

Enfield Council's **values** are:

- *One Team* – Working together across teams, departments and partners to deliver the best possible services for Enfield's residents.
- *Customer First* – Treating the community, colleagues and partners with fairness and respect, listening and responding to their needs and designing our services around the people we serve.
- *Achieving Excellence* – Consistently striving to deliver standards of excellence through ambition, creativity, innovation, pride in our achievements and a 'can-do' attitude to new challenges.
- *Empowering People* – Enabling our staff and the local community to make informed choices and giving our staff the skills, knowledge and confidence to improve services, take personal responsibility, accept risk and recognise success.

We are committed to continuously improving our housing options and advice services and actively embedding these values within our services to improve customer satisfaction.

What we took into account when devising Enfield's Housing Allocations Scheme

As well as Enfield's aims and values, a wide range of documents including national and regional guidance, legislation, local strategies and consultation feedback has been taken into account when putting together this Housing Allocations Scheme for Enfield. These are set out in detail in Appendix 3.

Enfield's Vision for housing in the borough

Enfield has a vision for housing in the borough which is set out in its 15 year Housing Strategy. The vision is:

"increase the supply of well-managed, good quality and affordable homes; promote housing choices and build strong neighbourhoods"

The Aims of the Strategy are:

- Aim 1:** Address housing need and promote personalised housing advice, options and choices
- Aim 2:** Increase housing supply to meet the needs of local people
- Aim 3:** Improve the quality of homes and neighbourhoods and contribute to strong communities

Enfield's Allocations Scheme makes an important contribution to achieving these aims.