%	<b>0.2%</b>	<b>0.0%</b>	<b>0.0%</b>
Mixed (White & Asian)	0.0%	0.0%	0.0%	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>
Mixed (White & Black Caribbean)	0.0%	0.0%	0.0%	<b>0.2%</b>	<b>0.1%</b>	<b>0.1%</b>
White UK	40.4%	27.1%	60.6%	<b>23.7%</b>	<b>16.9%</b>	<b>44.0%</b>
White other	0.7%	3.6%	0.0%	<b>3.9%</b>	<b>4.8%</b>	<b>1.4%</b>
Unknown	17.2%	10.5%	10.9%	<b>16.8%</b>	<b>12.9%</b>	<b>14.0%</b>
Refused	0.0%	0.0%	0.0%			
<b>Total Numbers</b>	<b>151</b>	<b>332</b>	<b>137</b>	<b>4,645</b>	<b>3,227</b>	<b>1,494</b>
<b>Total %</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

121. Table 27b shows the same information as presented above in table 27a but aggregated into fewer ethnic groups. Overall, minority ethnic groups are under-represented for housing allocations compared to their housing registrations.

**Table 27(b): Aggregated breakdown of Enfield Council allocations as at 31<sup>st</sup> March 2005 (Non-sheltered)**

Ethnic group	Allocations %			Registrations %		
	Housing Needs	Homeless Persons	Transfers	Housing Needs	Homeless	Transfers
White UK	40.4%	27.1%	60.6%	23.7%	16.9%	44.0%
White Others	11.9%	34.9%	9.5%	23.1%	33.3%	16.4%
White Mixed	0.0%	0.3%	0.0%	0.8%	0.2%	0.4%
Asian or Asian British	3.3%	1.8%	2.9%	6.0%	4.7%	5.7%
Black or Black British	25.2%	22.6%	16.1%	27.6%	29.0%	18.2%
Any Other Ethnic Groups	2.0%	2.7%	0.0%	2.0%	3.0%	1.3%
Unknown	17.2%	10.5%	10.9%	16.8%	12.9%	14.0%
Refused	0.0%	0.0%	0.0%			
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Number</b>	<b>151</b>	<b>332</b>	<b>137</b>	<b>4,645</b>	<b>3,227</b>	<b>1,494</b>

122. Table 27c shows distribution of social housing allocations to Enfield residents by housing associations. The Black or Black British group is significantly over-represented for homeless allocations at 36.5% compared to their homeless registrations at 29%. Other numbers of allocations are too small to draw any significant conclusions.

**Table 27(c): Breakdown of Housing Association allocations as at 31<sup>st</sup> March 2005**

Ethnic group	Allocations %			Registrations %		
	Housing Needs	Homeless Persons	Transfers	Housing Needs	Homeless	Transfers
White UK	20.9%	21.4%	43.5%	23.7%	16.9%	44.0%
White Others	18.6%	28.3%	39.1%	23.1%	33.3%	16.4%
White Mixed [1]	0.0%	0.0%	0.0%	0.8%	0.2%	0.4%
Asian or Asian British	4.7%	1.3%	0.0%	6.0%	4.7%	5.7%
Black or Black British	32.6%	36.5%	13.0%	27.6%	29.0%	18.2%
Any Other Ethnic Groups	9.3%	1.9%	0.0%	2.0%	3.0%	1.3%
Unknown	14.0%	10.7%	4.3%	16.8%	12.9%	14.0%
Refused	0.0%	0.0%	0.0%			
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Number</b>	<b>43</b>	<b>159</b>	<b>23</b>	<b>4,645</b>	<b>3,227</b>	<b>1,494</b>

### Allocations – sheltered housing

123. The White UK group aged over 75 years, forming 88.2% of those aged over 75 years in Enfield, are under represented in sheltered accommodation for general needs allocations (55.8%) and for transfers allocations (74.5%). This may be linked to the over-representation of White UK households in 'suitable' housing.

**Table 28: Breakdown of Housing Association allocations as at 31<sup>st</sup> March 2005 - sheltered**

Ethnic group	Housing Needs		Homeless		Transfer		Census 2001 Enfield: % of those aged 75+
Asian Other	0	0.0%	1	33.3%	0	0.0%	0.5%
Black African	2	3.8%	0	0.0%	0	0.0%	0.2%
Black Caribbean	1	1.9%	0	0.0%	1	1.8%	1.2%
Any Other Ethnic Groups	2	3.8%	0	0.0%	0	0.0%	0.2%
Indian	2	3.8%	0	0.0%	0	0.0%	1.6%
White Other	12	23.1%	2	66.7%	7	12.7%	7.5%
White UK	29	55.8%	0	0.0%	41	74.5%	88.2%
Refused	1	1.9%	0	0.0%	0	0.0%	0.0%
Unknown	3	5.8%	0	0.0%	6	10.9%	0.0%
<b>Total</b>	<b>52</b>	<b>100.0%</b>	<b>3</b>	<b>100.0%</b>	<b>55</b>	<b>100.0%</b>	<b>100.0%</b> Enfield Average

### Allocations – Choice-Based Lettings

124. 'Choice-Based Lettings' is designed to empower tenants to make informed choices about their re-housing. There are no penalties attached to refusing a property. Enfield Council runs a Choice-Based Lettings scheme in partnership with the North London housing sub-region using the Home Connections system.
125. The government's evaluation of pilot Choice Based Lettings schemes found increased participation by members of minority ethnic communities. Many of the pilots put a great deal of effort into reaching minority communities: consulting with them before the launch of the scheme, producing information about the scheme in minority languages and enabling non-English speakers to access the web site or to bid over the telephone.
126. Recently there has been concern from a number of agencies representing minority ethnic residents. The Office of Deputy Prime Minister (ODPM) has embarked on a Race Impact Assessment of the allocations legislation, Choice Based Lettings and the Housing Employment Mobility Scheme. They are commissioning research into the longer-term effects of choice, and will ensure that the study looks at the experience of minority ethnic communities and the effect that greater choice has on community cohesion. ODPM is being advised by a panel of experts, chaired by Lord Victor Adebowale, CEO of Turning Point, and the Commission for Racial Equality.

### Asylum seekers

127. Asylum-seeking households may be at particular risk of homelessness. Asylum seekers accommodated within Enfield are entitled to receive health, education and social services. Asylum seekers can be dealt with by a number of agencies. In all cases asylum seekers accommodation costs are borne by the Home Office.
128. Asylum seekers were originally dealt with under homelessness legislation. As at 31 March 2004, there were less than 50 pre-1997 asylum seekers being accommodated under homelessness legislation. As at 31 March 2005 there are

none. The Immigration and Asylum Act 2000 removed local authorities' housing responsibilities towards asylum seekers who claim asylum after 2nd April 2000.

129. The number of asylum seekers accommodated in Enfield has dropped significantly over the past two years. This mirrors the significant national falls in asylum seeker numbers.
130. Enfield Social Services remain responsible for a number of old cases and for unaccompanied minors. The backlog of old cases provided with accommodation by Enfield's social services as at 29/4/2005 are: 95 families, 90 single adults and 65 unaccompanied minors, compared to 350 families, 370 adults and 110 minors provided accommodation as at 29/4/2004.
131. The Home Office provides accommodation via National Asylum Seekers Support Service (NASS) which contracts with local authorities and other accommodation providers. As at 1/05/2005, there were 121 asylum-seekers in NASS accommodation within Enfield compared to 161 as at 5/4/2004.

### **Supporting People Services**

132. The stated aim of Enfield Council's 5-year Supporting People strategy, published in May 2005, is "to deliver appropriate housing related support for vulnerable minority ethnic residents through the strategic planning of specifically targeted services".
133. One of the Key National Performance Indicators that Supporting People Services must achieve is "Fair Access". This is monitored quarterly through the service review process. The Office of the Deputy Prime Minister has also introduced a Continuous Recording System (CORE), enabling the ethnic monitoring of new lettings of supported housing.
134. In 2003/04 a total of 304 new lettings of supported housing in Enfield was recorded using the CORE System. The majority of these were White British (44.3%). Other significant lettings were Black African (13.3%) and Black Caribbean (7.4%). In total, minority ethnic applicants were allocated 54.1% of new lettings.
135. Between April 2004 and December 2004 a total of 247 new lettings of supported housing in Enfield was recorded using the CORE System. The majority were White British (38.1%). Other significant lettings were Black African (20.2%) and Black Caribbean (13.4%). In total, minority ethnic applicants were allocated 60.3% of all new lettings.
136. The debate on the merits of culturally specific as opposed to culturally sensitive mainstream provision is ongoing. Recent research carried out by the Race Equality Unit on behalf of ASRA and Habinteg housing associations accepts the merits of both approaches.

## Culturally specific services

137. Enfield Council funds three culturally specific services through Supporting People, such as the Muslim Women's Aid organisation, who provide a refuge for women fleeing domestic violence. Another service, Tulip, offers floating support service to people with mental health problems.
138. The Supporting People Team works with Sahil, a Somali housing association, to provide a floating support service for Somali residents in Enfield. The scheme offers advice and support relating to services and benefits. The Somali population finds accessing services difficult, due to illiteracy, lack of language barriers and cultural differences.

## Accessible Housing

139. Enfield Council has commissioned a comprehensive housing needs assessment, carried out by Fordham Research. This showed that there were 4,400 vulnerable households living in unsuitable housing, of which 46.3% were due to mobility problems. Only 7.2% of vulnerable people wish to live close to others with support needs, preferring to remain in their own homes.
140. Enfield Council maintains a register of people with physical disabilities, who need wheelchair accessible housing. As at March 2005 there were 31 people, who are wheelchair users, waiting for housing. The average waiting time is 345 days for people who are waiting for 1 and 2 bedroom properties, but it is 523 days for people who are waiting for larger properties. The Housing Needs Survey 2004 shows that Asian and British Asian households are more likely than other households to include a vulnerable person.
141. Enfield Council acknowledges the shortage of housing suitable for people with physical disabilities, particularly for those who are wheelchair users. The Council does not have purpose built wheelchair accessible properties because it has been unable to build properties since 1980. RSLs have only 54 purpose built properties.
142. Given that minority ethnic residents are more likely to have long-term limiting illness (Census 2001), accessible housing is likely to be of greater importance.
143. The London Plan seeks 100% of new homes to be built to the Lifetime Homes standard and 10% of housing to be wheelchair accessible. In the year 2004/05, Enfield Council spent £1.9m on Disabled Facilities Grants (DFG) adaptations. There is also additional spending on adaptations to council properties. These requirements should reduce pressure on adaptations budgets in the long term and allow resources to be redirected.

## Grants to Vacate

144. Enfield Council's Grants to Vacate (GTV) Service provides a grant for tenants to buy a home in the private sector.

145. The Grants to Vacate Service undertakes equalities monitoring of applications, and analysis is periodically presented to EREC and the Departmental Management Team for consideration, through the Annual Housing Equalities Report.
146. Minority ethnic groups are over-represented in applications, and White UK is over-represented for the applications approved. In 2003/04, 107 applications for GTV were made: 37.4% were from White UK and 53.3% from minority ethnic groups. 35% of applications were approved, of which 48.6% were White UK and 43.2% from minority ethnic groups.
147. In the year 2004/05, all viable applications were granted. This indicates that under-representation of minority ethnic residents is likely to be linked to their misunderstanding of the nature of the scheme and lower income levels.

### Leaseholder Services

148. Enfield Council's services to leaseholders, currently include:
- Extensive consultation mechanisms on major works including supplying leaseholders with the Council's approved list of contractors and notifying major works charges before billing, to enable leaseholders to raise any areas of concern
  - A variety of service charge payment options including installment arrangements and deferred payments for major works
  - The opportunity to purchase the freehold of the block where leaseholders own two thirds of the properties.
149. The Leaseholder Satisfaction Survey 2002 estimates the ethnicity of leaseholders: 48% black minority ethnic and 62% White (this includes white minority ethnic groups as defined by ODPM).
150. Ethnic monitoring of Right to Buy data is presented to EREC and the Departmental Management Team through the Annual Housing Equalities Report.

### Customer satisfaction

151. Enfield Council's **Tenant Satisfaction Survey Report (2004)** provided information on the satisfaction levels of minority ethnic and non-minority ethnic respondents across various areas of the service. For the purpose of this survey, as required by the Office of the Deputy Prime Minister (ODPM), non-minority ethnic refers to all White residents.

152. This information is collected by survey from an external research company every two to three years. This means that figures reported here are estimates plus or minus 5%. Council housing tenants were asked if they were satisfied with the overall service provided by their landlord.
- 64% of all tenants were satisfied (77% top performers score)
  - 58% of BME tenants were satisfied (70% top performers score)
  - 66% of Non-BME tenants were satisfied (77% top performers score)
153. Enfield Council acknowledges the need to improve our services to tenants to reach the target of 75% on this indicator. Younger people are known to have lower satisfaction levels than older people (MORI). The difference in scores is not significant. Minority ethnic populations may show lower satisfaction levels than the indigenous population if they are demographically younger.
154. Enfield Council undertakes an annual **Repairs Survey**, which looks at the satisfaction levels of tenants with repair work and other services provided by the Council.
155. The Repairs Survey shows overall high satisfaction levels with repairs carried out at residents' homes. 91.1% of Enfield's residents, including minority ethnic residents, are satisfied with the repairs work done on their homes.
156. The table below shows levels of satisfaction for some of the larger minority ethnic groups captured in the survey (minority ethnic groups with very low response rates are not shown in the table as their small numbers do not give meaningful results).
157. White UK and Black Caribbean show the highest levels of satisfaction at 94% and 93% respectively. This could be because both groups are predominantly English speaking and are more able to access services. Black African and Greek Cypriot show lower levels of satisfaction. Turkish showed much lower levels of satisfaction at 77%. This suggests that access to services due to language barriers and having English as a second language needs to be addressed by the repairs service.

**Table 29: Repairs Survey 2003/04 – Were you satisfied with the work?**

Question 8 - Were you satisfied with the work?	Yes	No	Don't know	Total
Black African	158 (86%)	22 (12%)	3 (2%)	<b>185</b> <b>(100%)</b>
Black Caribbean	114 (93%)	9 (7%)	0 (0%)	<b>123</b> <b>(100%)</b>
Greek Cypriot	45 (85%)	8 (15%)	0 (0%)	<b>53</b> <b>(100%)</b>
Turkish	83 (77%)	18 (17%)	7 (0%)	<b>108</b> <b>(100%)</b>
White UK	1,505 (94%)	80 (5%)	16 (1%)	<b>1,601</b> <b>(100%)</b>

## Complaints

158. Enfield Council deals with complaints regarding all of the services for which it has legal responsibility. Managers in housing services address first stage complaints.
159. Enfield Council aims to maximise the use of existing computer systems, such as the First Housing database that holds equalities information on tenants, and improve monitoring results. Enfield Council is also working towards an online complaints reporting system.
160. Equalities monitoring information is collected at the acknowledgement stage and the voluntary feedback stage of the complaints process. Information, including ethnicity and disability, is reported yearly in both the Corporate Complaints Report and the Social Services Complaints Report.
161. There are a significant number of complaints where ethnicity is unknown, but this has improved over the past year with 50% 'Unknown' complaints in 2004/05 compared to 62% in 2003/04.
162. Of the community groups interviewed for this research, 44% had raised a complaint with Enfield Council, of which, 55% rated the response to their complaint as 'poor', 35% found it 'average' and only 9% rated it as "good". A lack of culturally aware and sensitive staff was raised as an issue.

## Delivering race equality in housing services

### Race Relations Amendment Act 2002

163. As required by the Race Relations Amendment Act 2000, Enfield Council published a Race Equality Scheme in May 2002. Enfield Council's Scheme included a three-year action plan and timetable for 2002 – 2005. All housing services have been reviewed and a race impact assessment has been carried out. The Race Equality Action Plan is published in Enfield Council's Annual Report 2004.

### Carrying out race equality action plans

164. Usual and good practice is to review actions and improvements each year and to update and amend them accordingly. This is the responsibility of service managers. The annual Housing Equalities report 2004 includes a progress report on all housing race equality action plans.

### CRE'S code of practice for rented accommodation (1991)

165. The Commission for Racial Equality's (CRE) Code of Practice for Rented Accommodation (1991) was brought in following the Race Relations Act. It covers policies and practices regarding allocation and the management of housing stock to ensure that there is no direct or indirect discrimination. However, Enfield Council adopted this Code from the time of its inception,

ensuring housing management good practice is in place to eliminate racial discrimination and promote equal opportunities. Enfield Council is audited each year as to whether it can demonstrate that it meets the code of practice and has successfully passed each year.

#### **ODPM'S code of practice for social landlords**

166. Enfield Council follows the ODPM's ***Code of Practice for Social Landlords: Tackling Racial Harassment (2001)***. This Code is statutory and sets out Good Practice Standards that all social landlords should have in place in order to:
- Prevent racial harassment
  - Ensure that racist incidents are reported
  - Support tenants and their families when such harassment occurs and take action against perpetrators to enforce the landlord's civil powers and deter further harassment.
167. Enfield Council is assessed annually through Best Value Performance Indicator (BVPI) 164 to ensure that it follows both Codes of Practice.
168. The Commission for Racial Equality (CRE) is in the process of producing a new Code of Practice for Rented Accommodation with the ODPM. This is expected to be published in April 2006. This will be a statutory code of practice that will replace the ODPM's present code of practice.

## 6. Interviews

### BACKGROUND

169. Face to face interviews with community organisations serving minority ethnic populations in Enfield form the second part of the research. An attempt was made to ensure that the views of all the significant minority ethnic populations were included. The interviews provide qualitative data on the views and needs of minority ethnic populations that cannot be identified by quantitative means. The results from these interviews will contribute to the evidence base for Enfield Council's Black and Minority Ethnic Housing Strategy. The Black and Minority Ethnic Housing Steering Group has been monitoring Enfield Council's progress on the BME Housing Strategy 2002. It has also received reports on progress of the research. This group is formally constituted to Enfield Council's Housing Scrutiny Committee.
170. The interview sample was primarily identified by contacting over 140 community organisations, all those which were known to Enfield Council at the time, by letter. The letter identified the following key priority areas:
- Understanding the needs of Enfield's minority ethnic residents
  - Improving access to services
  - Valuing diversity in the workplace
  - Promoting social inclusion and sustainable communities.
171. Twenty-five organisations agreed to face-to-face interviews. A questionnaire was created as a basis for the interviews, covering information about the organisation itself and the residents it serves, as well as allowing for additional detail on key issues affecting the population. Community organisations were also asked for their views on how services can be improved.
172. Interviews with these organisations were completed in June 2005. The community organisations were promised confidentiality in relation to the information they shared with the interviewers.

**Table 30: Participating Community Organisations**

Name of organisation	Community served
Action for Social Integration	All
Angolan Advice and Information Centre	Angolan, Black African
Angolan Women's Community Support	Angolan, Black African
African Refugees Housing Action Group (ARHAG)	Mainly African/Asian, some other communities
Bible Study Network Community Resource Centre	African and Caribbean
Club Terza ETA	Italian
Community Aid	Mainly Bangladeshi, some other Asians
Cypriot Elderly and Disabled Group	Greek Cypriot and Turkish Cypriot
Ebony People's Association	African Caribbean
Enfield Asian Welfare Association (EAWA)	Mainly Indian elderly, but also other Asians
Enfield Caribbean Association	African Caribbean, West Indian
Enfield Racial Equality Council (EREC)	All
Greek and Greek Cypriot Community of Enfield	Greek and Greek Cypriot
Haringey and Enfield Somali Community	Somali
Haringey Irish Cultural and Community Centre	Mainly Irish but also all other communities
North London Muslim Housing Association	Pakistani and other Muslims
North London Muslim Welfare Association	Pakistani
O-bay Community Trust	Nigerian; Ghanaian; Sierra Leone; West Indian
Presentation Housing Association	All
Refugee Action Victims of Torture	All refugees
Sahil Housing Association	Somali
Tamil Housing Association	Sri Lankan (Tamil)
Total Healthcare	African, Asian, British, Caribbean
UK Turkish Islamic Cultural Centre	Mainly Turkish, some Turkish Cypriot / Kurdish
Yes Africa North London	African refugees

## ACCESS TO SERVICES

173. In this section, significant findings from the interviews are discussed. The overwhelming concern was one of access to services and the practical difficulties faced by minority ethnic residents for whom English is an acquired language. There was no call for the Council to provide culturally specific services, rather that all Enfield residents should be able to access mainstream services. This may be because the minority ethnic population is so diverse and no one group is dominant.
174. Access to information on services in general and its availability in different languages was the most poorly rated. All organisations that served residents who had English as an acquired language had a negative perception of access to services.
175. When asked about residents' experiences of accessing services, a significant percentage of interviewees rated access to the Council's publications, leaflets, and translation and interpretation service to be poor. This was identified as a

major issue for the Somali community, which has a 90% illiteracy rate. Access to Enfield Council’s interpreting service also scored low levels of satisfaction.

- 176. Personal contact by telephone and face-to-face was more positive. However, a significant percentage of interviewees stated that Council staff at reception areas lacked cultural sensitivity and were unaware of the needs of minority ethnic residents. Face to face contact was viewed far more positively than telephone contact.
- 177. Just under half the interviewees had made a complaint to Enfield Council about the services it provides. Of those who had complained, the majority rated the Council’s response as poor, and a third rated it as average.
- 178. The table below summarises the scoring given to Enfield Council’s services by the community organisations interviewed for this research. Interviewees strongly expressed a need for improving access to Council services.

**Table 31: Community organisations’ assessment of accessing Enfield Council’s services**

<b>Q11 – Tell us about your experience of accessing Enfield Council's services?</b>	<b>Good</b>	<b>Average</b>	<b>Poor</b>	<b>Total</b>
Access to the Council's publications and leaflets	29%	42%	29%	100%
Access to service information in different languages (at Council reception areas)	14%	43%	43%	100%
Access to the Council' s interpreting services (during your appointment with a Council Officer)	29%	29%	41%	100%
Contacting the Council by telephone	38%	42%	21%	100%
Attitude of staff at Council reception areas	63%	13%	25%	100%

- 179. When asked if Council services had improved over the last two years, two-thirds of interviewees stated that they had not seen any improvements, one-fifth believed that some improvements had been made, and one-fifth did not know.

## OTHER ISSUES

180. The remaining issues that were raised by the interviewees are presented below.

181. These issues were raised by many of the community organisations:

- Only a fifth of interviewees were actively engaged in working with Enfield's Racial Equality Council (EREC) or had sought support from EREC. Three-fifths of interviewees were aware of EREC and its role in promoting racial equality, however, one fifth had never heard of the organisation.
- Almost half of interviewees were keen to see Enfield Council getting more involved in a local level consultation.
- Just over a third of interviewees complained about lack of funding by Enfield Council to minority ethnic organisations.
- Just under a third of interviewees were concerned about temporary accommodation, with its long lengths of stay and overcrowding, which was seen to be affecting the education of children and family health.

182. These issues were raised by some of the community organisations:

- The need for staff to be more culturally aware and sensitive, particularly front line staff
- The need for staff with community language skills in front line services
- Resources and funding opportunities to provide language skills and training to improve job prospects, e.g. use of school premises
- Training on housing services for minority ethnic organisations
- Understanding of the housing needs and aspirations of minority ethnic residents
- Accessible housing for vulnerable people
- Responsiveness from Enfield Council to racial harassment incidents reported to them by minority ethnic families
- Overcrowded accommodation in all types of housing, which affects the health and quality of life of minority ethnic residents.

## SUMMARY

183. The key issues that appear to most greatly affect minority ethnic residents as a whole are:

- Access to Enfield Council's services due to language barriers and lack of information about services
- Lack of knowledge about the translation and interpreting service provided by Enfield Council
- Lack of awareness amongst minority ethnic community groups, particularly the newer and smaller groups, about EREC's function
- Lack of cultural awareness and sensitivity amongst reception and front line staff affecting the quality of the service
- Insufficient engagement by the Council in local level consultation with minority ethnic residents and community organisations
- Temporary accommodation – particularly the issues of long lengths of stay and overcrowding, affecting health and education.

## DETAILS OF THE COMMUNITY ORGANISATIONS

### Action for Social Integration

184. Provides advice and information and advocacy services relating to housing issues. Clients are mainly social housing tenants.

### Angolan Advice and Information Centre

185. Provides advice and information to Angolan nationals and other minority ethnic residents on a variety of issues, including housing and welfare benefits. They also offer interpreting and translating and an outreach service.

### Angolan Women's Community Support

186. Provides welfare and benefits support mostly to women, but is open to others in need. Main client language is Portuguese. Clients are mainly housing association tenants.

### African Refugees Housing Action Group (ARHAG)

187. Provides social housing and implements community engagement and development.

### Bible Study Network Community Resource Centre

188. The centre provides independent and free advice and guidance to young people. Motivational conferences and meetings are organised to develop and maintain positive role models.

### Club Terza Eta

189. The association predominantly supports the Italian community in Enfield. Most of the members are owner-occupiers.

### Community Aid

190. The project provides advice and information on benefits, housing issues and general welfare. Also runs activities for children and adults, such as keep fit classes, and a variety of training courses.

### Cypriot Elderly and Disabled Group

191. Provides a day care service for disabled, frail, elderly and younger Cypriots. Offer advice and health care support and an advocacy and interpreting service. Also run a Supporting People outreach service to enable client independence within the community. Clients range from social housing tenants to owner-occupiers.

### **Enfield Asian Welfare Association (EAWA)**

192. EAWA provides preventative day care for Asian elderly for 3 days of the week. It provides a range of activities such as yoga, swimming pool exercise, arts and crafts, reflexology sessions, occasional speakers and day trips during the summer months. Client group is mainly Indian, though other Asians also participate.

### **Ebony People's Association**

193. Provides support and housing advice to minority ethnic members with Mental Health issues.

### **Enfield Caribbean Association**

194. Provides an education programme for parents and children as well as services for over 50's, such as activities and lunch club. Client group is Caribbean/African Caribbean.

### **Enfield Racial Equality Council (EREC)**

195. Enfield Racial Equality Council is the statutory body providing support to and representing the needs of the minority ethnic community in Enfield.

### **Greek and Greek Cypriot Community in Enfield**

196. Provides advice and information on welfare and housing and community health and care. Clients range from social housing tenants to owner-occupiers.

### **Haringey and Enfield Somali Community**

197. This project covers both boroughs, but with a majority of clients from Enfield. They provide advice on immigration, housing, education, health, welfare benefits and employment. Also provide training.

### **Haringey Irish Cultural and Community Centre**

198. Established in 1987, the centre provides an advice, information and support service, and a cultural and community resource for the area. The centre has specialist officers dedicated to disability and the law. There is a drop in centre with accessible information for the community. They hold events and forums with a general open house policy. This organisation is based in Haringey, but also serves residents, particularly Irish travellers, from Enfield.

### **North London Muslim Housing Association**

199. Provides general housing and services to Muslim (and some non-Muslim) clients. Manages 501 properties.

### **North London Muslim Welfare Association**

200. Provides welfare advice, counselling and interpreting. They also hold cultural events and organise day trips for elderly clients. Clients are predominantly private tenants and owner-occupiers.

### **O-Bay Community Trust**

201. Provides support, information and advice to the Nigerian/African community in Enfield and Haringey.

### **Presentation Housing Association**

202. Provides social housing to disadvantaged communities in London and the South East. Also provides Key Worker homes and a mental health programme, as well as having a Community Investment Programme.

### **Refugee Action Victim of Torture**

203. Provides information, advice and support to members – victims of torture mainly from the southern African region. They work closely with the British Medical foundation and get most of their referrals from the Foundation.

### **Sahil Housing Association**

204. This organisation aims to meet the housing need of the steadily increasing Somali community and advise on housing support, including referral to appropriate agencies. Clients are mainly social housing tenants.

### **Tamil Housing Association**

205. Provides accommodation with ongoing support and referral to appropriate agencies where necessary. They also monitor clients after they have been housed. Clients are mainly social housing tenants, with a high number in temporary accommodation. The organisation has received strong support from LBE and would like to expand their services to include a supported housing scheme for elderly clients.

### **Total Healthcare**

206. Provides holistic approaches to health and well being for the individual, groups and communities. The organisation does this through advice, information, awareness raising, disease prevention, rehabilitation and support services for carers and their clients. Clients are social housing tenants and private tenants.

### **UK Turkish Islamic Cultural Centre**

207. A large organisation with 2000 members, mostly Turkish, with some Turkish Cypriot and Kurdish (all Muslim). Runs classes on religion for children and

Turkish language teaching to children so they can join in with religious ceremony such as prayer. They do not deal with welfare benefits or advice.

### **Yes Africa North London**

208. A small organisation dealing with African refugees and African refugee students. Provides information, advice and ICT training. Also runs recreational and cultural activities.