QUALITY SERVICE OUTCOMES
FOR OUR CUSTOMERS

Enfield Council’s Self Assessment against the Excellent Level of the Equality Framework for Local Government

November 2011
This document complements Fairness for All – Enfield Council’s Self Assessment against the Excellent Level of the Equality Framework for Local Government.

It concentrates on the positive outcomes for our customers across all our services.

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Our strengths

1. As a Council, Enfield prides itself on delivering high quality effective services with increasing levels of resident satisfaction. The Borough is recognised as an exemplar in many areas, not least its innovative approach to partnership on issues such as community safety, children’s services and independent living. We have robust financial management, and deliver efficiencies whilst improving the quality of services. Our approach to place shaping has been recognised nationally.

**OUTCOME – ENFIELD HAS A WELL-DESERVED REPUTATION FOR PROVIDING HIGH QUALITY SERVICES ON A FAIR AND EQUITABLE BASIS**

2. We feel that our emphasis on encouraging and supporting managers to take responsibility for equalities issues in the same way as they do for the financial and performance management aspects of their services (amongst others), means that we have a mainstreamed approach that fully integrates equalities into our service planning processes. Our range of policies and procedures, backed up by training, advice and guidance for staff, has provided a strong foundation in relation to improving services for all our customers and employment opportunities for our staff. The duties contained within recent equalities legislation have encouraged managers to regard equality as a fundamental part of their service in a way that they might not have done previously. The focus on action planning has resulted in demonstrable improvements to services.

**OUTCOME – EQUALITIES IS A CONSTITUENT PART OF SERVICE PLANNING AND DEVELOPMENT**

3. The introduction of a programme of generic equality impact assessments/analyses covering all equality strands, accompanied by training and guidance for managers, builds on the process previously adopted for race impact assessments. Over a three-year rolling programme, all of our services and functions have completed retrospective generic assessments, and the programme will be repeated between 2010 and 2013. This sits alongside a programme of predictive equality impact assessments/analyses that are designed to assess impacts of any new proposals involving the introduction of new services or policies, significant major changes, or the deletion of services or policies. The templates in use also ask managers to consider the newly introduced protected characteristics around marriage and civil partnership, pregnancy and maternity, and transgender issues. In addition, although the proposed socio-economic duty under the Equality Act 2010 was subsequently done away with, we felt that it was useful to ask managers to identify if any of their services or proposals have any impact on groups such as people who have low academic qualifications, live in deprived areas, or who are unemployed.

**OUTCOME – MANAGERS ARE ASKED TO IDENTIFY THE IMPACT THAT THEIR SERVICE MIGHT HAVE ON ENFIELD’S DIVERSE COMMUNITIES**

4. The Council has recently adopted the inclusion of an ‘Impact on Council Priorities’ section in all Council reports. Other implications sections in reports look at financial, legal, property and performance management aspects – these are predominantly inward facing. The new section requires report authors to clarify the impact of their actions or proposals on different groups within the community. The predictive equality impact assessments/analyses mentioned above should result in these impacts being identified. Therefore, each assessment will contribute to the decision-making process by virtue of elected members and senior officers being fully informed of the potential impact associated with that particular proposal.

**OUTCOME – WHENEVER ELECTED MEMBERS MAKE DECISIONS, THEY ARE INFORMED OF THE LIKELY IMPACT ON OUR DIVERSE COMMUNITIES**
5. Over recent years, we have worked hard to develop positive working relationships with groups from the voluntary and community sector that represent areas of equalities work. They are the experts in the fields they work in, and are a vital source of information and opinion that contributes to the development of our services. Equality officers from the local public agencies meet together regularly with chief officers of the equality umbrella groups at the Enfield Equality and Diversity Stakeholders Group.

**OUTCOME – VOLUNTARY ORGANISATIONS ARE BETTER ABLE TO ARTICULATE THE NEEDS OF THE COMMUNITIES THEY REPRESENT**

6. We have developed an effective process and capacity through which service Equalities Framework evidence, equality impact assessment judgements, and equalities elements in Council reports, can be quality-checked and challenged. Departments have strengthened the role of their Corporate Equalities Group representatives to ensure that all equalities issues are effectively addressed.

**OUTCOME – OUR EQUALITIES WORK IS CONTINUALLY MONITORED**

7. In order to raise awareness of the Equality Framework, we have encouraged our scrutiny panels to examine the Council’s performance on relevant equalities issues, at both corporate and service levels, through regular presentations to the Council’s Overview and Scrutiny Panel and Cabinet.

**OUTCOME – COUNCILORS ARE KEPT INFORMED OF THE COUNCIL’S WORK ON EQUALITIES ISSUES**

8. We have produced guidance on good equalities practice in procurement for contractors. Our Pre Qualification Questionnaire includes a section on equal opportunities.

**OUTCOME – CONTRACTORS ARE MADE AWARE OF THEIR EQUALITY RESPONSIBILITIES**

9. All managers have received guidance and training on dealing with transgender issues in employment, in line with the Council’s new Transgender policy.

**OUTCOME – TRANSGENDER EMPLOYEES ARE TREATED FAIRLY**

10. We have developed a range of options to ensure that all staff are aware of relevant equalities issues, including dissemination of information by managers and inclusion of equalities issues in appraisals (which in Enfield is based around a system of competences). Equalities considerations have always been a constituent part of staff appraisals, running through competences around leadership, service delivery, core behaviours and personal resources.

**OUTCOME – ALL STAFF ARE KNOWLEDGEABLE ABOUT THE EQUALITIES AGENDA AND WHAT IT MEANS FOR THEM AS EMPLOYEES OF THE COUNCIL**

11. Presentations on the Equality Framework have been given to the cross Council Senior Managers Forum, and also to numerous individual service management teams.

**OUTCOME – MANAGERS ARE FULLY CONVERSANT WITH THE REQUIREMENTS OF THE FRAMEWORK**

### Service equality outcomes

#### Introduction

12. This section describes specific service outcomes relating to equality issues. The outcomes are arranged by Equality Framework theme. It is not a fully comprehensive list, but more a flavour of the actions that individual managers have taken as a result of identifying the needs of their customers, and developing services to meet those needs.

*We are committed to equality in all we do.*
Knowing our community

13. As a result of consultation responses, our Emergency Planning Team developed a multi-faith plan. Biannual meetings continue to be held to discuss further developments. **OUTCOME – PEOPLE OF DIFFERENT FAITHS WILL RECEIVE SPECIFIC ASSISTANCE TO HELP THEM IN EMERGENCY SITUATIONS**

14. Traffic and Transportation representatives now meet regularly with the Team Leader at Community Link in Edmonton. They work to develop new projects with community partners. A sub group was set up to look at improving the experience of our client group on public transport in Enfield - this is discussed in our case studies document. **OUTCOME – INCREASED CONFIDENCE OF YOUNG PEOPLE WITH LEARNING DIFFICULTIES IN USING PUBLIC TRANSPORT**

15. The Council’s Business Regulation and Environmental Protection Services have improved awareness of their services amongst traditional hard to reach communities through providing leaflets in different languages, use of the Council’s translation service, our website, Town Park displays, proactive media coverage, and attending Community Forum meetings. **OUTCOME - THE COUNCIL RAISED AWARENESS ABOUT COUNCIL SERVICES BY LOOKING AT ALTERNATIVE METHODS OF ENGAGEMENT TAILED TO MEET THE NEEDS OF PARTICULAR AREAS AND COMMUNITIES**

16. There are a range of forums and meetings regularly attended by officers from Planning and Environmental Protection (P&EP). Generally, these are held quarterly and include Area Forums, Community Action Partnerships in Enfield (CAPE) meetings, Strategic Assessment meetings, Business and Developers forums, Scrutiny and Planning Committee meetings and Special Forums, as well as those of local residents groups. In particular, CAPEs are Police led, but the ward priorities are led or set by the local community, and engagement from representatives of vulnerable and marginalised groups to challenge, scrutinise and evaluate priorities is strongly encouraged. Officers from P&EP present reports on the work of Environment Services, advise on initiatives in progress, and take feedback from residents - this further improves understanding of services by residents and enhances the delivery of those services to the whole of the community. **OUTCOME - THE COUNCIL RAISED AWARENESS ABOUT COUNCIL SERVICES AND PROVIDED OPPORTUNITIES FOR CONSULTATION BY LOOKING AT ALTERNATIVE METHODS OF ENGAGEMENT**

17. Enfield Council’s website was redesigned and relaunched in June 2009 in order to allow faster and easier access to our online services and information - the redesign ensures that the site complies with national standards for accessibility and usability. The site was created after consultation with key stakeholder groups including those with disabilities. The site now offers the user the facility to customise text size, letter spacing to fonts used, and even colours used on the site. Each piece of content on the site has been extensively edited to ensure that it can be understood by as wide an audience as possible. In order to help customers with visual impairment, dyslexia or learning difficulties, each page of the Council’s website now has a feature which will read back the main content of each page to the user. Unlike other websites, our system requires no special equipment or downloads from the web. This function has the facility to read back the links from each page and navigate the site without using the computer’s mouse. **OUTCOME – THE COUNCIL’S WEBSITE IS EASIER FOR RESIDENTS WITH DISABILITIES TO ACCESS THE INFORMATION THEY NEED**

We are committed to equality in all we do.
18. The Council’s Benefits application form explanatory notes have been translated into the twelve most commonly requested community languages in the borough. **OUTCOME – THE COUNCIL RECOGNISES THAT SOME OF OUR RESIDENTS NEED ASSISTANCE IF THEY DO NOT HAVE ENGLISH AS THEIR FIRST LANGUAGE**

19. Our Electoral Services Team translates polling guidance into community languages for all elections. Staff with language skills are placed in appropriate polling stations. All staff are trained on the need to assist voters as appropriate. They also provide various aids to assist blind/deaf/disabled voters. Pictorial and large type guidance is supplied to all polling stations to assist voters when casting their votes. Braille templates are supplied to enable visually impaired electors to vote unaided, and magnifying sheets are provided at every polling station. The Team also provides canvassers with translated versions of the most frequently- asked questions in the most used community languages, to assist them to help customers with registering to vote. Translations, large print and Braille guidance is available to help electors register to vote outside of the annual canvass period. **OUTCOME – THE COUNCIL IS DOING ALL IT CAN TO HELP RESIDENTS TO OVERCOME BARRIERS THAT COULD PREVENT THEM TAKING PART IN THE DEMOCRATIC PROCESS**

20. Our Joint Strategic Needs Assessment was cited as an area of good practice by the Improvement and Development Agency for the in-depth consultation carried out across a wide range of diverse groups. **OUTCOME – ALL STAKEHOLDERS FROM DIFFERENT DIVERSE COMMUNITIES WERE GIVEN THE OPPORTUNITY TO DISCUSS THEIR NEEDS**

21. The Council has been a major player in the establishment of Health and Social Care Partnership Boards along with key partners from both the public and community and voluntary sectors. The Boards cover areas such as Physical Disabilities and HIV, Mental Health, Learning Difficulties, Carers, Older People, and Children and Young People, and all are attended by service users with disabilities. Their aim is to improve services for these particular client groups. **OUTCOME – SERVICE USERS ARE ENCOURAGED TO PLAY AN ACTIVE ROLE IN THE DEVELOPMENT OF APPROPRIATE SERVICES**

22. Our Intermediate Care Team employs specialist providers to supply home care services to people who are unable to speak English. **OUTCOME – SERVICE USERS WHOSE FIRST LANGUAGE IS NOT ENGLISH ARE ABLE TO SPEAK TO PROVIDERS IN THEIR OWN LANGUAGE**

23. The Joint Service for Disabled Children employs clear joint working arrangements with a range of services and specialisms offering support from 16 centres across the borough. One of the outcomes of this innovative way of working has been significant increases in the number of disabled children accessing holiday play schemes, after school and weekend activities. **OUTCOME – MORE DISABLED YOUNG CHILDREN ARE TAKING ADVANTAGE OF PLAY FACILITIES**

24. The Schools and Children’s Services Department produces an annual profile of children and young people’s statistical data, which provides a valuable snapshot of Enfield including demographic information (age, race, gender and special educational need) in relation to key indicators such as attendance, attainment, offending and health. The report is utilised by a wide range of groups including school governors, the Children’s Trust, third sector groups and the Enfield Strategic Partnership. The Research and Information Team also provides performance monitoring throughout the year on the Enfield Children and Young People’s Plan, including highlighting any areas of exception (good or bad performance) that the Board specifically need to be aware of against their priority indicators. **OUTCOME – DETAILED EQUALITIES MONITORING IS USED TO TAILOR SERVICES TO MEET THE NEEDS OF SPECIFIC COMMUNITIES**
We are committed to equality in all we do.

25. The Edmonton Review demonstrates how we are successfully working in response to our commitment to narrow identified gaps. The resulting report sets out the important changes and likely resource requirements over the next five years on the following areas -

• Social deprivation and health demographics
• Educational provision and opportunity
• Keeping people safe
• Community cohesion
• Youth, leisure and culture facilities
• Employment, regeneration and enterprise opportunities, and
• Resources

OUTCOME – THE REVIEW SHOWED THAT THE COUNCIL AND PARTNERS ARE MEETING THEIR TARGETS AS WELL AS DETERMINING FUTURE ACTIONS

26. The Council works closely with the School Governors One-Stop Shop that actively recruits from different racial groups and regularly sends us application forms from individuals of different racial and ethnic backgrounds who are interested in becoming Governors. We use these when filling Governors’ vacancies to tackle under-representation

OUTCOME – MORE SCHOOL GOVERNORS COME FROM BME COMMUNITIES

27. All Fostering Service publicity material has been revamped to reflect the diversity of Enfield’s community.

OUTCOME – AN INCREASE IN THE NUMBERS OF BME FOSTER PARENTS

28. Forty Hall Museum staged an exhibition during October and November 2010 about the Polish community in the UK in order to try and counter negative attitudes to this group. We worked with a local Polish organisation who received Heritage Lottery Funding. Previous exhibitions included our commemoration of the 200th Anniversary of the Abolition of the Transatlantic Slave Trade.

OUTCOME - PEOPLE FROM DIFFERENT ETHNIC GROUPS ARE ENCOURAGED TO VISIT LOCAL MUSEUMS

Leadership and corporate commitment

29. The Council’s Property Procurement Team works with the Exor Group to vet contractors’ equalities and diversity practice. This includes briefing contractors on any changes required, including the implications on their service delivery.

OUTCOME – THE COUNCIL IS HELPING CONTRACTORS TO IMPROVE THEIR EQUALITIES PRACTICE

30. Our commitment to equal opportunities was reviewed with contractors for contract launches in relation to repairs and maintenance of our housing stock. In order to get on to Council’s approved contractors list, contractors have to comply with our equal opportunities policies. In new ‘Partnering Contracts’, particular emphasis was made in these areas. During the interview process as part of their presentation, contractors had to provide evidence of robust equal opportunities and BME philosophy. Many contractors demonstrated compliance in these areas by stating that the structure of their workforce replicated the ethnicity of the areas in which they worked.

OUTCOME – CONTRACTORS WORKING FOR THE COUNCIL ARE HELPED TO IMPROVE THEIR EQUALITY PRACTICE BOTH IN TERMS OF SERVICES TO CUSTOMERS AND MAKE-UP OF THEIR WORKFORCES
31. The Health, Housing and Adult Social Care (HHASC) Department has developed a Fairness in Practice Framework (FIPF), which appears as an example of good practice on the Improvement and Development Agency website. All services are required to complete a self-assessment annually, and incorporate areas for development into their service equality objectives. This tool can be used with individual staff as part of their appraisal, and objectives set, if appropriate.

OUTCOME – EXTERNAL RECOGNITION OF GOOD PRACTICE THAT ENCOURAGES TEAMS TO ENSURE THAT SERVICES ARE DELIVERED FAIRLY TO ALL CUSTOMERS

32. New protocols have been developed with the Metropolitan Police to ensure Human Rights compliance in respect of our work around traveller encampments.

OUTCOME – THESE ARRANGEMENTS ENSURE THAT TRAVELLERS ARE TREATED FAIRLY

33. The Children and Young People (CYP) Plan is based on an extensive needs analysis. Its central objective is to narrow the gap for children, young people and their families. There is strong and effective partnership working with a well established CYP strategic partnership called the Children’s Trust. The membership of the Children’s Trust includes all key partners. Priorities for the Children and Young People’s Plan (CYPP) have been informed by extensive consultation with key stakeholders, including parents, carers, children and young people. Consultations took place in a variety of settings using a range of methods including on-line and paper-based questionnaires, and themed school council discussions and workshops. A survey focusing on leisure options received 1000 responses. Young people have also been involved in the design of young people’s version of the plan.

OUTCOME – YOUNG PEOPLE HAVE INFLUENCED THE DEVELOPMENT OF THE STRATEGY DESIGNED TO DELIVER APPROPRIATE SERVICES FOR THEM

34. The Enfield Safeguarding Children Board (ESCB) brings together local agencies that have a shared responsibility for promoting the well-being, and ensuring the safety, of children in Enfield. The ESCB agrees how different services and professional groups should co-operate to safeguard children and ensures that arrangements work effectively to bring about good outcomes for children.

OUTCOME – BETTER CO-ORDINATION OF SERVICES TO SAFEGUARD CHILDREN AND YOUNG PEOPLE

35. Our School Improvement Service recently launched ‘Stand Up for Equality - Recording and Reporting Racist and other Hate Incidents in Enfield Schools’. The guidance will help support schools to respond positively and effectively to all hate incidents, as well as to meet their legal responsibilities under the Equality Act 2010.

OUTCOME - HATE INCIDENTS IN SCHOOLS ARE EFFECTIVELY DEALT WITH

36. Enfield’s Standing Advisory Council on Religious Education (SACRE) produces resources and publications that present positive and authentic images of Enfield’s religious and ethnic communities. It advises schools on a range of religious and race equality issues e.g. school meals, hate crime incidents, withdrawal of pupils from lessons on Islam, and special leave entitlement for religious observance.

OUTCOME – SCHOOL PUPILS HAVE A BETTER APPRECIATION AND AWARENESS OF DIFFERENT FAITHS

37. Enfield SACRE CD Photopacks focus upon traditions for which there is a lack of authentic, high quality educational resources nationally. They focus upon religious denominations that have significant communities in Enfield e.g. Nanak Darbar North London, St Demetrios Greek Orthodox Church, and the Suleymaniye Mosque and UK Turkish Cultural Centre.

OUTCOME – LOCAL FAITH GROUPS ARE INVOLVED IN EDUCATING SCHOOL PUPILS
Community engagement and satisfaction

38. The Communities Team supports existing and newly emerging groups from all communities including equality based groups to further develop infrastructure and service provision to their communities. It achieves this through constant consultation and dialogue, and the aim is to build capacity and ensure organisations have the skills, knowledge, infrastructure and resources in place to realise their full potential.

**OUTCOME – VOLUNTARY AND COMMUNITY SECTOR ORGANISATIONS IN THE BOROUGH ARE HELPED TO BECOME MORE SELF SUFFICIENT AND EFFECTIVE**

39. Traffic Engineers within our Traffic and Transportation Team recently took a public consultation out on site to an estate where, despite consulting by letter, we had a very low response rate. This was because this particular estate is deemed as hard to reach as it is has a large population from the Eastern European community who do not have good English language skills. It also suffers a significant level of social deprivation, crime and other associated social problems. It is unsafe for children to play outside due to speeding traffic. Through meeting and consulting residents on site, they were able to determine what type of traffic calming initiatives to introduce. The outcomes of the “Planning for Real” initiative helped shape our aims of developing an improved streetscape on the Lychet Way Estate.

**OUTCOME – THE COUNCIL MAXIMISED ITS RESPONSE TO A CONSULTATION BY LOOKING AT ALTERNATIVE METHODS OF ENGAGEMENT TAILORED TO MEET THE NEEDS OF A PARTICULAR AREA**

40. Customer satisfaction surveys involving up to 400 questionnaires across eight of the service teams in Planning and Environmental Protection are carried out quarterly. Individual complaints about service delivery are investigated to establish a sound basis for any action by officers and feedback is provided to individuals. The surveys provide for the capture of equalities information which confirms that our customer profile is reasonably representative of Enfield’s various communities.

**OUTCOME – THE DEPARTMENT IS ABLE TO ANALYSE IF DIFFERENT DIVERSE COMMUNITIES HAVE THE SAME EXPERIENCE OF SERVICES**

41. A waste services project funded by the Waste and Resources Action Programme (WRAP) was aimed at engaging BME groups in waste and recycling in the borough. Various methods were used including door stepping with bilingual staff, and engagement with faith and cultural groups to enable them to engage with their members who would not otherwise engage with the Council. The role of the education officer is to ensure that marginalised groups are engaged in the service in a way that is appropriate and accepted.

**OUTCOME – A SPECIALIST OFFICER POST HAS IMPROVED LEVELS OF ENGAGEMENT WITH MARGINALISED GROUPS**

42. Street Hawks is another scheme that is run in Waste Services, and was initially developed to engage marginalised groups in waste and street scene to act as the eyes and ears of the Council. The scheme was aimed at Edmonton, the least engaged area of the borough, and has developed from there to other areas and then borough-wide. The scheme has grown in terms of membership numbers and has been invaluable to resolving issues that would have otherwise gone unaddressed in these areas. Street Hawks has also fed into service development and priorities, and has now expanded to include a scheme to develop schoolchildren as eco detectives.

**OUTCOME - THE COUNCIL HAS ENGAGED WITH DIVERSE COMMUNITIES TO MAKE THEM MORE ACTIVE IN MAKING THE DEPARTMENT AWARE OF WORK NEEDING TO BE DONE**

43. The Governance Division has engaged with hard to reach groups to seek their views on the Safer Stronger Communities Partnership Plan, and is currently engaging with the deaf community to find ways to improve their involvement in the decision-making process.

**OUTCOME – THE COUNCIL IS BUILDING STRONGER LINKS WITH THE LOCAL DEAF COMMUNITY TO HELP THEM BECOME MORE ENGAGED WITH THE WORK OF THE COUNCIL**
44. The Revenues and Benefits Service has established working links with the following community organisations with a view to promoting benefit take-up, sharing information, improving publicity, and shaping our service to meet community needs -

- Community Aid
- Enfield Over Fifties Forum
- Enfield Homes Disability Forum
- Enfield Saheli
- Enfield African Association
- Enfield Asian Carers Consortium

**OUTCOME - THE COUNCIL HAS WORKED WITH A WIDE RANGE OF DIVERSE ORGANISATIONS TO HELP THEIR MEMBERS ACCESS THE SERVICES THEY NEED**

45. Our Revenues and Benefits Service also works closely with Enfield Women’s Aid (Solace) and Enfield Muslim Women’s Aid. These organisations provide accommodation and support for women fleeing domestic violence. We offer them a confidential benefit and council tax advice service, and use female officers for contact with them.

**OUTCOME – WE PROVIDE SPECIALIST SERVICES TAILORED TO MEET THE NEEDS OF WOMEN WHO ARE SUBJECTED TO ABUSE**

46. The 2008-9 National Home Care Survey, compared with previous results, showed an increase in the number of service users feeling they are treated with dignity and respect. In 2009/10, this figure stood at 82.9%.

**OUTCOME – SERVICE USERS ARE CONFIDENT THAT THEY ARE BEING TREATED FAIRLY**

47. Our BME Tenants and Leaseholders Panel was developed to ensure that there is effective involvement of BME residents in service delivery and development.

**OUTCOME – BME TENANTS AND LEASEHOLDERS ARE ACTIVELY INVOLVED IN DECISION-MAKING ABOUT HOW HOUSING SERVICES ARE PROVIDED**

48. During the consultation on the development of the New Southgate Master Plan, our Place Shaping Team made special efforts to ensure that those who might not be able to, or choose to, access a normal consultation meeting were able to take part. Further details are contained within our Equality and Diversity Case Studies document.

**OUTCOME – DIFFERENT COMMUNITIES HAVE THE OPPORTUNITY TO TAKE PART IN CONSULTATION EXERCISES THROUGH A FLEXIBLE RANGE OF INITIATIVES**

49. Several Enfield initiatives and services have been nationally highlighted as areas of good practice in narrowing gaps and addressing identified vulnerabilities - the Community Help Point Scheme and the Joint Service for Disabled Children are both examples of such services that have been highlighted nationally. Our School Improvement Service is also a Stonewall Education Champion

**OUTCOME – EXTERNAL RECOGNITION THAT ENFIELD IS AN EXEMPLAR OF GOOD PRACTICE**

50. Other initiatives to help and support disabled children and their parents include Parent2Parent, through which parents of disabled children are employed to discuss with other parents about how the services they receive should be organised. Involving disabled children and young people is a project with the Children’s Rights Service and the Young People’s Participation Forum to ensure that disabled children and young people have their say regardless of any communication challenges they face.

**OUTCOME - PARENTS OF DISABLED CHILDREN ARE ABLE TO SHARE EXPERIENCES WITH OTHER PARENTS FACING SIMILAR ISSUES**
Responsive services and customer care

51. The Road Safety “Safe Drive Stay Alive” Campaign works with young people who are classified as “hard to reach”. The partnership campaign/project is called the Haringey and Enfield Communities Road Safety Project, and seeks to tackle the disproportionate amount of road casualties from deprived areas and the BME community. The project is based around the Edmonton Islamic Centre but covers the community in both Haringey and Enfield, and is funded by the Department for Transport. Pictorial literature with translated text is available for this incentive to ensure we capture as wide an audience as possible. There were visits to Mosques in both Boroughs to explain and demonstrate the significance of in-car seat safety and general road safety campaigns. The project has won a London Compact Award.

**OUTCOME – REDUCTION IN NUMBERS OF PEOPLE FROM OUR BME COMMUNITIES INVOLVED IN ROAD ACCIDENTS THROUGH TARGETED EDUCATION**

52. A ‘brown badge’ parking scheme for drivers over 70 was recently introduced by Parking Services and involves the provision of “brown bays” in Council car parks that holders of brown badges can park in. These bays are conveniently located near car park entrances / exits so as to minimise the distance brown badge holders have to walk. The badges are limited to the over 70s only and are free. However brown badge holders still have to pay the same car park charges as other car park users. As of the end of the end of January 2011, over 1,000 badges had been issued. Further details appear in our Case Studies document.

**OUTCOME – HELPS MEMBERS OF ENFIELD’S ELDERLY POPULATION TO SAFELY AND CONVENIENTLY ACCESS BUSY SHOPPING CENTRES**

53. Examples of equality initiatives in waste services include the use of Braille on wheeled rubbish bins, pictorial information regarding service changes, advertising and translations in other languages, and the accommodation of increasing requests for assisted collections and alternative services to wheeled bins for residents unable to use the bins due to a disability.

**OUTCOME – THE COUNCIL HAS USED A VARIETY OF DIFFERENT METHODS TO MAKE IT EASIER FOR DIFFERENT GROUPS TO USE THE FULL RANGE OF FACILITIES AND SERVICES**

54. Traffic and Transportation work hard to provide solutions for vulnerable people when considering provision of disabled parking bays. One specific example was an enquiry received from a gentleman who requested the Council’s assistance with provision of a disabled parking bay; not because he was disabled but his own vulnerability and fear of being attacked late at night because of his sexuality. Unfortunately the criteria for being considered to be eligible to receive a disabled parking bay did not permit us to provide him with a bay in his own right. However, as he lived with his mother, who is disabled, and drives a car registered at her property, we were able to grant a disabled parking bay in his mother’s name, where a car registered to the property can park provided it is displaying a valid and current blue badge. Therefore this solved his predicament and fear of being parked away from the house at night, by allowing him to park in the disabled parking bay displaying his mother’s blue badge.

**OUTCOME – THE COUNCIL WAS ABLE TO EXERCISE FLEXIBILITY IN ORDER TO MEET THE SPECIFIC NEEDS OF A RESIDENT WHO WAS VULNERABLE TO A HATE CRIME ATTACK**

55. In May 2009, the Council’s Customer Services Centre achieved the Customer Excellence Standard, which builds on the legacy of the Charter Mark standard that has been used by thousands of public sector organisations to improve customer service. One of the criteria within the framework is Customer Insight. This criterion focuses on the importance of developing in-depth understanding of our customers. The Customer Services Centre has received full compliance in this area and has demonstrated that we have an in-depth understanding of the characteristics of our current and potential customer groups based on recent and reliable information. We can also demonstrate that we made make particular efforts to identify hard to reach and disadvantaged groups and individuals, and have developed our services in response to their specific needs.
OUTCOME – THE COUNCIL HAS RECEIVED EXTERNAL VERIFICATION THAT ITS CUSTOMER SERVICES ARE MEETING THE NEEDS OF HARD TO REACH AND DISADVANTAGED COMMUNITIES

56. The Council has achieved the Cabinet Office’s Customer Excellence Standard for our Customer Services Centre. It also achieved Louder than Words accreditation in September 2011. LTW is a best practice charter for organisations striving to offer excellent levels of service and accessibility for deaf and hard of hearing customers and employees.

OUTCOME – THE COUNCIL HAS ACHIEVED EXTERNAL VERIFICATION THAT ITS CUSTOMER SERVICES ARE MEETING THE NEEDS OF DEAF AND HEARING IMPAIRED CUSTOMERS

57. The Council’s telephone Customer Service Centre now operates 24 hours a day, seven days a week. The Centre accesses the Translation and Interpreting Team on behalf of telephone callers and any e-mail correspondence, whenever required.

OUTCOME – CUSTOMERS CAN CONTACT THE COUNCIL AT ANY TIME AND CAN COMMUNICATE EFFECTIVELY EVEN IF THEIR FIRST LANGUAGE IS NOT ENGLISH

58. From December 2005, same-sex couples can have their relationship legally recognised by taking part in a Civil Partnership ceremony, giving them the same rights and responsibilities enjoyed by married couples. In Enfield, three ceremonies are available –

- Signing - this takes place in an Office and entails signing a document in the presence of two witnesses and the Celebrant.
- Short Ceremony - this takes place on Mondays to Wednesdays at the Registrar’s Office in Gentleman's Row, Enfield, and lasts about 15 minutes.
- Full Ceremony - this ceremony is offered on Fridays and Saturdays and allows couples to have their choice of music and readings thus enhancing their ceremonies.

Ceremonies at Approved Premises are also conducted on any day of the week. This ceremony includes all the enhancements as above, plus co-ordination meetings with the Registration Officer who will conduct their ceremony. Since December 2005, 139 civil partnership ceremonies have taken place in Enfield.

OUTCOME – THE LESBIAN AND GAY COMMUNITY IN ENFIELD IS ENTHUSIASTIC IN USING COUNCIL FACILITIES FOR CIVIL PARTNERSHIP CEREMONIES

59. The Council was awarded Beacon Council status for ‘Supporting Independent Living for Disabled Adults’ in 2009, and as a Beacon authority, has held various events to promote our good practice and been visited by staff from other authorities. Further details appear in our Case Studies document. The Council were also finalists at the Municipal Journal Awards for service innovation in respect of accommodation options that enable people with complex needs to remain living in the community.

OUTCOME – EXTERNAL VERIFICATION THAT PEOPLE WITH COMPLEX NEEDS IN THE BOROUGH ARE BEING SUCCESSFULLY SUPPORTED TO LIVE INDEPENDENTLY

60. Our Commissioning and Procurement Team are responsible for purchasing services and monitoring contracts. They work with providers to develop culturally appropriate services to meet the needs of BME service users. The Council provided assistance to the Asian Consortium, Greek and Greek Cypriot, and Turkish Homecare service providers to help them attain registration from the Commission for Social Care Inspectorate. In addition, we have assisted the Somali community become familiar with the Care Quality Commission requirements to enable them in setting up their own Home Care Service.

OUTCOME - DIFFERENT COMMUNITIES RECEIVE HELP FROM THE COUNCIL TO IMPROVE THEIR HOME CARE SERVICES FOR RESIDENTS FROM THOSE COMMUNITIES

61. In 2005, the Council published ‘The Essential Guide for Disabled People’ – a comprehensive guide to information on services available to people with a physical disability, sensory impairment or long-term
illness living in Enfield. The guide is also available on the Enfield Council website. It was updated in 2009. The Council also publishes an Essential Guide for Older People.

**OUTCOME – SERVICE USERS CAN FIND INFORMATION IN A SINGLE COMPREHENSIVE EASY-TO-READ DOCUMENT**

62. Professor Jim Mansell’s work at the University of Kent reviewing people with profound and multiple disabilities refers to good practice in the work that our Integrated Learning Disabilities Service has been doing. The Head of the Integrated Learning Disability Service provides the opening to a widely distributed DVD focusing on inclusion and equalities work for this group.

**OUTCOME – FURTHER EXTERNAL RECOGNITION OF GOOD PRACTICE IN OUR PROVISION FOR PEOPLE WITH LEARNING DISABILITIES**

63. The Children’s Trust consists of a Board and five thematic groups that are focused on Safeguarding, Prevention, Child Health, Commissioning, and Enjoying and Achieving through Education. The Children’s Trust structure enables a wide range of key agencies to efficiently and effectively collaborate and plan services together. The Board has representation from the Council (both officers and elected members), Health, Police, Job Centre Plus, private nurseries, third sector, thematic group chairs, School Governors and Headteachers, as well as members of the Enfield Youth Parliament. A Children’s Trust Participation and Involvement Officer, and Youth Support Service Participation workers, support four locality based Area Youth Forums (AYFs). The Forums provide a mechanism to engage children and young people and their communities in high standard participation, underpinned by training and opportunities to influence both local and borough planning and strategy development. The AYFs are primarily about ensuring young people have a ‘voice’, and ensuring that representation is as inclusive and representative as possible from all areas of the borough. The Children’s Trust is also committed to ensure that younger children are able to discuss the issues of importance and concern, The Participation and Involvement Officer works directly with schools, providing facilitated workshops, activities and events through which to engage children with aged between five and eleven.

**OUTCOME – YOUNG PEOPLE HAVE EVEN MORE OPPORTUNITIES TO BE ENGAGED IN HOW SERVICES FOR THEM ARE DESIGNED AND OPERATED**

64. Children and young people engaged through Area Youth Forums are eligible to stand for election to the Enfield Youth Parliament. There are sixteen seats on the Youth Parliament that are subject to an open election process. In October 2011, polling stations were established in eleven secondary schools, the College of Haringey, Enfield and North East London, and designated youth centres, enabling over 13,000 young people to vote for their Youth Parliament. In addition, the EYP has four co-optee positions specifically held for service user representatives from the Youth Offending Service, Joint Service for Disabled Children, Children in Care Council, and Teenage Pregnancy Services. Enfield Youth Parliament members are eligible to stand for election to the UK Youth Parliament, Enfield currently have two UKYP elected representatives and two deputies. UKYP elections ensure that Enfield’s Children are able to participate on the national scene.

**OUTCOME – YOUNG PEOPLE ARE GIVEN THE OPPORTUNITY TO MAKE THEIR VOICES HEARD, AND TO IMPROVE THEIR PUBLIC SPEAKING AND RELATED SKILLS**

65. The Community Help Point Scheme (CHPS) organised by the ESCB, works with local businesses, the Police, libraries and council area offices to provide a series of ‘places of safety’ where children can drop in if they feel vulnerable for whatever reason when travelling around Enfield. The initiative was a result of our ongoing consultation with children and young people who told us that they feel vulnerable travelling to and from home. Further details appear in our Cast Studies document.

**OUTCOME – YOUNG PEOPLE FEEL SAFER TRAVELLING AROUND THE BOROUGH**

We are committed to equality in all we do.
66. Enfield has taken part in five national developmental projects to raise achievement of pupils from minority ethnic groups. The Council records pupil performance data by ethnic group as a means of monitoring progress of specific groups.

**OUTCOME – MONITORING PUPIL ACHIEVEMENT ALLOWS TAILORED SOLUTIONS TO BE PROVIDED FOR DIFFERENT COMMUNITIES**

67. The Council works in partnership with Community Aid (a Bangladeshi community organisation) to coordinate and deliver a swimming programme for Muslim girls and their families (female parents/carers). This swimming programme is specifically aimed at Muslim girls from all communities. Another free swimming initiative at leisure centres has opened up opportunities for increased numbers of people to take part. This has a great impact on many ethnic minorities.

**OUTCOME – MUSLIM WOMEN ARE ABLE TO ENJOY THE SAME FACILITIES AS ALL OTHER GROUPS**

68. The Sports Development Team has a post which covers disability sport and ensuring that activity for people with disabilities is developed. The Sports Development Team runs a number of sporting courses and activities specifically designed and aimed at those with some form of disability. The Street Active programme is a free outreach estates programme targeting young people ages between 8-19 from the eastern part of the borough. This free activity allows young people from the most deprived parts of the borough access multi sports activities throughout the year at locations within walking distance from their home. Other targeted programmes include our 50+ programme, and our Women’s and Girls programme that encourages females back into physical activity with schemes such as Back to Netball. Reduced prices are available at the leisure centres for people with disabilities among other concessionary groups.

**OUTCOME - ATTENDANCE OF LEISURE CENTRES HAS INCREASED**

69. Our Libraries Service has published a guide to accessing library services for people with disabilities entitled ‘Access Your Library’.

**OUTCOME – DISABLED PEOPLE CAN FIND ALL THE INFORMATION THEY NEED ABOUT ASSISTANCE IN USING LIBRARIES IN A SINGLE GUIDE**

70. Our Library Service provides resources and facilities for particular disadvantaged groups -
- Makaton Sign and Rhyme sessions for children with special educational needs
- Bag Books for loan to children with sensory impairment - these are vibrant multi-sensory story packs
- First Steps - a six week Family Hearing Programme to support parents and carers to help their children read more effectively
- Imagination Board Games to develop literacy, numeracy and communication skills
- In the Picture - an art exhibition focusing on children with disabilities as pristine role models
- Reminiscence and Inter-generational IT projects that brought older and younger people together
- The Jules Thorn Centre provides IT training for people with sensory impairment
- Library Job Clubs provide assistance in job skills at Ordnance Road and Edmonton Green libraries
- an Albanian Reading Group for Women at Palmers Green Library
- a Teenage Reading Group at Weir Hall Library for children from Aylward School
- Storytelling Tips sessions for mothers who have English as a second language at Weir Hall and Ponders End libraries - mainly Turkish and Somali mothers attended.
- ESOL classes are also run at five libraries

**OUTCOME – PEOPLE FROM DIFFERENT COMMUNITIES ARE ENCOURAGED TO USE LIBRARY SERVICES LEADING TO A MORE DIVERSE LIBRARY MEMBERSHIP**
71. The Cultural Services Team provides arts and heritage activities for young people with disabilities at Millfield Arts Centre and Forty Hall, and collaborate annually with the Integrated Children’s Service on a dance project. The team works closely with inclusive arts providers in the borough to engage local people with disabilities. The team also works with women and girls only groups on festivals and events, and as part of our venue programmes, hosts gender specific activities provided by the voluntary and private sector.

**OUTCOME - CULTURAL SERVICES ARE AIMED AT PARTICULAR DISADVANTAGED COMMUNITIES**

72. Our Human Resources Team advises service departments on the use of Access to Work funding assistance to meet the costs of making reasonable adjustments for disabled employees.

**OUTCOME – DISABLED EMPLOYEES ARE ASSISTED THROUGH THE PROVISION OF SPECIALIST EQUIPMENT TO MAKE THEIR WORKING LIVES EASIER**

73. Enfield Council is an accredited Disability Aware Employer, and was also the first London borough to be accredited as an Age Positive Employer Champion, both of which raise the profile and enhance the image of the Council as the employer for whom local people aspire to work.

**OUTCOME – ENFIELD IS NATIONALLY RECOGNISED AS BEING A GOOD EMPLOYER**

74. Contracts for staff training now include reference to equalities issues and all contractors are sent a copy of our equalities policy and are required to adhere to it. Trainers are also required to embed equalities and diversity in relevant training courses.

**OUTCOME – EQUALITIES IS A CONSTITUENT PART OF NOT ONLY THE WORK OF COUNCIL DEPARTMENTS BUT ALSO OF ANY CONTRACTORS WHO SUPPLY SERVICES ON OUR BEHALF**

75. Many of the Council’s Customer Services Centre staff speak second languages, and we aim to increase numbers to match demand. Latest figures show that staff in the Team can speak 17 languages other than English.

**OUTCOME – CUSTOMERS CAN CONTACT THE COUNCIL’S CUSTOMER SERVICES TEAM EVEN IF THEIR FIRST LANGUAGE IS NOT ENGLISH**

76. Our Legal Services Team provided work experience opportunities for vulnerable adults in a legal office environment for a minimal period of one week, which allowed them to obtain valuable work skills and experience. We also invest in, and develop, young people from BME communities to become qualified lawyers by offering support, flexible working, part funding courses and future training contracts. In addition, we provide a more flexible approach to work/life balance by promoting flexible working patterns to staff who are carers and parents/guardians.

**OUTCOME – BME YOUNG PEOPLE ARE GIVEN OPPORTUNITIES TO EXPERIENCE WORKING IN A LEGAL ENVIRONMENT**