

Supporting Local People

Enfield Council's Equality and Diversity Annual Report 2016



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Introduction

We are pleased to present Enfield Council's 2016 Equality and Diversity Annual Report.

Throughout this year's Report, Enfield Council's and its partner organisations' achievements have been highlighted. We 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 so that all parts of our diverse community can access the services they need. 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.

As in previous years, the future continues to present challenging times for Local Authorities when central government funding for councils remains tight. There have been significant changes to the way we work with local communities, with more to come. Enfield Council however, remains fully committed to delivering its strategic aims, which are '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 community we continue to deliver targeted services to residents in Enfield 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 build on our achievements and to accomplish 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 evidence our recognition of 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, sound management of 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 Yasemin Brett
Cabinet Lead Member for
Equalities*



*James Rolfe
Executive Director of
Finance, Resources and
Customer Services,
Senior Management
Lead Officer for Equality*

A message from the Mayor of Enfield, Cllr Bernadette Lappage, 2016/17

I am proud to contribute a few words to Enfield Council's 2016 Equality and Diversity Annual Report. We want Enfield to be a Borough where every resident is treated with respect, and where there is no bullying or harassment. We actively encourage and support distinct communities to do everything possible to stop discrimination. We have a duty to promote equality through our policies, strategies and services. Enfield has a Corporate Equalities Group (CEG), which helps to ensure we deliver fair and inclusive services to Enfield's diverse, population.

As Mayor of Enfield during 2016/17 I want to take this opportunity to say that the history of the Mayoralty has provided a well known and continuous factor in peoples' experiences with local government. The roles and responsibilities of the Mayor have undoubtedly changed throughout the centuries and the office continues to have a central part to play in modern Councils and today's society. There are three main roles for the Mayor, which can be summarised as:

A symbol of the authority: The Mayor can clearly be seen as a symbol of the authority and its area, with the insignia of the mace, robes and chains of office. The Mayor, through the office of Mayor, connects the present day with history and acts as a symbol of continuity.

A symbol of an open society: The office of Mayor symbolises an open society. Prior to the twentieth century, the choice of Mayor was, in reality, very restricted but today the First Citizen comes from any background. The Mayor celebrated civic pride and brings a positive message about the Borough.

An expression of social cohesion: The many community engagements undertaken by the Mayor are an expression of promoting cohesion in the Borough. The Mayor can act as a link between the various bodies, organisations and individuals he or she visits, and can feed back the views and concerns of local people into the Council.

Similarly, the Mayor can take the Council's message and themes out into the community and work towards achieving the Council's social, community, educational and economic aims.

As Mayor of Enfield for the period 2016 to 2017, I am proud to have been involved in over **300** community events bringing together residents from all areas of the Borough, regardless of age, disability, gender, marriage or civil partnership, pregnancy or maternity, race, religion or sexual orientation.

It has been a great pleasure and privilege to contribute to Enfield's diverse communities, and to make the Mayoralty an important part of this vital work.



*Cllr Bernadette Lappage
Mayor of Enfield
2016/17*

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 has 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.

An 'Excellent' Authority for Equality Work

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. 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.

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 on staff, it helps the Council ensure that existing 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.

In 2016 we began a review looking at the quality of our monitoring information and the case for recording additional data such as socio-economic status and whether individuals have ever served in the Armed Forces, in recognition of the potential to disadvantage, inadvertently, those who have served in defence of the country. Our Armed Forces Covenant seeks to remove any such disadvantage by virtue of having served in the Armed Forces.

Enfield Council is committed to retaining our Excellence status under the Equality Framework for Local Government and the monitoring data we collect is a fundamental building block for making our case to retain 'excellence'.

Enfield Council Achievements

The Council is committed to providing excellent services which are fully inclusive and accessible to all. On the following pages we highlight some of our key achievements during 2016.

Communications and Marketing

Enfield launched the 'Enfield Connected' account to enable people to self serve online. Almost 62,000 residents have signed up, and over 1,500 businesses.

Several successful marketing campaigns have been delivered including fostering and adoption, 'unlock your potential' to signpost residents to jobs; the democracy campaign to increase voter registration, Enfield Heroes to celebrate volunteering and the Have Your Say budget consultation.

Press coverage saw an 11% increase in positive media and a 5% increase in trade and ethnic press episodes with social media increasing by 68% in Facebook likes and 27% in Twitter followers for the Enfield Council and its related accounts.

Once again in 2016 a series of successful high profile events have been supported by Enfield Council including 3 Remembrance Day Parades, Black History Month, Holocaust Memorial Day, Armed Forces events and International Women's Day. Additionally, Enfield has continued to support the voluntary and community sector including the delivery of targeted grants, many to those supporting or working with, protected characteristic groups.

A successful communication campaign was launched to encourage reporting of domestic abuse aimed at helping young women. The campaign was re-tweeted over 100,000 times. Also in the community safety area, additional mentoring for young people at risk of gang violence has been set up. It provides safety measures to reduce the opportunity for gang violence and although this remains a risk, the improvement in Enfield is better than the London Average at -2.25% in the year compared with an average increase across London of 5.35%.



Enfield Council Achievements

Children and Young People

A new Child Sexual Exploitation Team has been developed which has led to practice improvements with this specific group of vulnerable children.

Development of Enfield's 'Single Point of Entry', incorporating the 'Multi Agency Safeguarding Hub', provides an easier referral process plus a more coherent process for the gathering and exchange of information in respect of safeguarding children and young people. The introduction of the 'Signs of Safety' methodology to all Assessment and Child Protection work has helped to empower families and led to a reduction in the number of children missing education, which is a major achievement in 2016.

The recent reconfiguration of the service provided to homeless families and households with 'No Recourse to Public Funds' should lead to a more integrated approach for such families.

The procurement and roll out of MOMO (Mind of my Own) - a modern 'tech-savvy' way to engage young people was implemented.

The Joint Service for Disabled Children has again been selected to be the Peer Support lead for London, leading on London's training and development programme for Special Educational Needs and Disabilities (SEND). A range of new provisions for pupils with SEND have been developed and were opened at both Durants and Waverley in September 2016.

2016 also saw a 25% increase in the number of 2 year olds accessing free provision, one of the highest in London. Enfield has the highest number of placed children across all the London boroughs at 62%. This was also higher than all of our statistical neighbours including Waltham Forest, 57%, Croydon 52%, Greenwich 54% and Birmingham 58%.

97% of Enfield schools were judged by OfSTED to be 'Good' or 'Better' - 99% Primary, 100% special and 90% of secondary. The percentage of Private Voluntary and Independent (PVI) childcare providers who are currently judged by OfSTED to be 'Good' or 'Outstanding' is 96%. Since July 2015 this is a significant improvement of 10%. Additionally, the percentage of Childminders who were judged by Ofsted to be 'Good' or 'Outstanding' is 84%. An improvement of 3% since July 2015.



Enfield Council Achievements

The 2016 Early Years Foundation Stage Profile (EYFSP) scores in Enfield have increased from 63.9% to 66.8%. Enfield is now performing higher than our statistical neighbour (Birmingham at 63.7%). The EYFSP Average Point Score is in line with the national average at 34 points and Enfield is slightly higher than our statistical neighbours average point score of 33.9.

The relaunch of Children Centres into 4 hubs (each with a population of approximately 25,000 children aged 0-4 years) is delivering positive outcomes. Since January 2015 100% of Children Centres inspected by Ofsted were judged to be 'Good'. Since September 2015 the hubs have screened 2,028 children, aged 0-2 years old for their Speech and Language Development.

Progress above national performance results at all key stages show either improvement or are improving. Provisional school results for 2016 show improvement at KS2, KS4 and KS5.

70 schools registered with the Healthy Schools London Award programme, including 6 at gold level and 26 at Silver.

Primary Science Quality Mark was awarded to 11 schools in 2016; over two thirds of primary schools have achieved this award in the last 4 years - all at gold or silver level.

Parent support groups for school age children with autism is being set up and delivered in schools.

The Education Psychology Service (EPS) work in Children's Centres has been recommissioned and redesigned. The under 5s Incredible Years Parenting Programme has been delivered with good outcomes. The Early Years Child Psychology model was revised and delivered in partnership with Children's Centres Hubs and preschool settings and Enfield's Child Psychology Service is now supporting more children with their mental health issues.

There has been a 9% reduction in permanent exclusions in the primary phase, 95 pupils and parents/carers were seen at secondary behaviour panels across 9 schools in the academic year 2015/16. Of the pupils seen only 2% were subsequently permanently excluded during the year.

Enfield is the 5th highest London borough for children gaining a place at their first preference primary school (88%), with the London average of 84%, and the 8th highest London borough for children gaining a place at their first preference secondary school (73%), with the London average of 69%.

The School Catering Service gained a Silver Food for Life Catering Mark, a Marine Stewardship Council Accreditation and a Good Dairy Commendation.

Enfield Council Achievements

Sport and Music in Enfield Schools

Sports participation rates increased in the Borough in 2016. PE/Sports achievements in schools saw 30 schools achieve the School Games Mark Gold award, 14 received silver and 16 bronze. 12,256 students participated in primary and SEN school PE and sport events and competitions, including dance festival, gymnastics, athletics championships, cross country and folk festivals to name but a few. This is helping us combat the problem of childhood obesity within the borough. Enfield also received a regional School Games Award from Department of Education and Youth Sport Trust, in recognition of the commitment to providing competitive opportunities in PE and school sport.

3,342 children took part in whole class music ensemble teaching and there was a 25% continuation rate in 2015/16 from the 2014/15 whole class teaching and 3,118 children took instrumental and vocal lessons from Enfield Music Service (EMS).

Regeneration and Environment

Work began on the Council's new state of the art dual registered residential/nursing home for people with dementia which is due to be completed early 2017.

56 houses lying empty were brought back into use providing homes for people most in need. There was an increase in the number of people supported to help sustain tenancies at risk to prevent homelessness.

The Council's Regeneration and Environment services are at the heart of delivering the aspirations of our residents and local businesses. With growth and sustainability for a better quality of life both now and in the future being of great importance. As such, a broad range of services are provided by the Council; some our achievements over the past year are equally varied and extensive. Below is a summary of the key achievements from 2015 – 2016 and how these support the Council's aims and priorities.



Enfield Council Achievements

Sustainable Regeneration and Growth in Enfield

The Council also plays a key role in developing and maintaining an environment which attracts inward investment, supports sustainable regeneration and growth and enables community and businesses to survive, grow, thrive and actively contribute towards the prosperity of the Borough. The Council's Regeneration and Environment department works with partners to increase the supply of affordable, quality housing and ensure everyone has access to green open spaces and leisure activities.

In 2015/16 we have driven forward the Meridian Water regeneration programme ensuring the acquisition of 15 hectares of land, procured the scheme's Master Developer, negotiated a new train station at Meridian Water, secured external funding for both delivering new homes and providing new jobs and successfully securing planning permission for 725 new homes. Meridian Water aims to bring growth, housing and sustainable employment to one of the most deprived areas of the borough, over the foreseeable future.

New developments and regenerated estates are being developed to help create settled communities and promote community cohesion. The Council works with its partners in facilitating diverse and attractive town centres and retail areas, improving transport connectivity and capacity and ensuring that neighbourhoods are clean, safe, well regulated, welcoming, cohesive and resilient.

In 2015/2016 we facilitated the delivery of numerous estate redevelopments across the Borough including new homes at Silver Point, Highmead Estate and other affordable homes across the Borough. External funding has been secured for Estate Renewal Scheme providing 993 new homes, shops, a gym, medical centre and community facilities in the North-east of Enfield. Crime on Council estates has also been reduced with regular walkabouts in targeted areas, identifying new activities and physical improvements to reduce crime and anti social behaviour.

Services for Disadvantaged Communities

In 2015-16 we supported 400 residents from some of our most disadvantaged communities to secure employment, facilitated 1,100 enrolments in adult and community learning courses, supported 125 apprentices with further development opportunities, worked with our contractors and suppliers to provide local jobs and apprenticeships, raised awareness and encouraged reporting of Domestic Abuse amongst young women and reduced opportunities for gang violence by carrying out additional measures such as increased mentoring for young people at risk.

Disabled Access and Vulnerable People

9% of people known to the Council with a learning disability helped to gain or maintain paid employment, amongst the best in London.

The number of people successfully completing drug treatment services increased from 18% in 2014/15 to 26% in 2015/16.

Over 70% of people accessing enablement services supported to regain their independence with no further need for support.

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 2016 ONS mid-year population projections, the population of Enfield is estimated to be around 328,433. 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:

- Based on Enfield Mid 2016 Ethnicity estimate, approximately 64.92% of Enfield residents are from Black and ethnic minority communities. The largest minority ethnic group is White Other, which includes communities from Turkey, Greece, Cyprus and Eastern Europe – the figure stands at 24.71%. The Black African community makes up 10.25% of the population, while the Black Caribbean community stands at 5.54%. Asians make up 10.17% of the population and 11.56% make up mixed and other ethnic background;
- In the 2011 Census, 15.4% of Enfield residents reported that their activities were limited a little or a lot. That would equate to over 50,000 residents in 2016;
- Our population is ageing – the percentage of people over the age of 65 in Enfield is 12.8%, and 29.05% are over the age of fifty. These figures are predicted to increase over the next 25 years;
- At the younger end of the scale, 27.70% of people are under the age of 20;
- 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. This is based on the 2011 census which provides the most reliable estimates;
- Gaining an accurate 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 3,284 to 32,843 people in Enfield;

- As at December 2016 9 civil partnerships had been registered in Enfield. Between January 2016 and December 2016, 6 civil partnerships were converted to marriages in Enfield. Latest figures show that 745 marriages were registered in Enfield in 2016;
- The latest figure for the number of births, where Enfield is the usual area of residence of the mother, is 6,047.

Enfield Council Workforce

Age Profile

The greatest proportion of staff are in the 45 – 54 age category at 32.6%. This is a slight increase on September 2015 where the proportion of staff in the 45 – 54 age category was 32.32%. The category where there has been the greatest percentage change is in the age range 55 to 64 where there has been decrease from 24.4% of the workforce to 22.6% of the workforce.

Gender Profile

In comparison to the local economically active population, a greater proportion of Enfield Council's employees are female at 64.9%. This is greater than the average percentage of female employees across London Councils at 61.85% (London Councils 2015/16).

Ethnicity Profile

28.7% 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 37.5% (London Councils, 2016). At the time of the 2011 census about 39% of working age residents in Enfield (aged 16-64) were BME.

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.

It should be noted that 6.5% of staff have chosen not to declare their ethnicity.

Disability Profile

A total of 133 employees, 4.1%, have declared

that they have a disability. This is in comparison with 15.4% of the entire population in Enfield (according to the GLA Population Estimate 2016). The figure for 16 to 64 year olds was 12.4%.

Supporting Staff Groups

Staff play a vital role in delivering services across the Borough and we continue to offer staff the opportunity to attend a range of training covering Equality and Diversity, Unconscious Bias and Disability Awareness. 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.

We have ensured that a robust Equality Impact Assessment process is in place as Enfield Council continues to progress through an extensive restructuring programme.

The Local Authority has a number of staff groups including the Minority Ethnic Staff Group, Disability Action Group, LGBT staff Group and the Carers Group.

Minority Ethnic Staff Group

The Minority Ethnic Staff Group (MESG) was established in 2003 to provide a consultative body of staff from minority ethnic communities to give opinions, views and advice to the Council on a range of employment and service delivery issues.

The Minority Ethnic Staff Group has been very active this year including producing an excellent Guide to Ramadan, designed to both inform managers about Ramadan and offer practical advice on how to support staff during Ramadan.

The MESG is committed to continuing to raise awareness of not only specific needs of minority ethnic employees, but also providing a forum for its members to get involved in the development of new policies in the Council, and continuous review of its overall performance.

Enfield Council Workforce

In 2016 the MESG updated its terms of reference to reflect the changing needs of staff and now provides information, guidance and best practice through digital channels. In the time leading up to cultural and religious festive periods the MESG published fact sheets, such as a guide to Ramadan and a guide to Diwali. These factsheets provided staff with information about these holidays and what is required of observing staff during this period.

In 2017 the MESG will be looking forward to holding enlightening seminars concerning life in UK business for BAME people held by inspirational key note speakers from leading businesses and high profile positions in the British Government.

For further information and to become a member of the MESG contact: MESG@enfield.gov.uk.

Staff with a Disability Action Group (SWDAG)

As ever the DAG meetings covered a wide variety of topics with some of the highlights including:

- A presentation by a senior manager from the Enfield 2017 team taking the group through the Equality Impact Assessment process used in restructures. The presentation explored how the data was collated; reasonable adjustments that could be put in place to support staff with a disability; support mechanisms for staff who were long term absent or on maternity leave as well as the legal, due diligence and reporting responsibilities of the Enfield 2017 team with regard to Equalities. The group were given the opportunity to ask questions and also gave feedback on their concerns with regard to staff who did not have a declared disability or whose disability was not immediately visible;
- The Organisational Development (OD) team attended the SWDAG meeting in April to consult the group with regard to the proposed changes to the recording and booking of training and the development of a more computer based interactive approach to

training. HR explained that the OD team were currently seeking feedback from staff to ensure that the proposed new computer based training was fit for purpose. The system would initially be trialed and tested by a small group of staff and invited members of the group to contact the OD team if they wished to be part of the trial;

- An agreement to meet at other Enfield Council locations which culminated in a first meeting at the Park Avenue Disability Resource Centre.

The SWDAG has grown in numbers during this year with meetings better attended and we aim to continue this growth through 2017.

The Lesbian, Gay, Bisexual, Transgender (LGBT) Staff Group

The LGBT has not met for some time and needs to be re-established and widely promoted to staff. An LGBT Project Board meeting has taken place between the Head of Service, Project Manager, Corporate Communications Rep and HR rep who will be moving forward with promoting the Group and LGBT support groups which are available in Enfield, such as the HIV Positive Gay Mens' Group, 1-2-1 groups for Transgender and LGBT residents, a Womens' Gay Group, Domestic Violence Group, 1-2-1 Parents' Support Group and Proud Enfield (which supports residents up to 18 years old and their parents).

The Carers Group

This staff group exists to support the needs of those members of staff who have to undertake the additional responsibilities of caring for a dependent family member who has caring needs. This can include children or spouses with disabilities or an elderly parent or near relative. The group has lobbied and sought to promote flexible working arrangements. The carers group continues to meet regularly and support senior management with remote working initiatives.

Enfield Council Equality and Diversity Commitments

Understanding our changing community through demographic analysis and qualitative engagement is the foundation to meeting the needs of Enfield's population. A new approach to equalities monitoring is being introduced for all Council departments through discussion and debate at our corporate equalities group. Data is collected and analysed to inform the Council with as complete a picture as possible regarding Enfield's diverse communities. This data is monitored and used to improve services.

For example, the Governor Support Service regularly reviews its publicity material and works with a leading 'not for profit' governor recruitment campaign organisation to ensure that it encourages recruitment from all sections of the community. The service continues to closely monitor the ethnicity and other characteristics of governors through its database and has recently undergone a reorganisation to respond more effectively to customer demands. The outcome of future service reviews will be detailed in reports at team meetings and in the EqlAs. Staff training is centred on equalities and is identified during the appraisal process. Greater awareness and understanding of implications in relation to community cohesion and inclusion are considered when recruiting new governors.

Our Human Resources department continues to monitor the risks identified in EqlAs to ensure there are little or no adverse effects on workforce equality and diversity.

The Performance Team continues to ensure equality outcomes are effectively measured and reported and that both predictive and retrospective EqlAs are completed as appropriate.

Enfield Council Communications Team ensures information is fully accessible, supports community cohesion by promoting positive images and stories of Enfield's diverse communities and aims to meet the specific needs of key community groups through targeted communication and publicity.

Children and Young Peoples Education Services

Our School Improvement Services update policies and practice in line with legislation and guidance under the Equality agenda. Equality and diversity support materials are produced for schools and a conference for headteachers regularly takes place including aspects of equality standards. We aim to provide school places under the school building programme for every child and young person of school age in Enfield regardless of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief or sexual orientation.

The Education Psychology Service (EPS) and Child and Adolescent Mental Health Service (CAMHS) collect equalities data at the stage of receiving requests for involvement. CAMHS collect equalities data at the first appointment when families are asked to return a form that they had been sent in advance and kept on the database. CAMHS and EPS also employ bilingual members of staff.

The Translation and Interpretation Service (TIS) are trained in using translators and interpreters when consulting with individuals with disabilities or those whose first language is not English. The service is open to all regardless of background.

Monitoring is also carried out on an annual basis through the service review which is completed by both the Primary and Secondary Teams in the Behaviour Support Service (BSS). Ethnicity and gender of the referrals is reviewed. The BSS works with school children aged 5-18 years so they do not collect data on 5 of the identified protected groups. The constituent parts of the service carry out termly/annual reviews with service users. This allows the opportunity to respond to concerns from Black, Minority and ethnic service users. The service is open to all regardless of equality characteristics.

Enfield Council Equality and Diversity Commitments

The Special Educational Needs and Disability (SEND) service is a universal service for anyone aged between 0-25 who is in education and who has a disability that impacts on their learning regardless of any equality characteristics. The review takes place on an individual basis as a constituent part of the support programmes offered as well as through the annual review process. The service is reactive to need so the 'take up' is dependent on referrals from other sources i.e. Schools, families, learners.

Catering in schools recognise the diversity of cultures within Enfield and this is reflected in our school menus. All schools operate a cashless system. This means there is no distinction between pupils who pay for their meals, and those in receipt of a free school meal. A qualified Nutritionist is employed to ensure menus meet nutrition standards, as well as creating special diet menus for children suffering allergies. There is a provision of halal, or non-halal, meat dependant on the school's requirements. All school contractors have to submit their own policies as part of tendering processes and are monitored by the Council. New staff are encouraged to fill out an equalities monitoring form.

The Enfield Physical Education Service provides opportunities in PE and School Sport for all young people regardless of their protected characteristics. The service thrives on promoting and developing a high quality curriculum for every student and work with schools to facilitate equal and inclusive access for all young people including those with special needs.

Enfield's music service provides opportunities in music for all young people regardless of their protected characteristics. The service thrives on basic principles of good music education: a forward thinking positive and creative approach that is open to all young people. Much of the work done in schools is designed to allow equal, inclusive access to all children. Provision is made for free instrumental lessons for those receiving Free School Meals.

Children, Older People, Disability Services and Regeneration projects

An increasing number of people with dementia require specialist accommodation (extra care), nursing care and general housing needs, as do people with mental ill health, learning disabilities and physical disabilities; plans are being implemented to increase availability and input into housing allocations policy for these groups.

There is currently a lack of employment opportunities for people with mental ill health issues and their access to wellbeing services. There are plans to create a new wellbeing hub in the near future with a focus on employment, wellbeing, enablement and housing support services.

The number of people providing informal (unpaid) support for families/friends is increasing and increased funding for carer breaks and assessment/review/wellbeing services across the Borough are planned.

There is a good take up of direct payments to support choice and control, particularly across different disabilities. There are plans to review and increase the availability of both direct payments for carers and personal health budgets.

Plans to complete analysis and understand what could be improved in community services to avoid both admission to hospital and permanent care are being put in place for the increasing numbers of frail older people permanently admitted to residential care from hospital settings.

The increase in people with long term conditions being admitted to hospital as emergencies will be reviewed, as part of community services activity, on better self management of long term conditions and hospital avoidance.

Enfield Council Equality and Diversity Commitments

Enfield is committed to improving access, services and the local environment for all residents, businesses and visitors and continue to carry out a range of targeted consultations, specifically addressing key concerns in our areas of highest deprivation. We are also committed to improving access to training and work based opportunities to our staff.

Our Estate development programmes have been fully inclusive of all residents and stakeholders. This includes consultation on the selection of the developer, design workshops in fully accessible premises with provision for childcare, translation and interpretation services. We provide support to vulnerable residents, and seek to meet the needs of specific groups i.e. young people, Turkish speaking community.

The Albany Park project will create a new play facility, designed by users, that will be accessible to Enfield's children who are not currently active. It will provide the borough's disabled children with access to play facilities for movement and physical activity comparable with those available to able bodied children. Service users of the Cheviot Centre (Enfield's specialist children's centre and provider of social care for disabled children) have been engaged to lead the design of the new facility.

The 'Refuge Access for All' project is aimed at improving the outcomes for women and children in refuges with mental health issues (diagnosed and undiagnosed) inclusive of other areas of disadvantage. Refuges have been providing Play and Art Therapy for children and young people, with linked support for mothers. To date, responses from children and young people have been extremely positive.

3 year retrospective Equalities Impact Assessments (EqIAs) have recently been completed for each service and are published on the Council's website. The resulting action plans are monitored and reported against on a quarterly basis.

The Council's commitment to Equality and Diversity is paramount in delivering on our aims of Fairness for All, Growth and Sustainability and Strong Communities. The Council in partnership with residents and stakeholders continues to deliver on meeting the needs of our most vulnerable and disadvantaged communities. By continuing to develop our knowledge and understanding of our communities we are holding ourselves in good stead to meet the challenges facing our residents and to develop policies and services that meet their needs and aspirations.

Enfield Council Equality and Diversity Commitments

Enfield's Commitment to Access to All

Alongside the usual methods of contacting the Council, such as visiting our receptions or phoning to speak to an officer, Enfield Council is changing the way that local people can request help by increasing the number of services that can be accessed online.

This new digital approach means that access to services is available online 24 hours every day, enabling local people to report issues or request services at a time that suits them, rather than being constrained by the Council's traditional opening times, or having to visit a Council office. 62,000 people now have an Enfield Connected account to use online services – these range from claiming benefit, help with housing issues through to reporting issues such as illegal dumping of rubbish.

People who have an Enfield Connected account also receive regular e-newsletters from the Council letting them know what is going on in the Borough.

The Council is committed to improving the online customer experience and adding new services over time.

Enfield Council recognises that some people need help to use online services or don't have easy access to computers. Trained staff and computers are available to help at each main reception area and in the following main libraries:

- Ordnance Unity Hub
- Palmers Green
- Enfield Town

By the end of 2017/18 all of these facilities will have been upgraded and the Council's new flagship library in Edmonton Green will be open with 100 PCs available in an accessible supportive environment.

Previous Equality and Diversity Annual Reports

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

All reports are available on the Enfield Council 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 the Community and Resident Engagement Services Team (CREST) on:

Telephone: (020) 8379 1000

email: consultations@enfield.gov.uk

Address: CREST Team
Chief Executive's Service
B Block South
Civic Centre
Silver Street
Enfield
EN1 0XY



For help with this document please contact CREST via one of the above.

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