

Stronger Communities

Enfield Council's Equality and Diversity
Annual Report 2014



www.enfield.gov.uk

In partnership with



Introduction

Welcome to Enfield Council's 2014 Equality and Diversity Annual Report.

This year, we report on the many achievements we have made as a Council, as well as working with our partners in all service areas for the benefit of Enfield's communities. We highlight our key successes since the last report, and also provide information on what we plan to do in the near future, in order to fully realise the Council's strategic aims.

These aims are fundamental to developing and maintaining a cohesive community. Enfield Council is committed to delivering its strategic aims, which are **'Fairness for All, Growth and Sustainability and Strong Communities'**. Enfield has a dynamic community that is ready for growth, open to change and able to rise to future challenges.

2014 has been another year of significant progress for the Council, as we have made great improvements in embedding the equality and diversity agenda ever deeper into how we work. Our commitment to equality and diversity was rewarded in 2013 by receiving accreditation as an 'excellent' authority under the Equality Framework for Local Government – one of only twelve councils in the country to receive this accolade at that time.

The energy and commitment shown by our employees (many of whom are local residents), elected Members, partners, as well as our residents all demonstrate our continued assurance to making Enfield a place that is fair for all.

We are pleased to see the progress made in the past 12 months in many areas relevant to the equality and diversity agenda and we hope you find these clearly set out in this annual report.

Enfield Council seeks to improve the lives of residents from deprived backgrounds by removing the barriers created by disadvantage and discrimination.

We continue to support our community partners in delivering targeted services to all those in Enfield who face significant challenges as a result of disability, race and ethnicity, sexual orientation, gender, faith or age or other social/demographic characteristic.

We have reinforced our commitment to visibly supporting national and international days/ periods of remembrance that illustrate our recognition of the supreme efforts others have made historically to allow us to live in such a dynamic and diverse community as ours with peace and mutual respect. In 2015 we will be organising centenary events that will commemorate the First World War including the Gallipoli Campaign. Enfield is home to many descendants of people who fought and died there and it is important that we remember the sacrifices made.

We know there is no room for complacency, and that we need to maintain and build on the good work that has taken place over recent years. It is essential to ensure that our services continue to improve and not discriminate, are provided equitably and fairly, and contribute positively to community cohesion. Our future

plans will centre on increasing our efforts to sustainably meet the challenges we face and thinking imaginatively and collaboratively about how best to do so.

As a Council, we want to ensure that anyone who lives, works, studies, visits, or does business in Enfield does not suffer any form of discrimination or inequality. We believe 2014 has been another excellent year for us in this regard, and we look forward to updating you further on progress made in 2015.



*Councillor Yasemin Brett,
Cabinet Lead Member for
Equalities*



*James Rolfe, Director of
Finance, Resources and
Customer Services -
Senior Management Lead
Officer for Equalities.*

The Council's Vision

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

Aims and Priorities:

Fairness for all

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

Growth and sustainability

Like many areas of the country, Enfield has suffered during the recent recession. Unemployment has risen, and many of the problems already present within the borough have been exacerbated. Demonstrating that Enfield is open for business will ensure that the borough makes a strong and sustainable recovery from the recession.

Strong communities

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

2014: Consolidating Success

Enfield Council is pleased to report the on-going progress it has made in advancing equality for all those who receive or otherwise benefit from our services. We continue to improve access and inclusivity of our services, ensuring they are open to all those who need them.

It has been a busy year, working across the organisation and with our partners and residents throughout the borough to raise awareness of our Public Sector Equality Duty to eliminate discrimination, advance opportunity and access as well as foster good relations among our diverse communities.



Delivering on Equalities: The Equalities Act 2010

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

1. age,
2. disability,
3. gender,
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. These measurable objectives form part of our detailed annual action plan.

Enfield Council – An ‘Excellent’ Authority for Equalities Work

Our key achievement in the attaining of ‘excellence’ in equalities accreditation under the Equality Framework for Local Government in June 2013, set a benchmark and platform for further work in 2014.

We continue to build on this success by developing fresher and more innovative equality and diversity actions. Our confidence in having achieved this reflects just how seriously we have taken our responsibilities as both an employer and provider of services. It sets the basis for our activities in 2014.

The Council has also been recognised for Customer Service Excellence (CSE) by our Regeneration and Environment Department. Following the assessment the Department was found to “have a deep understanding of, and commitment to, Customer Service Excellence. The commitment was displayed from senior management levels through to operations and front line staff”.

Monitoring Council Services

The Council is fully committed to monitoring the delivery of services from an equalities perspective. We also monitor both the Council’s workforce and recruitment statistics. All such monitoring information is reported to the Council’s Corporate Equalities Group where the information is scrutinised and recommendations made.

Equalities monitoring information includes:

What is being monitored, what the monitoring information has revealed along with main conclusions, any suggested actions for improvement and best practice that could be used by other services.

Equalities monitoring information is made publicly available on the Council’s Equality and Diversity webpages alongside the Equality Impact Assessments that have been conducted. The full programme of Equality Impact Assessments can be found on the Council’s website at: <http://www.enfield.gov.uk/equality>

Who lives in Enfield? Enfield's population from an Equalities and Diversity perspective

Enfield is a hugely diverse borough and one that is changing and growing rapidly.

According to Greater London Authority projections, the population of Enfield could now be about 324,000. 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:

- About 64% of Enfield residents are estimated to be from Black and Minority Ethnic communities (up from 38.8% in 2001). About 35% of Enfield's residents were born outside the UK. The largest minority ethnic group is White Other, which includes communities from Turkey, Greece, Cyprus and Eastern Europe) – the figure stands at 21.7%. The Black African community makes up 10% of the population, while the Black Caribbean community stands at 5.6%.
- 15.6% of people in the borough have a long-term illness, health problem or disability that limits their daily activities or the work they could do. This is likely to be an underestimate as many people do not like to declare they have a disability
- Our population is ageing – the percentage of people over the age of 65 in Enfield is 12.8%, and 28.5% are over the age of fifty. These figures are

predicted to increase over the next 25 years

- At the younger end of the scale, 27.1% of people are under the age of 20
- Christianity is the most common religion in the borough in all its different forms (53.6%). 16.7% of residents are of the Muslim faith, but 15.5% of people say they have no religion or belief at all
- Gaining a trustworthy percentage of people who belong to the lesbian, gay, bisexual or transgender community is difficult as the question has never been asked in the national Census. Estimates have been put forward of between 1% and 10% of our population. This could equate to anything from 3,200 to 32,000 people in Enfield
- As at December 2012, 166 civil partnerships had been registered in Enfield. Latest figures show that 492 marriages take place in Enfield every year
- The latest annual number of births in Enfield is 4,908.

Further information:

Enfield Borough Profile
www.enfield.gov.uk/downloads/file/9026/borough_profile_-_april_2015

Enfield People
www.enfield.gov.uk/healthandwellbeing/info/13/enfield_people

Who works for Enfield Council?

Demographic information on those who work for the Council are reported the Council's Corporate Management Board on a bi-annual basis (March and September). As at 30 September 2014 the following demographic profile applied to the Council:

- **Age profile:** The greatest proportion of staff appears in the 45-54 age category at 32.56%. In other London Boroughs the biggest category is 50-64 with 38.12%.
- **Gender Profile:** In comparison to the local economically active population, a greater proportion of Enfield Council's employees are female at 68%. This is greater than the average percentage of female employees across London Councils at 62.3% (London Councils, 2014). The gender split in the economically active population (as at 2011 census) was 47.3% female and 52.7% male.
- **Ethnicity Profile:** The number of BME staff at Enfield Council is 26%. This compares to the average percentage of BME employees across London Councils which is 34.1% (London Councils, 2014). In comparison to the local economically active population of 37.3% BME, there is a lesser proportion of BME staff. It should also be noted that 8% of staff have chosen not to declare their ethnicity data.

- **Disability Profile:** A total of 159 employees (4.1%) have declared that they have a disability. This is in comparison with 7.2% of the working population in Enfield (Census, 2011).

In terms of staff training and development the Council continues to develop management training specifically aimed at under-represented groups. BME and female staff are given priority on management and leadership courses as they are under-represented at senior levels in the Council's workforce. The Council's Institute and Leadership Management courses continue to show an increase of applicants from the two protected characteristics, securing overall increases of 14% & 17% in 2014 over the previous year.

Further information is available from our Human Resources Department or by using the contact details at the end of this document.

2014: A Year of Achievement

Supporting black and ethnic minority communities

Enfield is home to a diverse population and, for many of our residents from black

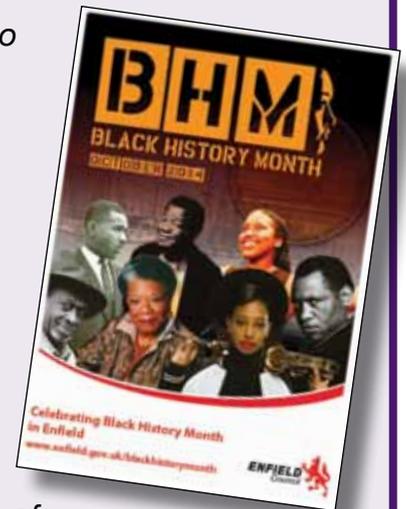
and ethnic minority communities; the past year has presented significant challenges in terms of resilience, community capacity and health. Enfield Council works in partnership with local communities to develop appropriate responses to those diverse needs, examples include the following.

Black History Month

Enfield has celebrated Black History Month for many years. During October 2014 the Council organised the launch ceremony to a month long programme of events around the borough and also provided small grants to local community organisations to enable educational, historical and social activities to take place across the borough.

A few highlights from the BHM programme included:

- *Opening ceremony 'Making your mark on the world – past, present and future' which consisted of speakers on the history of migration, the positive contributions made by those who have successfully migrated to Britain and how to raise children's aspirations*
- *The Curzon Institute gave a lecture to Prince of Wales School children on the significant Commonwealth contribution to the First World War*
- *Local Photographic Exhibition of the 'Pilots of the Caribbean' telling the story of black men and women in the British Royal Air Force during the Second World War*
- *Cineworld screening of 4 films of particular interest to the black community*
- *Rainton's Black History Banquet at Forty Hall – this attracted over 2,900 visitors and aroused considerable interest in the life of John Blanke a black trumpeter from the early 16th Century.*
- *The closing ceremony was organised by the Enfield Caribbean Association and grant aided by the Council. 'Black People in Britain before the Windrush' was a historically informative account of the hidden black history of the British Isles. The lecture was delivered by internationally renowned and respected British scholar Dr Hakim Adi.*



2014: A Year of Achievement

Capacity Building Fund for BME Communities

The Enfield Community Capacity Building fund targeted £126,218 of resources at the local voluntary and community sector in order to stimulate a needs based, value added set of projects that support and complement our community activities. A total of 15 organisations were funded to provide a range of projects aimed at supporting and developing the capacity of communities to be more resilient and capable of meeting their own needs and thereby supporting sustainable and stronger communities.

The programme included support for the African French Speaking Organisation, Third Age Challenge Group (Turkish Women), Over 50 Bangladeshi Society, Tamil Relief Centre. In addition, a range of other community groups were also supported to deliver services to young people, and those with disabilities within their overall provision.

Details of the funding we provide to community organisations and the activities they undertake is available on the Council's website.



Tamil Relief Centre

Healthy Lifestyles

Our Public Health Team has produced a Public Health report containing a wealth of information and statistics on the health of the borough. The Joint Strategic

Needs Assessment is being constantly updated and can be found at:

www.enfield.gov.uk/healthandwellbeing/info/3/joint_strategic_needs_assessment_jsna

Analysis of health priorities has led to the team helping 678 people from BME communities stop smoking and undertook research into smoking in the Turkish community which is being taken forward through elected councillors and Turkish community organisations.



Enfield Council invites representatives from the Turkish Community to attend a Smoking Workshop

Refreshments will be available
Please reply by to:
Julie Boyd
Public Health Manager
Email: julie.boyd@enfield.gov.uk

Before you attend or even if you are unable to attend we would like to ask you three questions regarding smoking, they are as follows:
What is your age group? What do you smoke? What would make you give up smoking?



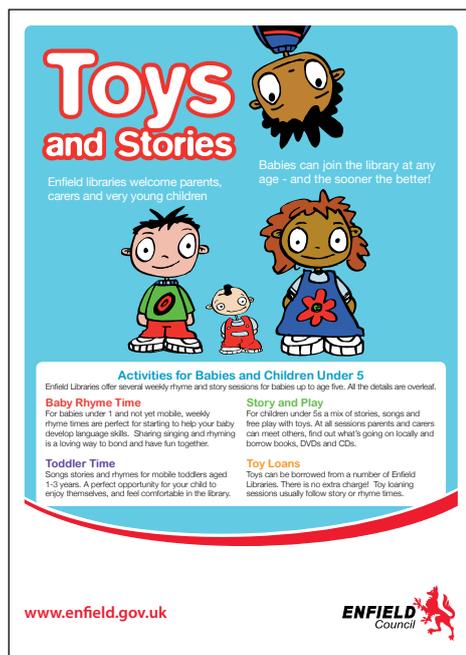
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2014: A Year of Achievement

Library services

Our Library and Museum services are rooted in the local community, during October we celebrated Black History Month in nine libraries with displays of books and other materials. We made available new collections of European and community language books in most libraries. Four of our libraries host volunteer led ESOL conversation groups, while Southgate Circus Library hosts a French Baby Rhyme Time and the Enfield Town Library hosts a Spanish Conversation Group.



Toys and Stories
Enfield libraries welcome parents, carers and very young children

Babies can join the library at any age - and the sooner the better!

Activities for Babies and Children Under 5
Enfield Libraries offer several weekly rhyme and story sessions for babies up to age five. All the details are overleaf.

Baby Rhyme Time
For babies under 1 and not yet mobile, weekly rhyme times are perfect for starting to help your baby develop language skills. Sharing singing and rhyming is a lovely way to bond and have fun together.

Toddler Time
Songs stories and rhymes for mobile toddlers aged 1-3 years. A perfect opportunity for your child to enjoy themselves, and feel comfortable in the library.

Story and Play
For children under five a mix of stories, songs and free play with toys. At all sessions parents and carers can meet others, find out what's going on locally and borrow books, DVDs and CDs.

Toy Loans
Toys can be borrowed from a number of Enfield Libraries. There is no extra charge! Toy loaning sessions usually follow story or rhyme times.

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On Your Doorstep

The Council takes considerable steps to ensure it engages with traditionally under-represented groups within the community, such as those with disabilities, those whose first language is not English, residents who recently migrated from EU accession states and those people from areas with comparatively high levels of social and economic deprivation. The On Your Doorstep (OYD) community engagement project provides a good example of how the Council makes concerted attempts to engage with such communities. Taking a partnership approach the Council has visited various neighbourhoods across the borough to engage local people about a variety of issues, including community safety, health, housing, employment, as well as welfare rights information.

The OYD programme takes a borough-wide approach to engaging communities, while at the same time specifically targeting areas that have high concentrations of communities which are traditionally seldom heard or engaged. OYD has helped to improve the Council's understanding of the needs and priorities of communities who are often under-represented. In 2014 OYD provided a range of relevant information to over 1,500 residents.



2014: A Year of Achievement

Supporting people with disabilities

Accessing our services

Our Customer Services Centre achieved 'Louder than Words' accreditation in 2013. This is a nationally-recognised best practice charter for organisations judged to be offering excellent levels of service and accessibility for customers and employees who are hearing-impaired or deaf.

The Council also has a British Sign Language (BSL) interpreter based in the Civic Centre on the first Friday of every month to assist customers who are hard of hearing and can contact officers of the Council on the customer's behalf.

The Council's Home Library Service provides residents with services that are delivered to those who are unable to access a branch or the mobile library for whatever reason. This provision enables access to the full range of services including access to other council online services.

The Council also provides an early outreach worker concentrated on families with children who have speech and language difficulties.

As part of the Council's drive to deliver services through digital means, residents can also obtain the assistance of library staff with online applications for blue badges and freedom passes.

The Council has an established Deaf Community Forum, which meets regularly. The forum provides members of the deaf community with opportunities to raise issues such as access to services.

The meetings include two BSL interpreters. The forum continues to inform the development of services that cater for the specific needs of this community.

BSL user?

On the **first Friday** of every month
between
9am and 4pm
drop in to see our
British Sign Language Interpreter.

Enfield Civic Centre,
Silver Street
Enfield, Middlesex EN1 3XW

The BSL Officer can also help to contact
Enfield Council staff on your behalf while
you are present.

www.enfield.gov.uk

ENFIELD
Council

Maintaining independence

The Council is committed to the provision of affordable housing and the supply of new housing should also cater for the needs of vulnerable households whose homes need to be specifically adapted to meet their disability. To ensure we provide good quality housing we have developed a number of local housing design guides

2014: A Year of Achievement

to steer our partner house builders and registered providers to develop homes that retain independence. These design guides include:

- enabling people with physical disabilities, complex and challenging support and care needs to be cared for within independent living environments that facilitate privacy, choice and control
- enable people with complex and challenging support and care needs to be cared for closer to home, maintaining family and friendship networks

The People Transport Service transports 994 vulnerable adults and children to SEN Schools and Day Centres in the Borough every working day. By nature of the business, we work in partnership with Education and Housing, Health and Adult Social Care to ensure the safety and welfare of our vulnerable clients under the safeguarding protocol.

The service is committed to listening to customers and using customer insight to improve services and inform future delivery.



Volunteering Recognition Ceremonies

The Council holds regular ceremonies that show official recognition and appreciation to all those residents that participate in regular Volunteering.

Enfield is fortunate to have a broad cross-section of volunteers from all backgrounds and walks of life.

Working in partnership with Enfield Voluntary Action's Volunteering Centre, the Council is pleased to host such events that practically show the commitment of thousands of volunteers over recent years.

In March and October 2014 the Council hosted four volunteering events attended by a total of 435 individuals.



2014: A Year of Achievement

Supporting young people

Helping all our young people to realise their full potential and to access opportunities remains critical to our vision for the borough.

Our children's educational achievements continue to register positive progress. Performance at Key Stage 2 continues to improve and is level with schools across England.

Enfield's GCSE performance is above the England average (56.5%) and now stands at 58.8%.

In terms of reducing the number of young people (aged 16-19), who are not in education, employment or training (NEET) is the main area of work within our Youth and family Support service. We are pleased to report that we are on track to meet and exceed our target of 4.7%.

Our Youth Support Service provides an extensive range of services for young people across the borough including youth clubs, centres and volunteering schemes.

The Enfield Youth parliament has 20 elected members with over 9,600 ballots cast for 27 candidates, demonstrating the high level turnout of 65%. Young people in Enfield remain engaged in the life of the community, a proud achievement for all concerned. The parliament plays an important role increasing youth

participation, including the annual Council budget consultations.

Enfield Council continues to support and nurture our flagship Youth Engagement Panel and Parent Engagement Panel and has worked across Departments and with the Enfield Strategic Partnership and Enfield Community Capacity Building Fund to secure funding for both of £300,000 that will allow them to continue to provide vital services to our young people and their families.

Young people are also our champions in digital access to services and our operational services centre has recruited six apprentices who are our Digital Champions and to work across our Access Centres supporting our community in accessing our online services, setting up email accounts and raising awareness around online safety. Our Customer Services Manager for our Access Centres was awarded London Council's 'Apprentice Manager of the Year' for his dedication and work with the apprenticeship scheme at Enfield.

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Supporting older people

Enfield's proportion of older residents continues to grow and we are dedicated to enabling them to live independent and fulfilling lives by ensuring their ability to access our services. The Operational Services Centre offers an assisted self-service both face to face and over the telephone for those elderly/vulnerable people who need assistance when using our online services. We also have floorwalkers in all our access centres, as well as the digital champions on hand to support our customers to get online.

The Libraries and Museum service have engaged older people in local areas by encouraging them to reminisce and provide oral histories. As part of the Enfield at War project, oral history volunteers have captured war time memories from older residents. This will create an archive that can be shared with future generations.

The Enfield Over 50's Forum and several BME organisations supporting older people in the borough have also been successful in bids to the Enfield Community Capacity Building Fund as we seek to provide added value opportunities to support core service delivery.

Commonwealth Day

The first ever Fly a Flag for the Commonwealth event took place at the Enfield Civic Centre on 10 March 2014. Guests included local VIPs and also international representatives from among the 53 Commonwealth nations, including Jamaica, Kenya Ghana High Commissions, among others.

For Enfield Council 'Fly A Flag' provided a good opportunity to recognise the diverse communities that reside within the Borough of Enfield and to show our commitment to a strong and cohesive society with good relations between peoples from different backgrounds.



2014: A Year of Achievement

Supporting people of different faiths

The creation of opportunities to bring people of different faiths together in positive activities remains critical to our aims of creating strong and resilient communities.

In partnership with Enfield Police's Faith and Communities Police Officer, the Council supports the Enfield Faith Forum helping to bring issues of concern to the attention of agencies. For example the Coroner's Office has been approached to see what can be done to better cater for the needs of faith communities when it comes to the burial of newly departed loved ones.

Our Cemeteries Service provides two separate Muslim areas in Strayfield Road Cemetery, one affiliated to the Enfield Mosque and the second to the Alevi Cultural Centre. In addition to the existing Christian Baby Section in Lavender Hill Cemetery, and in consultation with the Enfield Mosque, we have established a separate Muslim Baby Section in Strayfield Road so that parents have more choice.

In addition the Forum organises a number of interfaith projects and events, such as interfaith quizzes and open-door places of worship, often including the participation of local school children. These activities are aimed at improving interfaith understanding and community cohesion.

Our libraries service recognise and celebrate

religious festivals as part of our community cohesion programme and showcase festivals such as Easter, Christmas, Hanukkah, Diwali, Eid and the Chinese New Year.

Holocaust Memorial Day



This annual solemn event marks not only the Jewish Holocaust but also other genocides committed over the last 70 years, including those in Bosnia and Rwanda. The Council is committed to marking these events so that we are reminded of the potential inhumanity in us all and to reaffirm our commitment to build locally strong, resilient and cohesive communities. HMD in 2014 was held on Monday 27 January, the theme of which was 'Journeys'. It comprised two events, one for schools and the main event in the evening. Attendance as always was strong and representatives from the Council, visiting VIPs and local residents all had time to reflect on the Journeys theme. The programme consisted of 'Etty' a one-woman play based on the diaries and letters of Etty Hillesum, performed by Susan Stein. There was also an art exhibition by Moshe Galili a holocaust survivor. Both events were held at the Dugdale Centre, Thomas Hardy House, London Road.

HMD remains a key community cohesion activity for the Council.

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Supporting the Lesbian, Gay, Bisexual and Transgender community

As a result of the gap-analysis work undertaken in 2013, the Council increased its support for the local LGBT community. The Council works with the local LGBT Network through grant aid and officer support at their regular meetings.

We continue to encourage LGBT themed events around the borough, including support for the LGBT History month in February 2014.

During 2014 the library service developed an LGBT Position Statement aimed at delivering an improved service offer to this community. Links have been made with the local LGBT Network and the National Social Network to explore and improve services. This work will continue in 2015 as a LGBT page is developed on the website, LGBT History Month is celebrated and a booklist is created.

Our Adult Social Services Team commissioned the training of 12 members of staff on sexual orientation in June 2014. We also commissioned a half day workshop for service users and carers of our services to help develop awareness about this subject and why this information is discussed as part of our assessment process. The training is part of a wider programme to increase awareness and

confidence amongst Council staff; service users and carers in asking and answering questions about sexuality and sexual orientation in the assessment of services in adult social care.



The feedback from participants was positive with one participant commenting “Fantastic opportunity for me to help change behaviour and stamp out discrimination”. Another said: “I have an increased awareness of sexual orientation, equality and diversity issues in general” and one manager commented: “This training increased my understanding and confidence to enable me to support staff more appropriately to work with such issues.”

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Supporting Women



Enfield Council has maintained its support of activities and services that are dedicated to supporting women in the borough and is proud to continue to be

a sponsor of Enfield Women's Centre as a focal point for much of what is initiated in this area as well as providing support to diverse women's BME groups such as Naree Shakti (Asian Women) and Third Age Challenge Group (Turkish Women).

Face to face appointments are now available for customers using at John Wilkes House. This means pregnant women and customers with certain health conditions no longer need to wait to be seen.

Supporting with pregnant women

The Council is working with partners to develop a new strategy to tackle violence against women and girls. We are aware that a high proportion of domestic violence (DV) cases start during pregnancy. As a result, the Domestic Violence Strategy Group (DVSG) has empowered and supported services aimed at pregnant women to identify and reduce these incidents. We are also working closely with health services, who have appointed a lead for this area of work.

International Women's Day

In 2014 the Council's Public Health Team organised a major conference and seminar for women. International Women's Day took place on Friday 7th March 2014 at the Dugdale Centre in Enfield.

Sixty women throughout the borough attended the day, which comprised of interesting speakers and a play enactment, the theme was "aspiring change".

All the women who attended this Council organised event thoroughly enjoyed the day and are looking forward to next year's event in 2015.



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Pregnancy and Maternity

All the Council's Access Centres and Libraries are signed up to a campaign launched by the Council and Enfield Public Health to promote breastfeeding and to engage with local businesses to support breastfeeding in public places. In 2014, over 66 businesses signed up to the campaign. Supporters of the scheme display a poster stating they support breastfeeding and the main points of the scheme are as follows:

- Mums can breastfeed in all areas of their business that are open to the public;
- A breastfeeding mum will not be asked to move to another area or stop breastfeeding;
- Mums will never be asked to use the toilets for feeding;
- All staff members are made aware that your business is a member of the scheme

Marriage and Civil Partnerships

In line with recent legislative changes, from 10th December 2014, couples in existing Civil Partnerships will be able to convert them into a marriage. This means that couples may call up the Contact Centre wishing to do so at the Enfield Registry Office. From this date, we will be able to take this booking for them.

Supporting all Enfield's Residents

Enfield Council is committed to serving all residents fairly and is working towards mainstreaming equalities in all that we do. The Planning, Highways and Transportation (PH&T) division, as part of the wider Regeneration and Environment Department for example, was recently reaccredited with the Customer Service Excellence (CSE) award. Their submission was an intensive process which facilitated a review of all our customer service delivery including specific regard to the Public Sector Equality Duty (PSED). The PH&T is committed to listening to its customers and using customer insight to improve services and inform future delivery. In 2014 this resulted in the following actions being taken:

- Carried out a complete review of all our web-pages in line with the Plain English standard, ensuring they are relevant, up to date and easy to understand.
- The division recently trained all staff in equality and diversity. The training, which was mandatory for front line staff and managers, has helped to embed equalities and diversity, and specifically to foster a greater understanding of our customers.
- The service regularly reviews service delivery and the opportunities for consulting and engaging with residents to ensure that engagement methods are effective and provide reliable and representative results.

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Accessing Library and Museums

Enfield's Library and Museums service is a pivotal service that is a universal provision and one of its main aims is to be accessible to all. An Equalities Statement for the Service was published in 2014 setting out how this will be achieved. This Statement was cascaded to all staff and is currently being implemented.

Procurement

The Council is a major purchaser of goods and services, our corporate procurement team is fully committed to ensuring that all tender opportunities are fair, open and transparent. Progress in 2014 included the refreshing of our Sustainable Procurement Policy. This commits the Council to considering economic, social and environmental responsibility when procuring the goods, works and services, whilst still achieving value for money. One aim of the policy is to address the social impacts of our purchases, by managing and monitoring supply chains to ensure ethical standards (including equalities), creating additional training opportunities (including those for the 9 protected characteristic groups), and supporting social enterprises and the voluntary sector.

In addition, a pre-qualification questionnaire has been developed which will help to ensure that our tenders are more accessible and there is a new section on equalities to ensure that the Council's supply chain meets the same high standards.

Helping families dealing with Welfare Reform

The Council in partnership with local community and welfare rights organisations (Enfield Disability Action, Citizens Advice Bureau) established the Welfare Benefits Advisory forum. This forum shares information and good practice on welfare reforms and improves the provision of advice across Enfield irrespective of the advisory body.

Tackling fuel poverty

Enfield Council in partnership with British Gas has formed the Enfield Community Action Partnership to bring affordable energy to local residents through practical interventions.

Enfield is working with a broad range of partners to ensure that those in fuel poverty are getting the support they need to maximise their income, reduce their debt and make their homes warm and comfortable to live in. A fuel poverty action plan is being developed in partnership with colleagues across the council and a wide range of Enfield organisations such as Enfield CAB, Age UK, Job Centre Plus, Samafal, and the Enfield Somali Association.

Safer and stronger communities

The Safer & Stronger Communities Board (SSCB) run by the Council monitors reports on the number of hate crimes in the

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borough and how many of these have been resolved. Our case management system is designed to contain equalities information on the members of the community who use our Anti-Social Behaviour (ASB) services. We also have a case management panel which looks at and responds to all identified cases of hate crime in the borough and provides support to victims of hate crime.

The Council also employs a Victim Support worker who engages with victims in order to ensure that their needs are met and supported around key priorities such as ASB, hate crime and gangs.

Developing our workforce

We continue to develop our workforce to be fully aware of how the equalities and diversity agenda reflects on their responsibilities to local people as a central part of their jobs. To this end we have worked with our Human Resources Department to provide a comprehensive range of training opportunities to help embed equalities fully into all we do.

For example in 2014, we continued to train managers on our Recruitment and Selection course about the 2 tick scheme, and the importance of making reasonable adjustments. Our Principles of Managing Absence and Attendance have been updated with a section on disability-related absence. Associated bitesize training

explains the duty of employers to manage disability-related absence and make adjustments were reasonable at work. The Council continues to provide equality and diversity training that includes sessions on disability awareness.

We have successfully rolled out across the organisation an approach to embedding equalities in all of our work that have significantly increased the skills base of the local authority and ensured that we have a consistent approach in every department.

In order to develop future management potential from under-represented groups, most notably from BME and female staff we have given priority on management and leadership courses at senior levels in the Council's workforce. Our ILM Leadership & Management qualifiers show a 17.5 percentage points increase over the last year, which also showed a 14 percentage point increase over the year before.

2014: A Year of Achievement

Staff Groups

The Council's Minority Ethnic Staff Group (MESG)



is a consultative and advisory body for the Council on matters relating to the development and delivery of services. This staff group is made up of BME employees from across the council and represents the broad range of views regarding equality primarily from a race, but also other protected characteristic groups' perspective.

The Lesbian, Gay, Bi-sexual, Transgender (LGBT) staff group



operates as a virtual staff support group, as opposed to holding regular meetings. Members are also encouraged to participate in the work of the Enfield LBGT Network, which is an outside umbrella organisation representing the view of the LGBT community in Enfield. The ELGBT group is active locally and organises a number of activities throughout the year including LGBT History Month, which takes place in February.

Staff with Disabilities Action Group (SWDAG)

is the consultative and advisory body for matters pertaining to disability whether in terms of employment, or service delivery.



The SWDAG meets on a quarterly basis and is supported by colleagues from the Human Resources department.

The Carers Group is a fairly recent addition to the Council's staff groups, and seeks to represent the views of staff that have caring responsibilities. The group has helped to inform flexible working practices in order to assist in resolving the problems of balancing work and home life while caring for those relatives that may be young or old or with special needs.

Looking Ahead - Tackling Inequality/ Facing the Challenges in Enfield

Enfield Council continues to think positively and innovatively with its partners about how best to progress the equality and diversity agenda.

Underlying priority themes

The key to our future success will be building greater resilience in our organisation and our local communities coupled with creating an environment that recognises the importance of delivering on the equalities agenda.

There will continue to be a great demand on our resources and we know that these resources will diminish in availability over the next few years. Therefore we will be seeking new ways to build sustainability into our community organisations and our neighbourhoods that enables a flourishing Enfield that has equality at its heart.

We will continue to seek to enable our residents and staff to gain an even deeper understanding of the equalities agenda, encouraging local residents to become active citizens. We will ensure that our policies, our staff training and our service delivery mechanisms remain excellent from an equalities perspective and that all officers understand what is expected of them.

We will continue to identify new and innovative ways to deliver on the equalities agenda in cooperation with our partners in the community and voluntary sector.

Enfield Council understands the value of its joint working and how the successful implementation of targeted joint working can deliver much needed capacity in our communities and help us to realise our goals for equality of opportunity in the borough.

The Council's Equality and Diversity Action Plan

The action plan sets out the activities we will undertake as a Council over the period to tackle inequality in Enfield. The last plan was developed through consultation with our partners in the voluntary and community sector who are the umbrella groups representing all aspects of equality and diversity in the borough i.e.

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

In our Equality and Diversity Annual Reports, we update you on the progress we are making against these actions. This year's annual report shows you what progress we have made during 2014. From 2015 a new Action Plan will be developed in consultation with our partners and other stakeholders to tackle the challenges we face in future.

The full version of the Enfield Council Equality and Diversity Action Plan for 2015 can be accessed via the Council's website www.enfield.gov.uk

Further Information

More information on our work and the strategic context within which we work can be obtained by contacting Ilhan Basharan on 020 8379 3123, email to: ilhan.basharan@enfield.gov.uk

or write to the
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