



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Community Engagement (LCBB4002)

Assessment 2 *Report*

Student Name: Petya Encheva Petrova

Student ID: 2111477

Lecturer name: Akinseye Aluko

Table of Contents:

1. Introduction.....	3
2. Reflection.....	3
2.1. Different principles in Enfield Council	
2.2. Different standards in Enfield Council.	
2.3. Different strategies in Enfield Council.	
3. Plan/Recommendations for the council.....	5
4. Conclusion.....	6
5. References.....	7

1. Introduction

Enfield is a diverse and dynamic community in the north of London, United Kingdom. Enfield is renowned for its extensive past, lovely parks, and active high streets. People from different walks of life, including families, students, and professionals, make up the neighbourhood, which adds to its distinctive personality. A variety of local groups and organisations collaborate to promote and improve the neighbourhood in Enfield, which has a strong feeling of community. As of A1 about Enfield Council there I talked about for its external factors and its services, however in this report I will go more inside Enfield Council community and talk about its principles, standards, and strategies for improving the lives of its residents by providing an alternative plan with recommendations in order to increase its effectiveness and responsiveness to community needs. Regarding how Enfield Council can further develop its standards and principles.

2. Reflection

2.1. Different principles in Enfield Council

Enfield Council's policies and actions are guided by a set of guiding principles. These guiding principles demonstrate the council's dedication to openness, responsibility, and providing its citizens with high-quality services. One or more of the fundamental tenets that direct Enfield Council include the following transparency, community engagement, service excellence and sustainability.

Enfield Council is committed to being open and transparent in its decision-making processes and operations. The council's meetings and decisions are accessible to the public, and it actively engages with residents and stakeholders to gather feedback and input. This principle is aligned with the principles of good governance, which emphasize the importance of transparency and accountability (Enfield Council, n.d.) Also, the council understands the value of interacting with the neighbourhood and including locals in the decision-making process. The council promotes participation and feedback from locals through a variety of means, such as open forums, polls, and neighbourhood gatherings. This value is consistent with community engagement principles, which emphasise cooperation and involvement in decision-making. Moreover, Enfield Council is committed to delivering high-quality services that meet the needs of its residents. The council has implemented a customer-focused approach to service delivery, which prioritizes the needs and preferences of its residents. This principle aligns with the principles of customer service excellence, which emphasize the importance of understanding and meeting the needs of customers. Finally, Environmental preservation and sustainability are priorities for Enfield Council. The council has put in place a number of programmes to lower carbon emissions, support renewable energy, and safeguard natural resources. This idea is consistent with sustainability, which places a high priority on preserving the environment for coming generations (Enfield Council, n.d.). By upholding these principles, Enfield Council aims to provide high-quality services to its residents while building strong relationships with its community and stakeholders. These principles guide the council's strategies and standards, ensuring that its operations are effective, efficient, and responsive to community needs.

2.2. Enfield Council's Standards

The Enfield Council is dedicated to upholding high standards in all aspects of its business and services. To guarantee that it provides services that satisfy the requirements of its citizens and abides by ethical and professional standards, the council has set a variety of standards and regulations. Code of Conduct for employees is one of the standards for the council. The ethical and professional standards that elected members of Enfield Council are expected to uphold are outlined in the code of conduct that has been developed for them. Personal conduct, conflicts of interest, and the use of council resources are all covered by the code. The code is intended to guarantee that elected officials uphold the highest standards of behaviour and operate in the community's best interests (Enfield Council, n.d.).

Another standard for the community is the service delivery. In order to guarantee that people receive high-quality services that are tailored to their needs, Enfield Council has created standards for the provision of its services. The service standards set forth by the council address issues like responsiveness, accessibility, and customer service. To make sure they are current and effective, the council frequently examines its service standards (Enfield Council, n.d.). Following that, the data protection and information security is one of the standards which the council has a strong focus on. Enfield Council has put rules and processes in place to safeguard its information systems and people's private information. The council complies with pertinent laws, including the General Data Protection Regulation (GDPR), and has appointed a data protection officer to manage its data protection operations (Enfield Council, n.d.). Another standard which I can add is the whistleblowing policy. Enfield Council has created a whistle-blower policy that encourages staff members to raise any issues or misconduct without worrying about facing consequences. The policy includes clauses addressing victimisation prevention, privacy, and reporting procedures (Enfield Council, 2023). The last standard for the council is the anti-fraud and corruption policy. The Council has put in place a policy against fraud and corruption that outlines steps to stop, catch, and look into any fraudulent or corrupt activity. The policy has mechanisms for reporting fraud or corruption that may have occurred, conducting investigations, and disciplining staff members or contractors who are found to have engaged in such behaviour (Enfield Council, n.d.).

The dedication to high standards by Enfield Council is consistent with the ideals of professionalism and good governance. The council's rules and procedures are made to guarantee that it does business honestly and competently and provides services that are tailored to the needs of its inhabitants. These guidelines demonstrate Enfield Council's dedication to encouraging moral conduct, guaranteeing responsibility, and upholding people's faith and confidence. The council's rules and procedures are in accordance with good governance principles, which place a strong emphasis on responsibility, openness, and moral conduct.

2.3. Different Strategies in Enfield.

In order to accomplish its goals and objectives, Enfield Council has put a variety of tactics into practise. These tactics are intended to address a variety of problems and difficulties the council is now facing, including those related to housing, education, health, and social services. The housing strategy for the council is to take care of its people' housing needs. The approach involves actions to increase the availability of affordable housing, enhance the standard of the current housing stock, and assist those who are most in need (Enfield Council n.d.). Also, for the benefit of its people' educational outcomes, Enfield Council has put in place an education and skills plan. The plan calls for actions to strengthen local workforce competencies and skills, expand access to training and employment opportunities, and raise educational standards (Enfield Council n.d.). Additionally, to that, To encourage citizens' overall welfare and health, Enfield Council has created a health and wellbeing strategy. The plan calls for actions to increase access to healthcare, encourage healthy living, and assist vulnerable locals (Enfield Council n.d.). Enfield Council has implemented an economic growth strategy to support the growth and development of local businesses. The strategy includes measures to attract investment, support entrepreneurship and innovation, and promote sustainable economic growth. (Enfield Council, n.d.). To encourage sustainable development and safeguard the environment, Enfield Council has created an environmental strategy. The policy calls for actions to lower carbon emissions, enhance air quality, and encourage environmentally friendly transportation (Enfield Council n.d.). These tactics demonstrate Enfield Council's dedication to enhancing the quality of life for its citizens and resolving the major issues affecting the neighbourhood. The council's strategies are created to be flexible and adaptive to changing conditions and are guided by significant study and stakeholder involvement. By implementing these strategies, Enfield Council aims to improve the quality of life for its residents, promote economic growth and job creation, and contribute to a sustainable and prosperous future for its community. These strategies are aligned with the council's principles and standards, ensuring that its operations are effective, efficient, and responsive to community needs.

3. Recommendations

The following recommendations are based on the current issues and challenges which Enfield is facing. These suggestions are supported by the most recent research and local government best practises. These tactics could assist Enfield Council in overcoming its main obstacles and enhancing the quality of life for its citizens.

- i. Increasing investment in affordable housing. The council should increase its investment to address the shortage of affordable homes in the area. This may include the public-private partnerships and Community Land Trust (Shelter, 2021).
- ii. Enfield Council should increase citizens' access to mental health services, especially for vulnerable populations including children and teenagers. Increasing

funding for mental health services and enhancing coordination between health and social care providers could fall under this category (Enfield council, 2020).

- iii. To lessen traffic congestion and air pollution, Enfield Council should encourage sustainable transportation methods like biking, walking, and public transportation. This could involve creating low-emission zones, promoting car-free zones, and funding cycling infrastructure (Enfield Council, 2021).
- iv. Enfield Council has to do more to help local small companies, especially those who have been negatively impacted by the COVID-19 outbreak. This might entail extending financial help, providing guidance and support for businesses, and supporting neighbourhood shopping campaigns (Enfield council, 2021).
- v. To increase accessibility to online services and encourage digital innovation, Enfield Council should upgrade its digital infrastructure. This can entail making investments in internet infrastructure, encouraging the development of digital skills, and creating digital public services (Enfield council, 2021).

For the improvement of the community the recommendations for diversity and inclusion with enhancing the community engagement is helping in several ways which are that residents can raise a voice and be heard in decision making process which can lead to effective and equitable programs. Also, by enhancing the community engagement, the council is building strong relationship between groups and residents based on trust, collaboration and council's understanding of needs and priorities.

4. Conclusion

In overall, the report has given a summary of the strategies, standards, guiding principles, and suggestions for development of the Enfield Council. The council has put into action a number of policies to enhance the quality of life for its citizens, including investing in regeneration projects, giving affordable housing priority, encouraging sustainable transport and offering assistance to vulnerable groups.

Enfield Council's standards, including the Code of Conduct and the Anti-Fraud and Corruption Policy, demonstrate the organization's dedication to openness, accountability, and moral behaviour. The council's dedication to diversity and inclusion is demonstrated through its initiatives to raise community involvement, increase representation, and foster an inclusive workplace. These observations have led to recommendations for Enfield Council to improve its operations and service provision. These suggestions include raising community engagement, diversifying the workforce, promoting resident-centred service delivery, and strengthening diversity and inclusion.

Overall, Enfield Council has shown a dedication to raising the level of living for its citizens while upholding strict guidelines for transparency, accountability, and moral behaviour. By implementing the suggested changes into practise, Enfield Council might increase its efficacy and responsiveness to community demands, resulting in a more expanding, sustainable, and inclusive surrounding areas. In the end, the recommendations made in this report may aid Enfield Council in creating a more accommodating, responsive, and effective

organisation that is better able to meet the demands of its diverse population. Enfield Council might raise the standard of living for its citizens and contribute to a more affluent and sustainable future by making these changes.

5. References

Enfield Council. (Jan, 2023). Whistleblowing Policy and Procedures. London Borough of Enfield. [online] Available at: https://www.enfield.gov.uk/data/assets/pdf_file/0027/25668/Whistleblowing-Policy-Your-council.pdf [accessed on 28.04.2023].

Enfield Council (n.d.). Counter Fraud Strategy and Operating Plan 2022-2023. Enfield Council. [online]. Available at: https://www.enfield.gov.uk/data/assets/pdf_file/0025/25666/Counter-Fraud-Policy-and-Operating-Plan-Your-council.pdf [accessed on 28.04.2023].

Enfield Council. (2020). Mental Health Services in Enfield. Enfield council [online]. Available at: <https://new.enfield.gov.uk/services/health-and-social-care/mental-health-services/> [accessed on 28.04.2023].

Enfield Council. (2021). Sustainable transport. Enfield Council. [online]. Available at: <https://new.enfield.gov.uk/services/transport-and-streets/sustainable-transport/> [accessed on 28.04.2023].

Enfield Council. (2021). Supporting businesses in Enfield. Enfield Council [online]. Available at: <https://new.enfield.gov.uk/services/business-and-licensing/supporting-businesses/> [accessed on 28.04.2023].

Enfield Council (2021). Digital Enfield. Enfield Council. [online]. Available at: <https://new.enfield.gov.uk/services/council-and-democracy/digital-enfield/> [accessed on 28.04.2023].

Shelter. (2021). Housing in Enfield. England Shelter. [online]. Available at: https://england.shelter.org.uk/housing_advice/local_housing_allowance/lha_rates_by_local_authority/London/local_housing_allowance_rates_enfield_local_authority [accessed on 28.04.2023].

Enfield Council. (n.d.). Our Standards. Enfield Council. [online]. Available at: <https://new.enfield.gov.uk/about-the-council/our-standards/> [accessed on 28.04.2023].

Enfield council. (n.d.). Employee of conduct. Enfield Council. [online] Available at: <https://www.enfield.gov.uk/services/your-council/our-policies-and-procedures/employee-code-of-conduct> [accessed on 28.04.2023].

Enfield Council (n.d.) Our Principles. Enfield Council. [online]. Available at: <https://www.enfield.gov.uk/about-the-council/our-principles/> [accessed on 28.04.2023].