

# Improving Community Opportunities

Enfield Council's Equality and Diversity

Annual Report 2018



# Introduction

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# Introduction

We are pleased to present Enfield Council's 2018 Equality and Diversity Annual Report, which details our achievements over the year. Successes have been recognised by our local community.

Throughout the Report for 2018, we also identify the key challenges facing Enfield over the coming period and commit to working with our partners for the benefit of all residents and stakeholders. Enfield Council is committed to equality and diversity; these commitments are included in the Report and embedded in the services we provide to local people. These form the basis for supporting the diverse population of the Borough in the future.

The future continues to present challenging times for Local Authorities when central government funding for councils continues to be restrained. There have been some major changes to the way we work with our communities but Enfield Council remains committed to delivering its strategic aims; *'Fairness for All, Growth and Sustainability and Strong Communities'*. We believe our local communities remain resilient, are ready for growth, open to change and able to rise to future challenges.

In partnership with our communities we continue to deliver targeted services to residents who face challenging circumstances as a result of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation; the nine protected characteristics which underpin the national and local Equality and Diversity agenda. We continue to achieve equality in all we do and in the services we provide to local people.

Enfield has an impressive track record of providing support for historic, national and international events, which we recognise with community focussed events, often remembering the outstanding efforts others have made to allow us to live in such a diverse Borough, in peace and with mutual respect. Enfield is home to many communities including those from elsewhere in the Commonwealth and beyond. There are descendants of people who fought and died in two World Wars and other conflicts around the World. It is therefore important that we build community cohesion by remembering these efforts. Enfield is also home to newer communities arriving from the European Union and our support for those communities to settle successfully is equally important.

Our future plans for Enfield centre on regenerating key areas of our Borough, and managing the Council's finances so that there continues to be a solid foundation for the Council's work, ensuring clear access for all our customers throughout the Borough and ensuring we play our key role with partners to enable Enfield's communities to thrive and prosper. As a Council, we want to ensure that everyone who lives, works, studies, visits or does business in Enfield can grasp every opportunity, and does not suffer any form of discrimination, disadvantage or inequality.



**Councillor Nneka Keazor**  
Cabinet Member for Community Safety and Cohesion

# The Council's Vision

Enfield's strategic vision is to make the Borough a better place to live and work, delivering fairness for all, growth and sustainability, and strong communities. The vision is supported by the aims and priorities which commit Enfield to the continued improvement in the quality of life for all residents in the Borough.

## Aims and Priorities

### 1) FAIRNESS FOR ALL

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

#### Priorities

Serve the whole Borough fairly and tackle inequality;  
Provide high quality, affordable and accessible services for all;  
Enable young people to achieve their potential.

### 2) GROWTH AND SUSTAINABILITY

Like many areas of the country, Enfield has significant pockets of deprivation, which we want to tackle effectively. Unemployment remains high in parts, and many of the problems already present within the Borough have been exacerbated. Demonstrating that Enfield is open for business will ensure that the Borough has a strong and sustainable platform to promote growth, sustainability and equity.

#### Priorities

A clean, green and sustainable environment;  
Bring growth, jobs and opportunity to the Borough.

### 3) STRONG COMMUNITIES

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

#### Priorities

Encourage active citizenship;  
Listen to the needs of local people and be open and accountable;  
Provide strong leadership to champion the needs of Enfield;  
Work in partnership with others to ensure Enfield is a safe and healthy place to live.

# Delivering on Equality

The Equality Act 2010 identifies nine protected characteristics, which aim to protect people from discrimination. These protected characteristics are:

1. age;
2. disability;
3. sex;
4. gender reassignment;
5. pregnancy and maternity;
6. race;
7. sexual orientation;
8. religion or belief; and
9. marriage and civil partnership.

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

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

The specific duties under the Act also require councils to publish specific and measurable equality objectives. Overarching Equality and diversity objectives are an integral to our Enfield Council Business Plan and support the Council's overall vision which is to make the Borough of Enfield a better place to live and work, delivering fairness for all, growth and sustainability and strong communities.

The specific and measurable actions and outcomes which underpin these objectives are included in Enfield's scorecard of performance indicators which are monitored and reported quarterly to the Corporate Management Board and Cabinet to inform decision making and indicate where resources should be focused.

The following helps outline the specific duties that support the public sector Equality Duty in the Equality Act 2010.

## **The Equalities Act 2010**

Local authorities have a responsibility to meet the Public Sector Duty of the Equality Act 2010. It ensures that public bodies consider the needs of all individuals in their day to day work in shaping policy, delivering services and in relation to employees. The Act gives people the right not to be treated less favourably because of any of the protected characteristics. Public bodies need to consider the needs of the diverse groups with protected characteristics when designing and delivering services so people can get fairer opportunities and equal access to services.

## **The Duties required by Public Bodies**

- Publish information to show their compliance with the Equality Duty, at least annually (It does not require the production of a stand-alone annual equality report);
- Set and publish equality objectives, at least every four years.

### **Aims of the Equalities Duty**

The information published should demonstrate that that 'due regard' has been paid to the '3 aims of the equalities Duty':

- **Eliminate unlawful discrimination**, harassment and victimisation and any other conduct prohibited by the Act;
- **Advance equality of opportunity** between people who share a protected characteristic and people who do not share it; and
- **Foster good relations** between people who share a protected characteristic and people who do not share it.

### **Publish information to show their compliance with the Equality Duty, at least annually.**

It does not require the production of a stand-alone annual equality report. Equalities information and the objectives can be published as part of another document i.e. the Councils annual report or business plan. The information published must include:

- Information relating to **employees** who share protected characteristics
- **Customer satisfaction** levels and informal feedback from service users with different protected characteristics and results of consultations;
- **Complaints** about discrimination and complaints from people with different protected characteristics;
- **Service outcomes** for people with different protected characteristics.

### **Set and publish equality objectives, at least every four years.**

It is for each public body to decide what equality objectives it should set and how many there should be. They should be relevant and proportionate to the size of the organisation and the extent to which its functions affect equality; there should be evidence that such objectives are needed. Objectives which are stretching, and focus on the biggest equality challenges facing the public body, will have the greatest impact in furthering the aims of the Equality Duty.

## **Equality and Diversity Monitoring**

Equalities Impact Assessments (EqIAs) are a type of risk assessment which focuses on fairness, access and inclusion. They are used to help us assess the impact of new and existing services, policies or practices in relation to their consequences on particular communities within Enfield. The EQIA process supports decision making by helping us to ensure that positive impacts can be anticipated and strengthened and any potential adverse impacts can be eliminated or mitigated.

Enfield Council's EqIAs considers the impact on groups who share characteristics protected under the Equality Act 2010 and also groups considered to be at socio-economic disadvantage. The EqIA is used both to review existing provision on a regular basis but also to anticipate the impacts of new policies, services, processes or initiatives in order to prevent and address any inequality.

The process enables us to find and remove barriers to services which might stop people knowing about the service, using it and getting or benefitting from it. This helps the Council to get services right the first time, saving both time and money. Any potential negative consequences identified through the EqIA process are removed or balanced out either by changing the policy, service, process or initiative or introducing other measures alongside it.

# Monitoring Council Services

Equality and Diversity monitoring data refers to the personal information we collect about the people who work for us and the people who use the services we provide. This information helps the Council to identify and eliminate discrimination or potential discrimination as both an employer and a service provider.

As an employer, monitoring is a way of measuring change and identifying the issues that impact staff, it helps the Council ensure that staff and job applicants are treated fairly and have equal access to opportunities and benefits.

As a service provider monitoring is a way of measuring changes in the needs and take up of services, providing a better understanding of the needs of those living and working in the Borough. This enables the Council to identify and address issues in the design and delivery of services which could impact service outcomes and helps to ensure equality of access to services or benefits.

Monitoring data, broken down by the relevant protected characteristics, is reported to appropriate boards and groups where the information is scrutinised and recommendations made. Monitoring data is also utilised in Equality Impact Assessments which scrutinise the way in which a policy or service is being delivered, or is proposed to be delivered, to identify whether this discriminates, or could potentially discriminate, against any particular groups or communities. The assessments also include recommended actions to undertake to eliminate or minimise any negative impacts that have been identified.

# Enfield Council Workforce

## **Age Profile**

The greatest proportion of staff are in the 45 to 54 age category at 31.6%. This is a decrease on March 2017 where the proportion of staff in the 45 to 54 age category was 32.9%. This age category is also the age range where there has been the greatest percentage change between March 2017 and March 2018.

## **Gender Profile**

In comparison to the local economically active population, where 47% of the economically active population are female, a greater proportion of Enfield Council's employees are female at 65%. This is greater than the average percentage of female employees across London Councils which stands at 61.6% as at March 2017.

## **Ethnicity Profile**

The BME definition (as applied to both staff and resident numbers) includes minority groups from non white backgrounds. It does not include groups from 'other white' backgrounds. Enfield has a particularly large and growing population from white minority ethnic groups. These include sizeable and long established Turkish, Turkish Cypriot, Greek and Greek Cypriot communities. Like many other parts of the UK, Enfield also now includes substantial new communities from many different

parts of Europe. In particular, large numbers have migrated to Enfield from the 'accession countries' which joined the European Union in 2004 and 2007.

As of 31<sup>st</sup> March 2018, 64.4% of Enfield Council employees classify themselves as White, (excluding Greek / Greek Cypriots and Turkish / Turkish Cypriots) and 29.7% of Enfield Council employees classify themselves as Black and Minority Ethnic (BME). As a benchmark, the average percentage of BME employees across London Councils is 38.4% (London Councils, 2017).

According to the 2011 Census the population of Enfield was 62.7% white and 37.3% BME.

It should be noted that 5.9% of employees have chosen not to declare their ethnicity or this data has not been recorded. In 2015 this figure stood at 6.5%.

### **Disability Profile**

A total of 127 employees, 4.1%, have declared that they have a disability. This is in comparison with 7.2% of the working population of Enfield (Census 2011).

### **Supporting Staff**

Staff play a vital role in delivering services across the Borough and we continue to offer staff the opportunity to undertake a wide range of training covering subject matter such as Equality and Diversity, Unconscious Bias and Disability Awareness. Training is provided in a variety of different formats to support the preferred learning style and give greater flexibility to the individual.

Equality legislation and good practice also form a significant part of the Recruitment and Selection training which is mandatory for all managers that undertake this activity.

However the **Lesbian, Gay, Bisexual, Transgender (LGBT) Staff Group** has been re-established having been widely promoted to staff over a period of 3 months during Summer 2017. LGBT Project Board meetings took place regularly to ascertain a way forward. Staff who expressed an interest were happy to be included in a private and confidential 'virtual' group. Feedback received from staff continues to be very positive, and is included in Staff Matters for the whole Council workforce. The LGBT Staff Newsletter continues to be a regular publication. The Rainbow flag will be flown at the Civic Centre to recognise LGBT History Month in February.

## **Who Lives in Enfield?**

Enfield's population from an Equality and diversity perspective is a highly diverse borough and one that is changing and growing rapidly. According to 2017 ONS midyear population projections, the population of Enfield is estimated to be around 332,705, increase of 4.9% since 2012. The Council and its partners use population estimates and other data relating to the composition of our communities to plan and deliver our services. Our latest figures suggest that:

- Enfield's Ethnicity estimates are produced in-house, using data from the 2001 and 2011 Censuses and the 2017 School Census conducted by the local education authority (LEA), The School Census results indicate the changing nature of the population and Enfield pupils recorded themselves under 95 different ethnic codes;

- The estimates have been made for 22 groups by five year age bands. Total populations have also been estimated for further groups that make up the Council’s ethnic group classification that is used in equalities. (See table below);
- One of the most striking demographic characteristics of Enfield is its rich ethnic diversity. Based on the 2017 Enfield Ethnicity estimates, residents from White British backgrounds make up 34.77% of Enfield’s inhabitants with other White groups at 25.23%, Other Ethnic Groups at 6.14%, Mixed Groups at 5.34%, Asian Groups at 10.24% and Black groups at 18.28%.

The most reliable data to quantify the level of the disabled population in any area is that from the 2011 Census. The question asked in the Census was:

***Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?***

Subsequent estimates are produced by applying the rates of disability by age to Enfield’s latest population projections. This results in a total disabled population at mid 2017 of:

<b>51744</b>	<b>15.55%</b>
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The breakdown by age is:

<b>Age Band</b>	<b>Enfield</b>	<b>Day-to-day activities limited a lot</b>	<b>Day-to-day activities limited a little</b>	<b>Disabled</b>	<b>Rate Of Disability</b>
<b>0-15</b>	75841	1038	1309	2347	3.09%
<b>16-64</b>	213605	11664	14763	26427	12.37%
<b>65+</b>	43259	11814	11156	22970	53.10%
<b>All ages</b>	332705	24515	27229	51744	15.55%

Our population is ageing – the age group with the largest increase is the Over 65s, with an additional 3,138 people or just under 8% increase. These figures are predicted to increase over the next 25 years.

The number of people aged under 18 rose by 5.1% from 2012-2017, although their proportion of the total population remained the same. The proportion of working age adults has fallen, although the number has increased.

The most reliable estimates for religion are those from the 2011 Census; Christianity is the most common religion in the borough in all its different forms (53.58%). 16.69% of residents are of the Muslim faith, and 15.53% hold no religion or belief at all. However, the ONS produces an Annual Population Survey by Religion which provides an up to date estimate based on the yearly population projections.

As shown by the 2016 compiled by the ONS, Enfield has high proportions in all the main non-Christian religions except Sikh, compared to national averages. Compared to the London average, Enfield has both a large Muslim population (16.9%) and a slightly larger Christian population (48.3%). The Survey results for Enfield are given in the graph below.

Good data on sexual orientation is difficult to find at both local and national level. There is no specific question in the Census regarding sexual orientation; therefore, estimates of Enfield's Lesbian, Gay or Bisexual (LGB) population must be quite broad.

Stonewall (the national campaigning group for LGB issues) has suggested that the Government (DTI) estimate of between 5-7% of the population being lesbian, gay or bisexual is slightly low – they estimate the figure at around 10%.

However, ONS 2016 Annual Population Survey indicated that in 2016, around 2% of the UK population identified themselves as lesbian, gay or bisexual (LGB). This has increased from 1.7% in 2015 (a statistically significant increase).

London had the largest proportion of the population who identified as LGB (2.7%), which could be associated with a relatively young and diverse population.

The population aged 16 to 24 were the age group most likely to identify as LGBT in 2016 (4.1%).

More males (2.3%) than females (1.6%) identified themselves as LGB in 2016.

70.7% of the population who identified as LGB in 2016 were most likely to be single, never married or civil partnered.

In 2016, the Annual Population Survey found that 4.3% of the population who described their ethnicity as "Mixed or multiple ethnic groups" identified themselves as LGB. More than half of them (2.4%) identified themselves as bisexual compared with those who identified as gay or lesbian (1.9%). This was the highest percentage seen among the different ethnic groups.

The proportion of the 'Mixed or multiple ethnic group' population who identified as LGB increased from 2.5% in 2015 to 4.3% in 2016, which was not a statistically significant increase. Therefore, assuming and applying those estimates to Enfield's population of 332705, the LGB population in Enfield may be anywhere between around 6654 (Nationally) and 8983 (London) by the ONS Annual Population Survey Estimate and to around 33,271 according to the Stonewall estimate. With 3737 estimated to be males and 2724 estimated to be females.

Previously, gender reassignment was considered to fall under the gender equality strand, but the Equality Act 2010 recognised it as a protected characteristic. There are statistics that show the number of individuals who have undergone gender reassignment surgery in the UK. However, numbers are very small and extrapolating from them to indicate how many Enfield residents may have undergone a gender reassignment procedure is of limited use. While some Trans groups have larger and more specific datasets, these are not publicly available as numbers in some areas are such that individuals may be exposed to risk of being personally identified.

The Trans community is not limited to individuals currently undergoing reassignment surgery, or those that have completed gender reassignment – transgenderism frequently refers to both individuals who experience gender dysphoria and are compelled to transition to a gender other than that with which they were born, and individuals more broadly who identify strongly with a gender other than their birth gender and may cross dress.

Gender issues are different from sexual orientation, that is, whether a person is sexually attracted to men, or women, or both or, sometimes, neither. Trans people may have any of these sexual orientations.

The closest we can get to a local estimate is to work from the national estimate from the Gender Identity Research and Education Society (GIRES). GIRES estimates that in the UK around 650,000 people, 1% of the population, are estimated to experience some degree of gender non-conformity. Most of them are yet invisible. However, information via the internet, stronger laws, more support groups, increasingly responsible media reporting and improving healthcare are contributing to rapid growth in the number of gender non-conforming people confident in being visible, especially among the young. The growth rates of those seeking medical care are +20% p.a. among adults (who currently account for the majority cases) and 50% p.a. among young people. This growth looks set to continue. About 26,000 individuals have so far sought medical care; in general practice or specialist centres, but a further 100,000 may do so soon. If these numbers are correct and Enfield's population of 332705, were exactly typical of that population this will equate to 3327 individuals with some degree of gender non-conformity.

Between January 2017 and December 2017, 5 civil partnerships were registered, and 2 civil partnerships were converted to marriages in Enfield. Latest figures show that 662 marriages were registered in Enfield in 2017.

The latest figure for the number of births, where Enfield is the usual area of residence of the mother, is 5,547.

## Equalities Data Outcome

Within Enfield, overall outcomes differ considerably across different equalities groups:

In terms of **education**, girls perform better than boys in most subjects and at most levels, while boys are much more likely to be excluded. Pupils with English as a foreign language perform less well than others, but overall white and black children perform less well than children from Chinese and Asian backgrounds. Children from black backgrounds are more likely to be excluded and are more likely to have high levels of absence from school. Among adults, people aged over 55 are the most likely to have no formal qualifications.

In terms of **housing**, young adults are more likely to be renting privately and less likely to own their own home. Black households are more likely than other households to live in some kind of rented accommodation. Young adults with disabilities are disproportionately likely to live in social rented accommodation. Black and mixed ethnic groups are over represented in terms of homelessness acceptances and there has been an increase in recent years in the number of homelessness acceptances where disability or mental health is a factor in their situation. Women and children are the most likely to be on Enfield's housing register, looking for a suitable home. People from some minority ethnic groups, including black African and Turkish, are also disproportionately represented on the housing register.

In terms of **employment**, working age women are much likely to be in work than men and women in work are less likely to be managers/directors. Gross weekly pay for female full time workers in Enfield is £202 per week less than men in 2018. The difference between the salaries of men and women is larger than it was in 2017 whereas in London and the GB the difference has remained fairly consistent or even shrunk slightly. The increase is mostly due to rising salaries among men in Enfield but about a third of the difference relates to falling salaries among women.

People from black and mixed ethnic groups are much more likely to have never worked or to be long term unemployed. People with disabilities are proportionately less likely to be in managerial and professional occupations and proportionately more likely to have never worked or be long term unemployed.

In terms of **crime**, people of black ethnicity are more likely to be stopped and searched, more likely to have a taser deployed on them and more likely to be subject to use of force from the police. Age and gender are also factors with young adult men the most likely to be subject to these police practices.

## Community Campaigns and Achievements

### 1) **Healthy Enfield: Eat Well – School Meals**

The aim of this campaign was to help tackle obesity in Enfield by sustaining the number of primary age children taking school meals despite the increase in price by Enfield Catering Services. The campaign reached 1269 people and there were 1465 visits to the school meals webpage. Recommendation is to continue with the campaign focussing on 'drink less' (alcoholic or sugary drinks).

### 2) **Healthy Enfield: Cervical Cancer**

To encourage take up of cancer screening tests in Enfield. The number of women attending cervical cancer screening in Enfield has fallen. Recommendation is to continue with the campaign focussing on fewer alcoholic or sugary drinks.

### 3) **Healthy Enfield: Mental Health**

To raise awareness of mental health and how anyone can experience related symptoms at one point in their life. The recommendation for this campaign is to continue.

### 4) **Foster Carer Recruitment**

The aim of this campaign is to raise awareness of the fostering opportunities in Enfield and to increase the number of Enfield Council in house foster carers. As a recommendation, this campaign will continue to run as is.

### 5) **Early Years**

This campaign promoted both the 2 year old free care provision as well as the new 3 and 4 year old offer for time specified free child care. The aim of the campaign (which came under the heading of Under 5's) was to generate more applications for the offers. Plans for the campaign are to continue promote through the Enfield Council website, Family Matters, leaflets, business cards, banners, mailouts to parents and social media.

### 6) **Youth Enfield**

The aim of this campaign was to promote activities, events, services and relevant awareness raising campaigns to young people in Enfield. The campaign will continue for another year with a view to transferring the information to the main Council website if there aren't sufficient visits to the Youth Enfield site.

### 7) **AskSARA**

The aim was to enable residents to live independently in their own homes for longer. Benefits include reducing the number of residents in care homes, reducing pressure on the Council and

NHS funds, saving money and the community having happier and more independent older people. The campaign is set to continue.

**8) Report Abuse**

This campaign raised awareness of safeguarding being everybody's business. Adult abuse can happen to anyone, anywhere, and the responsibility for addressing it lies with all of us. This is a statutory requirement so the campaign will continue to run through Council publications and social media.

**9) Boyfriend Material (Domestic Abuse)**

The aim of this campaign was to raise awareness of abusive behaviours within an intimate relationship and signpost advice and support, targeting girls and young women aged 14 to 30. This age group is statistically at higher risk of entering into an abusive relationship. Data will be received quarterly in respect of this campaign with promotional information being streamlined according to age, location and gender.

**10) Enfield Heroes**

This campaign encouraged residents to volunteer in Enfield and is set to continue.

**11) Customer Services 'Louder than Words' Accreditation**

In 2018 Customer Services were once again accredited with the 'Action on Hearing Loss' Louder Than Words best practice Charter for a further year. Louder than Words is a nationally recognised best practice charter for organisations striving to offer excellent levels of service and accessibility for customers and employees who are deaf or have a hearing loss.

Customer Services (which includes the Customer Services Centre, Web Team, Safe and Connected, Out of Hours, General Enquiries) have successfully demonstrated that they continue to meet the quality standards (detailed below).

This accreditation enables organisations to be certain that their provision for deaf and hard of hearing people is of the highest quality, Action on Hearing Loss has developed a clearly defined set of quality standards to form the basis of the Louder than Words Charter.

The ten standards include the following:

- Train staff to communicate with customers;
- Have clear and visible deaf aware policies;
- Provide clear information about your products and services;
- Use appropriate equipment and maintain it correctly;
- Create a good listening environment;
- Produce and follow clear health and safety procedures;
- Meet requests for communication support whenever requested;
- Be comfortable and familiar with the Text Relay service;
- Consult customers and staff; and
- Be open about your employment practices.

During the reaudit the following areas were highlighted as areas of good practice:

- The Deaf Awareness Training is very comprehensive and covers all the important areas relating to deafness and hearing loss;
- The training is not only provided for permanent staff but for agency and temporary staff as well as apprentices. All staff spoken with in both the call centre and Face to Face service

were keen to provide an accessible service to deaf and hard of hearing customers and everyone was aware of Text Relay and the Textphone, using a quiet room, using the induction loops and booking communication support;

- Within the call centre system, there is the facility to search for information to help with the call. This includes information on booking a British Sign Language (BSL) interpreter or other Communication Professional (CP);
- There is a BSL interpreter available one day a month which is advertised widely;
- The website is clearly laid out and uses plain English throughout;
- A large number of online services are available under the section, 'Report it, Pay for it, Request it, Apply for it';
- There is a BSL section of the website which has a large number of BSL videos covering Council Services. These videos also highlight the textphone number, the Text Relay prefix and the monthly interpreter service. There is also a written transcript underneath each video;
- There are flashing lights linked to the fire alarms throughout the Customer Services floor in Thomas Hardy House;
- The Safe and Connected service offers a range of options for deaf and hard of hearing people; and
- The Training Application form asks if the staff member needs any reasonable adjustments and this includes Loops and CPs.

This prestigious Louder Than Words charter simply informs people of our commitment to providing the best possible practice to our deaf/hard of hearing customers and staff. It demonstrates to the public that we take the needs of our customers and employees seriously.

- A face to face BSL translation service takes place at the Civic each month;
- A BSL translator is available weekly at the Civic Centre via a video link;
- The Team are in the process of reapplying for the Louder than words accreditation for the fifth year running;
- An e-Learning module on Deaf Awareness has been made available for all internal staff to access;
- Face to face Customer Services staff attended Deaf Awareness training in 2018, which was delivered by a member of the Deaf Project group.

## **12) Youth Development Unit – Positive Activities for Young People in Enfield**

In June 2018 Enfield provided £100,000 of extra funding to provide a programme of Summer youth activities, coordinated by the Youth Development Unit (YDU). This funding was part of the commitment made to fund activities for young people in the May 2018 Election manifesto.

The YDU worked with partners to develop, implement and deliver a high quality programme designed to provide a range of diversionary activities for young people over the Summer. This programme engaged disadvantaged young people and was specifically targeted at the most at risk, for example, clients of the Youth Offending Unit (YOU), the Schools Behaviour Support Team, the Pupil Referral Units (PRUs), Single Point of Entry (SPOE), Gangs Partnership Group and through young people identified via Detached Youth Work operations (which were themselves targeted by Police and Community Safety officers). Deployment of these highly visible detached youth workers helped engage some of the most marginalised and disadvantaged young people into the activities, continuing to promote community cohesion.

Enfield is a very diverse borough, has a larger than average youth population, high levels of child deprivation and youth crime (especially gangs and serious youth violence) and a significant number of children in need (who are often from families with complex needs), many of whom

are from black and minority ethnic (BAME) communities. Targeting the most deprived Wards in the east of the Borough, ensured those most in need received the most support. Providing access to a range of free activities over the holiday period proved extremely helpful in engaging, supporting and developing these young people, especially through stretching them and exposing them to new and challenging experiences. For some young people this was the only real opportunity of leaving their post code and engaging in structured, supported, positive activities over the holidays.

Enfield's YDU very much believe in helping to ensure community resilience, thus working with volunteers, community and third sector organisations to deliver the youth offer. A large percentage of the programme was delivered by community and voluntary organisations such as Oasis, Edmonton Eagles, Enfield Children and Young People's Service (ECYPS), VIPS and ENACT (Enfield Island Village Youth Centre; the abbreviation carries some positive works such as 'engage, enjoy, encourage' -ACT – act up on and embrace on opportunities), working in partnership with Enfield which helped better ensure its success due to the community links these organisations have.

Activities on offer included: cookery, athletics, football, basketball, street dance, art, BBQs, picnics, music (instruments and production), bike project, motor mechanics, group work, healthy living (including diet, exercise and budgeting), gym and fitness and equine assisted learning, cinema, go-karting, white water rafting, Go Ape, swimming, ice skating, 'ZAPP' activity, Thorpe Park, Margate and a sports day at Lee Valley Athletics Centre.

The Summer positive activities programme was a great success attracting over 600 young people and giving them somewhere to go and do meaningful, positive activities. As a result of this programme there has been a very large increase in the amount of young people attending the Boroughs Youth Centres, ensuring continued engagement with these young people. Due to the success of the 2018 Summer programme funding has been pledged and we are now planning the 2019 programme.

### **13) Regeneration and the Environment**

The Meridian Water Programme is continuing and there has been important development in the 'social' element of the programme. The existing Employment and Skills negotiations now include Learners with Learning Disabilities and Difficulties. Activity to embed social value into the procurement of Meridian Water is underway. An example of the types of commitments we are asking from developers would be that they consider:

- Making jobs and apprenticeship accessible to Learners with Learning Difficulties and Disabilities;
- Creating employment and skills pathways into long-term jobs for workless residents with a long term health problem;
- Promoting women into under represented jobs particularly construction and workless residents from the more deprived boroughs;
- Within Procurement - Promoting good employment practices amongst our contractors – asking in procurement contracts for them to demonstrate a commitment to work practices that improve staff wellbeing, recognise mental health as an issue and reduce absenteeism due to ill health, and identify time dedicated for wellbeing courses.

The first targets are around developers creating tailored jobs and supported internships for young people with learning difficulties or disabilities (**LLDD**), working with West Lea School; four supported internships have been agreed across four developments. A pilot has begun to include social value measures in the tendering process for the Leaside development on Meridian Water

with the aim of embedding it into Phase 2 of Meridian Water and over the lifetime. Raised funding for provision to support developers work with local frontline services and training providers to developer and employ targeted groups, is currently being commissioned.

**Cycle Enfield** has seen the introduction of cycle hubs that are designed to encourage disabled cyclists to utilise the new cycle highways in Enfield. There are several spaces for cargo bikes, as well as level access and automatic doors for easy access.

**Bringing green spaces to life** and contributing to the health and wellbeing of our communities, Enfield continues to improve its green spaces for the benefit of all residents. Albany wetlands project, based in the east of the borough which is one of the most deprived areas of the borough, created a new habitat for wildlife, reduced the risk of flooding and added to Enfield's green infrastructure which is so important for the wellbeing of the community

**Planning Customer Experience Project** The development management service has been working with the Transformation team to improve the customer journey for residents wanting to apply for planning permission. This includes a comprehensive review of the website, redesign and accessibility features such as webchat and the reintroduction of a telephone line for residents who are digitally excluded to ensure equality of access.

**Improving and delivering new homes reducing the inequality in housing; moving people out of temporary accommodation and improving life chances** The boroughs housing regeneration schemes are progressing according to plan, with extensive and inclusive resident consultation about the design of the new homes taking place.

On the **Alma Estate** the construction of 228 phase 1 new homes, gym and a café are well underway; with the first 43 new Council owned homes for existing secure Alma tenants due for completion in Spring 2019 and the sale of the new private homes has now started. Phase 2A will see the start of construction of the Youth Centre, Community Centre and Energy Centre and 340 new homes.

The first phase of the **Electric Quarter** scheme delivered 40 new family sized houses and 21 affordable flats for social rent. In September the second phase of the Electric Quarter project was given the green light which will deliver a further 31 affordable homes out of a total of 106. Significant improvements are also being made to the surrounding area and the high street. Along with the new homes, there will be more than 750 square metres of community space earmarked for a library and nursery, 1,349 square metres of commercial and retail space and new access roads, car parking and landscaping.

All the new homes are designed to Lifetime Homes space standards or above and achieve Level 4 of the Code for Sustainable Homes providing high energy-efficiency homes. The development includes attractive communal roof gardens to maximise the use of outdoor space and provide additional play space for children. In addition, the development has been designed with an integrated sustainable drainage system (SuDS), providing a primary flood risk management system. The development also includes a beautiful new outside space for the United Reformed Church including landscaping, car park and replacement walls.

The **Ladderswood scheme** is progressing over phases 2 and 3, where over 200 new homes, a hotel and six commercial units are being built.

The Ponders End Community Development Trust runs the **Qube** on the High Street which is a facility run by and for the local community. Over the last 12 months there have been meetings, parties, community activities and exercise classes for local people. This great facility that

promotes social cohesion and is loved by the local community who find it affordable, convenient and a joy to use.

**Bus stop accessibility** With funding provided by TfL, a further 12 bus stops were upgraded in 2017/18, making 92% of the Council's bus stops accessible to people with impaired mobility.

Over one hundred additional **Disabled Parking Bays** have been installed for residents with restricted mobility.

Funding has been secured to contribute towards **Step Free Access** at Cockfosters Underground station.

**Cycle Enfield** works are ongoing to deliver safe cycling routes to help address health inequalities and provide an affordable means of travel for all.

## Community Cohesion Events

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### Edmonton Remembrance Parade

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Remembrance Day (also known as Armistice Day or Poppy Day) is on 11th November and marks the day World War One ended, at 11am on the 11th day of the 11th month, back in 1918. A two minute silence is held at 11am to remember the people who have died in wars. Remembrance Parades are held in many towns and cities on the Sunday prior to the 11th to remember those who gave their lives to their country.

The Edmonton Remembrance Parade was held on Sunday 11<sup>th</sup> November 2018. The Edmonton Parade is led by the Mayor of Enfield and takes place at the Memorial opposite Edmonton Green shopping centre and train station, having marched from the shopping centre to the memorial. Many dignitaries take part in the Parade from Enfield Council, as well as from local schools, the Royal British Legion, Scouts, Guides, St John Ambulance, Sea Cadets, the Police, Boys Brigade, Salvation Army and the Air Training Corps. Order of Service booklets are given out to the public which play an important part in bringing together the community in this diverse part of the Borough to pay their respects for all those who gave their lives in the service of their country, including many from the Commonwealth of Nations.

3 Remembrance Parades are held in Enfield each year in Edmonton, Enfield Town and Southgate. Many members of the local community turn out to mark this important event, either by joining the March or gathering at the memorial.

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### WW1 Event

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To commemorate the Centenary of the end of World War One, a special event was held during the afternoon of 11<sup>th</sup> November 2018 with special representation from the Queen's Representative, Royal British Legion, Local MPs, Enfield Councillors and Senior Council Officers, as well as guests and Cadets from the Enfield Remembrance Day Parade.

An afternoon tea was prepared for the Veterans which took on the form of a World War One 'welcome home' with light refreshments and fruit cake, which represented the 'Trench Cake' which

loved ones sent to the Soldiers at War. The room and tables were adorned with historical memorabilia from World War One and poems from that era were read and a two minute silence was held to remember those who gave their lives for their country.

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## **Holocaust Memorial Day 2018**

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Holocaust Memorial Day 2018, with the theme of 'The Power of Words', took place on Thursday 25<sup>th</sup> January at the Dugdale Centre in Enfield. The programme was diverse and the speeches were led by Gerald Granston (BEM), SS St Louis Survivor, and featured poetry written especially for the occasion by three members of the Enfield Poets. The evening included music by the Wolfson Hillel Primary School Choir, and an Untold Stories film, provided by the Holocaust Memorial Day Trust about Appolinaire Kageruka, a survivor of the Rwandan Genocide.

Other speakers included Rabbi Emanuel Levy of Palmers Green and Southgate Synagogue and Rabbi Yuval Keren of the Southgate Progressive Synagogue who once again provided powerful and moving speeches about the Holocaust and current day challenges.

Enfield Council was represented by the Leader of the Council, Cllr Doug Taylor, Councillor Joanne Laban, Opposition Leader and Councillor Yasemin Brett, Cabinet Member Community, Arts and Culture who variously spoke about the best way to resolve human differences was not through violence and military actions but through discussion and written agreement, the concept that words can be used for both good and evil and their power should never be underestimated and the need to ensure that social and cultural differences are celebrated and not disregarded.

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## **Black History Month 2018**

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For Black History Month 2018 Enfield Council was proud to support and co-sponsor activities that have been organised by three of our voluntary and community sector partners, Enfield Caribbean Association, Enfield Racial Equality Council and Make It Happen Organisation, to deliver a programme of events to help celebrate Black History Month. Between them the three organisations produced a series of films, presentations, drama, music, poetry and dance at various venues across the borough.

These family events aimed to bring communities together whilst enjoying entertainment and food of black origin and learning about African and Caribbean culture.

The Council helped promote these events via their BHM web page, Twitter/Face Book pages, Enjoy Enfield Magazine, e-flyers to schools and the Enfield Faith Forum and VCS organisations.

Additionally, this year on June 22<sup>nd</sup>, we marked the 70<sup>th</sup> anniversary of the docking of the MV Empire Windrush at the Port of Tilbury. The arrival of this first wave of migrants from the Caribbean marked the first wave of large-scale immigration in Britain's post-war drive to recruit labour from the Commonwealth to cover employment shortages in state-run services. The arrival of the Empire Windrush marked a seminal event in modern history as those arrivals were at the forefront of the migration from the Caribbean and one of the reasons we are now a richly diverse society

Also this year marked the 100<sup>th</sup> anniversary of the end of World War One, when we remembered the many brave service men and women who came from across the globe and fought and fell with British soldiers to stand up for freedom.

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## **International Women's Day 2018**

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Enfield Council marked International Women's Day 2018 by celebrating the 100th anniversary of some women first getting the vote on 6 February 1918. Enfield's role in the women's suffrage movement was marked by a special ceremony held in Palmers Green on International Women's Day - 8 March 2018.

Enfield Council was proud to honour equality in Enfield with special ceremony during which The Mayor of Enfield, Cllr Christine Hamilton, unveiled a commemorative plaque at Palmers Green Triangle dedicated to the fight for equality which led to some women getting their first chance to vote, one hundred years ago.

Palmers Green Triangle was the spot in June 1914 where a group of suffragettes attempted to hold a meeting to campaign for the right to vote. A crowd of hostile men attempted to violently break up the meeting and mounted police were called to restore order. The incident gained national press coverage. Four years later, the Representation of the People Act was passed, giving some women the right to vote.

At the ceremony, volunteers, including Enfield Council's Cabinet Member for Community, Arts & Culture, Cllr Yasemin Brett, re-enacted the famous brawl which put Palmers Green in the Municipal Borough of Southgate Enfield on the map for the fight for women's rights. Cllr Brett said: "We are incredibly proud of Enfield's role in the suffrage movement. Palmers Green, Winchmore Hill and Southgate in particular were strong centres for activity. Many leading lights of this struggle – women and men – visited the area to make the case for equal voting rights and to help the movement further. We have come a long way since then."

Cllr Brett also gave voice to the borough's #MyVoteEnfield campaign, which urged all Enfield residents eligible to vote, to register to do so in honour of the suffrage movement.

The voting theme was explored further at a conference at Palmers Green Library following the unveiling ceremony. Enfield's Youth Parliament gave a speech on the importance of voting from a young person's perspective and they were joined by Bambos Charalambous MP Enfield Southgate, Joan Ryan MP Enfield North and Kate Osamor MP Edmonton.

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## **Enfield Faith Forum**

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The Enfield Faith Forum is an active, informal network of people from local religious organisations whose aim is to promote social inclusion, religious harmony and learning. It is facilitated by Enfield Council, meets on a quarterly basis and shares information via e-mail in between. Below are some of the key achievements of the EFF in 2018:

### **Enfield Faith Forum and Enfield Standing Advisory Council for Religious Education Networking**

SACRE is a body constituted by statute to oversee the provision of Religious Education and acts of collective worship in the non-denominational Borough schools.

Both the EFF and SACRE work in partnership with Enfield Council to aid consultation on faith issues affecting the community. In order to forge a stronger relationship between the two groups and in recognition of their contribution to the community, Enfield Council organised a reception in the Mayors Parlour on Tuesday 11th September 2018. Representatives from both groups spoke about the work of their respective bodies and the attendees were given an opportunity to network informally and forge new contacts. The event was well attended and much appreciated.

### **Interfaith Tree Planting Ceremony**

Faiths Forum for London, ran a project to plant 32 trees across 10 London boroughs and invited Enfield to plant 4 trees in our borough. The aim of the project was to invite religious institutions of different faiths to come together and play a role in the plantation, and subsequent long-term care of the trees offering an opportunity for people to learn more about other faiths and to add to the natural beauty of their local community.

The Enfield Faith Forum planted 4 Oak trees in Arnos Park on Thursday 22<sup>nd</sup> March 2018. Cllr Brett and other members of the Enfield Faith Forum said a few words or said a prayer/gave a blessing at the ceremony. A plaque was subsequently laid which read – ‘These Oak Trees, representing wisdom and stability were planted by The Enfield Faith Forum to promote interfaith community spirit. Donated by Faiths Forum for London. March 2018’. Following the ceremony, everyone was invited to for a hot drink at the mobile coffee shop in the park.

Note – Under the same scheme Enfield Council will be planting 5 more trees across the borough in 2019.

### **Enfield Faith Forum Web Page**

2018 saw the Enfield Faith Forum develop its own web page on the Enfield Council web site - <https://new.enfield.gov.uk/services/your-council/equality-and-diversity/enfield-faith-forum/>. The page contains information about the Faith Forum, how to join, its terms of reference and links to relevant partner sites. It also includes the 2019 Faith Calendar, Faith Map of the Borough and links to shelters, food banks and free meals for faith organisations to assist those in need of help.

### **Membership of both the Faith Forum and Other Relevant Boards**

The Faith Forum welcomed new members throughout the year and now numbers 87 representatives. Rabbi Yuval Keren, Southgate Progressive Synagogue sits on SACRE. Additionally, Faith Forum members were invited to join two other bodies: Revd Stuart Owen, Vicar, All Saints, Edmonton took a seat on the Local Borough Resilience Forum and Pastor David Wisker, Church Leader, New River Church took a seat on the Enfield Strategic Partnership Board.

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## **Enfield Armed Forces Covenant Forum**

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### **Count Them In Campaign**

Full Council unanimously agreed at their meeting on the 21<sup>st</sup> November 2018 that Enfield Council declare its support for The Royal British Legion’s ‘Count Them In’ campaign, which calls for questions on the Armed Forces community to be included in the next UK Census.

### **Enfield Armed Forces Covenant Web Page**

Additions were made to the Enfield Armed Forces Covenant web page - <https://new.enfield.gov.uk/services/your-council/equality-and-diversity/enfield-armed-forces-covenant/> The page now includes link to the Veterans Gateway and other relevant web sites which offer help to the Armed Forces Community. It also includes information about the Forum and provides an e-mail address to allow easy access to the CREST Team.

### **EAFC Training**

CREST arranged with Customer Access & Operations for the Council’s front line service staff to receive a presentation about the Enfield Armed Forces Covenant, the Armed Forces Transition Service and Royal British Legion’s Veterans Gateway. It is hoped that further training will be given to the Homelessness Team in 2019.

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## **Enfield Youth Parliament**

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The Enfield Youth Parliament (EYP) are currently in the second year of their term. There are around 40 representatives from 14 schools across the borough. Their current priorities which they have set are as follows:

- Education standards and funding;
- Tackling Youth Crime;
- Protecting the Environment;
- Jobs and opportunities;
- Integrating young people into the real world.

The EYP members recently delivered the 'Make Your Mark' national consultation in Enfield with over 5000 young people as part of their UK Youth Parliament responsibilities. This led to our UK Youth Parliament members visiting the House of Commons to debate out the top issues.

They have developed and manage an EYP YouTube channel, to create a continuous flow of films that directly link to their own priorities as well as the ESP Priorities. These videos will help inform and engage with Enfield's Youth population.

They are currently in the process of helping with the setup of the London Youth Assembly (LYA), this is a new body formed to bring together representatives from different youth forums across London to create positive change for young people.

Other key pieces of work:

- Involved in the selection process for the role of Director of Education on 5th December 2018;
- They will be meeting with Director of Finance to be consulted on the Enfield Council budget
- Meeting with our local MP Joan Ryan in January 2019;
- Meeting with the Borough Commander in January 2019;
- UK Youth Parliament elections will be held in February to appoint a new member and deputy;
- Involvement in the consultation of the Local Plan;
- Sit on the Boards of many key strategic meetings at the Council to give a young person's perspective.

The EYP continue to work hard at their current work programme and are continually looking for new ways to help tackle their priorities and make Enfield a better place to live, as well as making sure the voices of young people are heard.

The next main Enfield Youth Parliament elections will take place in November 2019.

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## **Libraries**

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During Black History month in libraries we provided the public with an array of displays, events and activities across Enfield Libraries.

- Judith Jacobs (EastEnders and Real McCoy actress) visited Ordnance Unity Centre to tell stories and sing songs from Africa and the Caribbean;
- Ordnance Unity Centre had a large amount of activities during Black history month including a special 2,500 years of Somali history event, Fruits from around the world poetry workshop, and a talk from professor Akporobato about African writers;

- Edmonton Green had an open poetry event with local poet Herbie Dunnan and a community health workshop specifically targeted towards African and Caribbean backgrounds;
- Enfield Town Library and Ordnance Unity Centre both had a Windrush display that was a focal point of conversation for customers. Furthermore Ordnance Unity Centre is looking into government funding via the Windrush Day Grant 2019, with a view to hold a Windrush event on Commemoration day in June 2019;
- Libraries held Black History month themed Under 5's story times;
- Enfield Town are also holding anti-race drop in sessions once a month;
- Palmers Green also have a monthly book Club called Afro Reads.

In terms of other community Cohesion and underrepresented groups within the community we currently have the following:

- Lego Clubs – these are currently held in Enfield Town Library, Ordnance Unity Centre and Palmers Green. Enfield Town has an autism friendly Lego club once a month. These are very popular and each session across the board is fully booked;
- Enfield Town and Ordnance Road have a monthly 'tea and chatter' where we work in partnership with Age UK and Ican. We provide a safe place where people aged 50+ can meet up, make friends and have a cup of tea. During the first session in both Enfield Town and Ordnance Road we asked the attendees what they wanted to gain from the sessions and the points raised have really helped us steer these successful meet ups. We noted that loneliness and social exclusion was a main reason for attending so this is our focus. Two sessions that have been really successful included live music and World War 2 experiences. In the coming months we have loads planned from Online fraud, to introducing the group to service dogs. It's been great to see regular faces come every month and to see friendships forming;
- Enfield Town has a reading hacker programme for young volunteers;
- Palmers Green have a monthly poetry group run by volunteers called 'People with Voices';
- Both Enfield Town Library and Palmers Green library have very successful chess clubs that are run every other Saturday. We do not have any age limitations and it has greatly encouraged intergenerational learning. We have people aged 4-60+ who attend on a regular basis;
- There are ESOL conversation clubs held at both Enfield Town Library and Ordnance Unity centre. These are held on a weekly basis. This is aimed at non-native English speakers looking to take up a new language or validate their skills, it is open to people of all ages. These sessions are very popular and are run by Volunteers;
- Enfield Town Library hold next step careers advice every Wednesday who help with advice and guidance to help make decisions on learning, training and will help update your CV;
- The Royal Voluntary Service deliver books to approx. 180 housebound home library service users on a monthly basis, they are expanding their offer to positively impact loneliness, and will play more of an active role getting to personally know the service users when they drop off the books;
- We have held quite a few community projects in libraries such as the community puzzle at Enfield Town Library and also a community quilt which is on display at Enfield Town Library.

Libraries Workforce:

- Enfield Town and Ordnance Unity Centre are working in partnership with West Lea school to provide x2 6 month internships.  
The two successful candidates are due to start on the 10<sup>th</sup> January 2019. They will be working up to 18 hours per week while spending 1 day a week at college to work on essential skills including maths, English etc. Zachary (who will be based at Enfield Town) and Hashim (OUC) both have autism and will be joined by a job coach who will help assist with learning the role and providing support where needed. This is a great opportunity for them to experience the working

environment. They will be supported to travel to work independently, providing them with vital life skills for their future;

- Within All Enfield Libraries we support volunteers with learning difficulties. We have multiple roles so there is something suited to everyone. We have had long standing volunteers with autism, Asperger's syndrome and learning difficulties and we have seen them progress and develop into confident volunteers who are now vital to our service;
- We also support West Lea school with work experience placements across Enfield Libraries. We currently have a work experience at Ridge Avenue Library who attends once a week.

# Future Challenges – creating a lifetime of opportunities in Enfield

THE PEOPLE AND THE PLACE		
Delivering for everyone in Enfield over the next four years		
<p><b>GOOD HOMES IN WELL CONNECTED NEIGHBOURHOODS</b></p> <ul style="list-style-type: none"> <li>Continue our pioneering approach to regeneration to create thriving, affordable neighbourhoods and places;</li> <li>Increase the supply of affordable, quality housing options;</li> <li>Drive investment in rail, roads and cycling infrastructure to improve connectivity and support economic development;</li> <li>Create an enterprising environment for businesses to prosper with world class digital infrastructure and access to the right skills and networks.</li> </ul>	<p><b>EMPOWER PEOPLE TO CREATE A THRIVING PLACE</b></p> <ul style="list-style-type: none"> <li>Support residents to take more responsibility and play a greater role in developing active and safe communities;</li> <li>Enable people to reach their potential through access to high quality schools and learning; and create more opportunities for training and employment;</li> <li>Work with residents to reduce inequality across the Borough and build settled communities;</li> <li>Embrace our diversity, culture and history to ensure that Enfield is a place for people to grow and enjoy from childhood to old age.</li> </ul>	<p><b>HAPPIER, HEALTHIER LIVES IN A CLEANER, GREENER ENFIELD</b></p> <ul style="list-style-type: none"> <li>Protect those most in need by continuing to deliver the services and safeguarding measures they rely on;</li> <li>Work smartly with our partners and other service providers so that as many people as possible are able to live independent and full lives;</li> <li>Build measures into all our strategies and projects that will help improve people’s health;</li> <li>Protect and enhance the local environment, green spaces, parks and play areas and ensure that they are safe, well used and enjoyed.</li> </ul>

OUR GUIDING PRINCIPLES		
We will:		
<p><b>COMMUNICATE WITH YOU</b></p> <ul style="list-style-type: none"> <li>Be responsive, effective and consistent in our communications with residents;</li> <li>Listen carefully to what our residents need and use this information to improve our services;</li> <li>promote Enfield widely to ensure that the Borough receives the maximum benefit from national, regional and sub regional programmes.</li> </ul>	<p><b>WORK WITH YOU</b></p> <ul style="list-style-type: none"> <li>Be honest about what we can deliver and provide advice when we are not able to;</li> <li>Engage with residents to measure and evaluate our services;</li> <li>Collaborate across the Borough and beyond to develop new ways of working;</li> <li>Value the workforce across the Borough and enable them to deliver services effectively and efficiently.</li> </ul>	<p><b>WORK SMARTLY FOR YOU</b></p> <ul style="list-style-type: none"> <li>Manage resources smartly and reinvest income wisely to deliver excellent value for money;</li> <li>Develop new partnerships across the public, private, voluntary and community sectors to deliver better outcomes for residents;</li> <li>Increase access to digital services and transactions and make better use of data to understand the needs of our residents.</li> </ul>

The Enfield Corporate Plan 2018 to 2022 has been formulated to work more efficiently and effectively with residents to provide good homes in innovative and aspirational communities, empowering the people to value the thriving place in which they live. Your Council aim to communicate and work with you in being honest in what we’re able to delivery as a Local Authority over, at least, the next 4 years. *A copy of this Plan will be made available on the Enfield website.*

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## **Previous Equality and Diversity Annual Reports**

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Equality and Diversity Annual Report 2013 – Stronger Communities  
Equality and Diversity Annual Report 2014 – Fairness for All  
Equality and Diversity Annual Report 2015 – Empowering Communities  
Equality and Diversity Annual Report 2016 – Supporting Local People  
Equality and Diversity Annual Report 2017 – Serving the Local Community

All reports are available on the Enfield Council website: [www.enfield.gov.uk](http://www.enfield.gov.uk)

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## **Further Information**

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More information on our work and the strategic context within which we work can be obtained by contacting the Community and Resident Engagement Services Team (CREST) on:

Telephone: (020) 8379 1000

e-mail: [consultations@enfield.gov.uk](mailto:consultations@enfield.gov.uk)

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