Enfield Equality Impact Assessment (EqIA)

Section 1 – Equality analysis details

Title of service activity / policy/ strategy/ budget change/ decision that you are assessing	Phase one engagement to inform a new proposal for Enfield Council Library Strategy
Team/ Department	Corporate Strategy on behalf of Customer Communications
Executive Director	Simon Pollock, Executive Director of Environment and Communities
Cabinet Member	Cllr Chinelo Anyanwu, Cabinet Member for Public Spaces, Culture and Local Economy
Author(s) name(s) and contact details	Harriet Potemkin, Head of Strategy and Policy Harriet.Potemkin@enfield.gov.uk
Committee name and date of decision	Delegated Authority Report
Date of EqIA completion	16/11/23

Name of Head of Service responsible for implementing the EqIA actions (if any)	Lee Shelsher, Head of Customer Solutions
Name of Director who has approved the EqIA	Eleanor Brown, Director of Customer and Communications

Section 2 – Summary of proposal

Please give a brief summary of the proposed service change / policy/ strategy/ budget change/project plan/ key decision

Please summarise briefly:

What is the proposed decision or change?
What are the reasons for the decision or change?
What outcomes are you hoping to achieve from this change?
Who will be impacted by the project or change - staff, service users, or the wider community?

What is the proposed decision or change?
The proposed decision is to carry out an engagement exercise with respect to Enfield's library service to inform the development of a proposal for a new Enfield Council Library Strategy.

What are the reasons for the decision or change?
Over the past ten years, the context in which our libraries provide services has changed dramatically. There are new skills people need to access civic life and employment; there is an increased digitalisation of services and new digital opportunities; the Covid-19 pandemic has changed people's working habits and exposed stark health inequalities across communities; the cost-of-living and the climate crisis has increased the need for warm public spaces in winter and cool public spaces in summer.

Alongside all of this, local authorities are facing increasing financial pressure and reducing budgets with which to respond to these challenges. The Council has had a 42% reduction in overall funding since 2010 and faces a substantial funding gap of £118.7 million for the 5 years through to 2028/29.

What outcomes are you hoping to achieve from this decision or change?
We want to hear from stakeholders about whether they use our library service, their experience of our libraries and how we could deliver our library service more efficiently so as to make savings in the library budget.

The phase one engagement will help us to:
- establish why stakeholders use specific libraries in Enfield and how they travel to them
- understand how stakeholders use our libraries service and what is important to them
- understand what events and activities stakeholders attend, their awareness of these and the relevance to them
- understand stakeholders' perceptions of libraries in Enfield
- establish how stakeholders think financial savings could be made from our library service, in light of the Council's financial position

In carrying out this engagement exercise, we will
- encourage all stakeholders to have their say to inform the future of the library service in Enfield
- ensure that all protected groups under the Equality Act 2010 are informed and encouraged to respond, to ensure their needs are robustly considered in the future development of a proposal for a new library strategy

We will use stakeholder's feedback and ideas to help us develop a draft proposal for a new library strategy for Enfield. We will then publish and consult on proposals for a draft strategy in summer 2024. We will carefully consider any responses to that consultation and anticipate being able to finalise a new library strategy and implement any changes in early 2025.

The new library strategy will also be informed by analysis on the use of our libraries; the varying needs of communities in different parts of the borough; and the accessibility of our library buildings.

Section 3 – Equality analysis

Age
This can refer to people of a specific age e.g. 18-year olds, or age range e.g. 0-18 year olds.

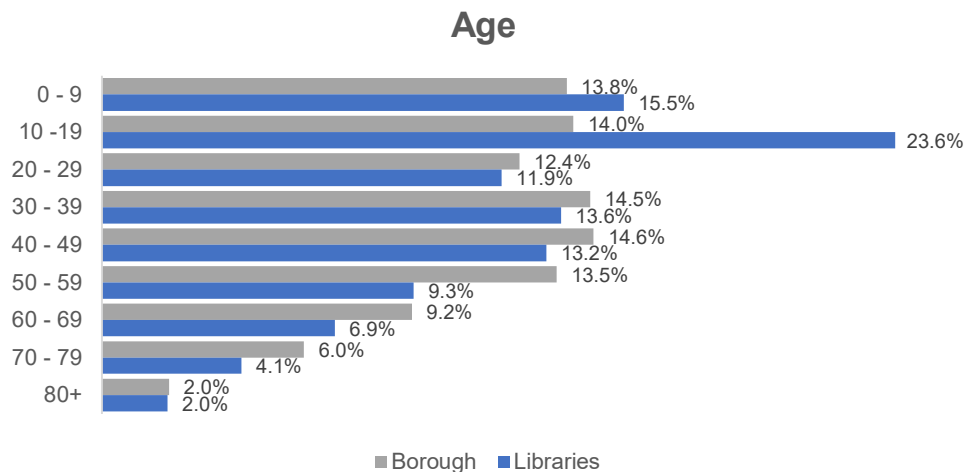| Will the proposed change to service/policy/budget have a **differential impact [positive or negative]** on people of a specific age or age group (e.g. older or younger people)?

Please provide evidence to explain why this group may be particularly affected. |
| --- |
| Our library service has a significant role for communities across the borough – including those living, working or studying in Enfield. Libraries are essential for strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone – three of our core priorities for the borough as set out in our Council Plan 2023 – 2026.

We are undertaking an engagement exercise to inform the development of a new library strategy for Enfield. The purpose of this exercise is to help us understand more about the reasons why people use our library service, how they use our library service, what they value and any ideas on how we can deliver things differently with a reduced budget. This engagement will take place between December 2023 – March 2024.

This includes understanding the different perspectives and experiences of people of different age groups.

Comparison of the age of borough population and declared age of active library users

Base: Active library users 57,467; Borough population 329,698 (Census 2021) |

Age

	Borough	Libraries
0 - 9	13.8%	15.5%
10 -19	14.0%	23.6%
20 - 29	12.4%	11.9%
30 - 39	14.5%	13.6%
40 - 49	14.6%	13.2%
50 - 59	13.5%	9.3%
60 - 69	9.2%	6.9%
70 - 79	6.0%	4.1%
80+	2.0%	2.0%

Almost one quarter of active library users are aged 10-19 (23.6%), whereas this age group make up 14% of the borough population. 15.5% of all active library users are aged 0-9 (15.5%), which is slightly higher than the percentage of residents who are aged 0-9 in Enfield (13.8%). This suggests that the library is effectively engaging with children, young people and families.

The proportion of active library users who are aged 60 and over is lower than the proportion of those aged 60 and over in the borough population (13% compared to 17.2%). Active users are those using their library card for books or using the library computers, but does not include other visitors to libraries, such as those coming in to benefit from a cool space in summer or a warm space in winter, to read the books or newspapers available but without taking them home, or those attending activities. Therefore, there are likely to be additional older people using our libraries who are not represented in the data we hold on active library users.

Through the engagement exercise, we want to know more about why people of different ages do or don't use our libraries, what they do when they visit our libraries, how they travel there and why they use a particular library over others. We will use a range of media to promote the engagement exercise, in a way which is accessible to different age groups, including via social media, in printed local press, and with posters and leaflets in libraries and other community facing venues. We will also engage with voluntary and community organisations and forums working with or representing different groups. This includes:
- Promotion of the engagement exercise to early years providers, schools, colleges via the Enfield school hub and headteachers forum
- Attendance at meetings with Enfield's Youth Council (0-19 age groups) and KRATOS (Children in care Council) to promote the questionnaire.
- Attendance at Enfield Voluntary Services Strategy Group meeting and promotion of the questionnaire via email to voluntary and community sector organisations on the Council's VCS database which include those working with children, young people and families; with working age adults and with older people
- Attendance at Enfield's Older People's Partnership Board and Over 50's Forum to promote the questionnaire.

Nationally, we know that some groups are more likely to be digitally excluded[1], this includes older people. Council officers working on the engagement exercise will be available at libraries across the borough at advertised times for members of the public to come and discuss the engagement in person and receive help in completing the questionnaire if they need it. Paper copies of the questionnaire will also be available on request in our libraries. We will therefore be providing support

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1 NHS Digital Inclusion https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/digital-inclusion/what-digital-inclusion-is#:~:text=People%20likely%20to%20be%20digitally%20excluded,-90%25&text=Some%20sections%20of%20the%20population,people%20in%20lower%20income%20groups

to people who may not be confident completing questionnaires online, including older people who may be more likely to be digitally excluded.[2]

We will promote the engagement questionnaire to staff through internal communications and will email the chair of the Young Professionals Network to ask them to promote the engagement to their members.

We will ask respondents to the questionnaire to provide their age so that we can analyse the results by different age groups. We will also ask if they are a parent or carer of a child under 14 so that we can analyse the results by parents/carers of young children (as we do not expect children under the age of 14 to complete the questionnaire themselves). This will also allow us to track the number of respondents from different age groups and tailor communication during the engagement period if needed to increase the number of responses from age groups where numbers are lower.

Mitigating actions to be taken

N/A

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[2] NHS Digital Inclusion https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/digital-inclusion/what-digital-inclusion-is#:~:text=People%20likely%20to%20be%20digitally%20excluded,-90%25&text=Some%20sections%20of%20the%20population,people%20in%20lower%20income%20groups

Disability

A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on the person's ability to carry out normal day-day activities.

This could include: physical impairment, hearing impairment, visual impairment, learning difficulties, long-standing illness or health condition, mental illness, substance abuse or other impairments.

Will the proposed change to service/policy/budget have a **differential impact [positive or negative]** on people with disabilities?

Please provide evidence to explain why this group may be particularly affected.

Our library service has a significant role for communities across the borough – including those living, working or studying in Enfield. Libraries are essential for strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone – three of our core priorities for the borough as set out in our Council Plan 2023 – 2026.

We are undertaking a first phase engagement exercise to inform the development of a new library strategy for Enfield. The purpose of the engagement exercise is to help us understand more about the reasons why people use our library service, how they use our library service, what they value and any ideas on how we can deliver things differently with a reduced budget. This engagement will take place between December 2023 – March 2024.

This includes understanding the different perspectives and experiences of disabled people and non-disabled people.

Analysis – Comparison of the proportion of the borough population and active library users who declare a disability

Disability

Borough	13.2%
Libraries	3.0%
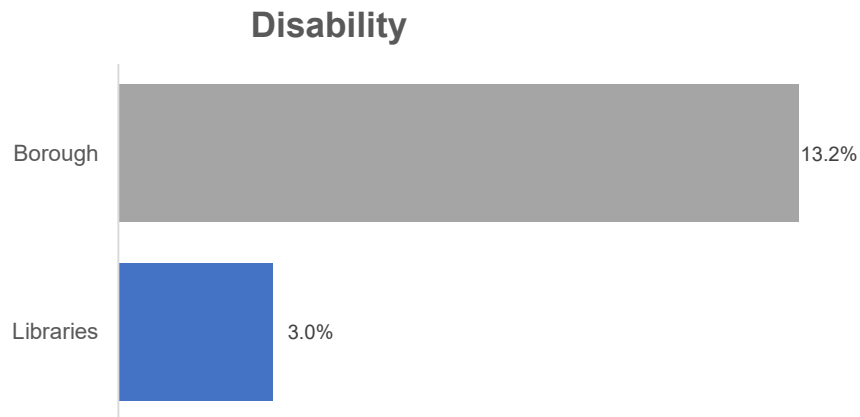
Base: Active library users 91,347; Borough population 329,698 (Census 2021)

Only 3% of active library users have declared a disability to the library service, which is considerably lower than the 13.2% of the borough population with a declared disability or long-term health condition according to the Census 2021.

Active users are those using their library card for books or using the library computers, but does not include other visitors to libraries, such as those coming in to benefit from a cool space in summer or a warm space in winter, to read the books or newspapers available but without taking them home, or those attending activities. Therefore, there are likely to be additional disabled people using our libraries who are not represented in the data we hold on active library users.

It is also possible that additional active library users have a disability or long-term health condition but that they have not declared this to the library service.

Through the engagement exercise, we want to know more about why disabled people and non-disabled people do or don't use our libraries, what they do when they visit our libraries, how they travel there and why they use a particular library over others. We will publish an easy read questionnaire using photo symbols to effectively communicate our questions with people with learning disabilities.

We will use a range of media to promote the engagement in a way which is accessible to disabled people and non-disabled people, including via social media, in printed local press, and with posters and leaflets in libraries and other community facing venues. We will provide an easy read version of the questionnaire as well as the standard version. We will also engage with voluntary and community organisations and forums working with or representing different groups. This includes:
- Promotion of the engagement exercise to special schools via the schools hub and headteachers forum
- Attendance at Enfield's Learning Disabilities Partnership Board and Mental Health Partnership to promote the questionnaire.
- Attendance at Enfield's Voluntary Services Strategy Group meeting and promotion of the questionnaire via email to voluntary and community sector organisations on the Council's VCS database which include those working with disabled people.

Nationally, we know that some groups are more likely to be digitally excluded[3], this includes disabled people. Council officers working on the engagement exercise will be available at libraries across the borough at advertised times for members of the public to come and discuss the engagement in person and receive help in completing the questionnaire if they need it. Paper copies of the standard

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3 NHS Digital Inclusion https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/digital-inclusion/what-digital-inclusion-is#:~:text=People%20likely%20to%20be%20digitally%20excluded,-90%25&text=Some%20sections%20of%20the%20population,people%20in%20lower%20income%20groups

questionnaire and easy read questionnaire will also be available on request in our libraries. We will therefore be providing support to people who may not be confident completing questionnaires online, including disabled people who may be more likely to be digitally excluded[4].

It should be noted that one library does not have level access (Bowes Road) and two libraries do not have an accessible toilet (Bowes Road and Southgate). Officers will be available at every library in the borough at designated times during the engagement so disabled people will have a choice of which library to attend for support with the engagement should they need it.

We will promote the engagement questionnaire to staff through internal communications and will email the chair of the Disability Working Group and Mental Health and Wellbeing Network to ask them to promote the engagement to their members.

We will ask respondents of the questionnaire to declare if they have a disability so that we can analyse the results for disabled and non-disabled people. This will also allow us to track the number of respondents who are disabled and non-disabled and tailor communication during the 12 weeks if needed to increase the number of responses where numbers are lower.

Mitigating actions to be taken

N/A

Gender Reassignment

This refers to people who are proposing to undergo, are undergoing, or have undergone a process (or part of a process) to reassign their sex by changing physiological or other attributes of sex.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on transgender people?

Please provide evidence to explain why this group may be particularly affected.

Our library service has a significant role for communities across the borough – including those living, working or studying in Enfield. Libraries are essential for strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone – three of our core priorities for the borough as set out in our Council Plan 2023 – 2026.

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[4] NHS Digital Inclusion https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/digital-inclusion/what-digital-inclusion-is#:~:text=People%20likely%20to%20be%20digitally%20excluded,-90%25&text=Some%20sections%20of%20the%20population,people%20in%20lower%20income%20groups

We are undertaking a first phase engagement exercise to inform the development of a new library strategy for Enfield. The purpose of the engagement exercise is to help us understand more about the reasons why people use our library service, how they use our library service, what they value and any ideas on how we can deliver things differently with a reduced budget. This engagement will take place between December 2023 – March 2024.

This includes understanding the different perspectives and experiences of people's whose gender identity is different from birth registration.

The 2021 census was the first time the population aged 16+ had been asked about their gender identity. Enfield had slightly higher (1.1%) than London and England and Wales of residents declaring their gender as different than that registered at birth (1.0%)[5].

There is very limited data on gender identity of library users: between 2021-23 there were 59,783 active library users of which four active library users declared they identify as trans.

Active users are those using their library card for books or using the library computers, but does not include other visitors to libraries, such as those coming in to benefit from a cool space in summer or a warm space in winter, to read the books or newspapers available but without taking them home, or those attending activities. Therefore, there are likely to be additional trans people using our libraries who are not represented in the data we hold on active library users. It is also likely that some active library users may be trans but have not declared their gender identity to the library service.

Through the engagement exercise, we want to know more about why people with different gender identities do or don't use our libraries, what they do when they visit our libraries, how they travel there and why they use a particular library over others. We will use a range of media to promote the engagement in a way which is accessible, including via social media, in printed local press, and with posters and leaflets in libraries and other community facing venues and targeted communication to organisations working with or representing different groups. This includes attendance at Enfield's Voluntary Services Strategy Group meeting and promotion of the questionnaire via email to voluntary and community sector organisations on the Council's VCS database which include those working with trans people.

We will promote the engagement questionnaire to staff through internal communications and will email the chair of the LGBTQ+ Staff Network to ask them to promote the engagement to their members.

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[5] Enfield Council: Enfield Borough Profile 2023

We will ask respondents of the questionnaire to declare their gender identity so that we can analyse the results by gender identity. This will also allow us to track the number of respondents by gender identity and tailor communication during the engagement period if needed to increase the number of responses where numbers are lower.

Mitigating actions to be taken

N/A

Marriage and Civil Partnership

Marriage and civil partnerships are different ways of legally recognising relationships. The formation of a civil partnership must remain secular, where-as a marriage can be conducted through either religious or civil ceremonies. In the U.K both marriages and civil partnerships can be same sex or mixed sex. Civil partners must be treated the same as married couples on a wide range of legal matters.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people in a marriage or civil partnership?

Please provide evidence to explain why this group may be particularly affected.

Our library service has a significant role for communities across the borough – including those living, working or studying in Enfield. Libraries are essential for strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone – three of our core priorities for the borough as set out in our Council Plan 2023 – 2026.

We are undertaking a first phase engagement exercise to inform the development of a new library strategy for Enfield. The purpose of the engagement exercise is to help us understand more about the reasons why people use our library service, how they use our library service, what they value and any ideas on how we can deliver things differently with a reduced budget. This engagement will take place between December 2023 – March 2024.

This includes understanding the perspectives and experiences of people with different marital and civil partnership statuses.

In Enfield, 30.8% of residents are married or in a civil partnership. The library service does not collect data on marital and civil partnership status when signing up for a library card and, therefore, there is no active library user data to compare with the borough population.

Through the engagement exercise, we want to know more about why people do or don't use our libraries, what they do when they visit our libraries, how they travel there and why they use a particular library over others. We will use a range of media to promote the engagement in a way which is accessible, including via social media, in printed local press, and with posters and leaflets in libraries and

other community facing venues and targeted communication to organisations working with or representing different groups.

We will ask respondents of the questionnaire to declare their marital and civil partnership status so that we can analyse the results by marital and civil partnership status. This will also allow us to track the number of respondents by marital and civil partnership status and tailor communication during the 12 weeks if needed to increase the number of responses where numbers are lower.

Mitigating actions to be taken
N/A

Pregnancy and maternity Pregnancy refers to the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.
Will this change to service/policy/budget have a **differential impact [positive or negative]** on pregnancy and maternity? Please provide evidence to explain why this group may be particularly affected.
Our library service has a significant role for communities across the borough – including those living, working or studying in Enfield. Libraries are essential for strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone – three of our core priorities for the borough as set out in our Council Plan 2023 – 2026. We are undertaking a first phase engagement exercise to inform the development of a new library strategy for Enfield. The purpose of the engagement exercise is to help us understand more about the reasons why people use our library service, how they use our library service, what they value and any ideas on how we can deliver things differently with a reduced budget. This engagement will take place between December 2023 – March 2024. This includes understanding the perspectives and experiences of people who are pregnant or recently had a baby. The ONS recorded 3,921 live births in 2022, where the mother's usual residence was Enfield.[6] The library service does not collect data on pregnancy and maternity when signing up for a library card and therefore there is no active user data regarding to pregnancy or maternity.

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[6] ONS – Live Births by UK area of parent - https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/livebirths

The library service holds a range of targeted events and activities for new parents such as baby clinics, and Bounce and Rhyme for ages 0-18 months.

Through the engagement exercise, we want to know more about why people who are pregnant or recently had a baby do or don't use our libraries, what they do when they visit our libraries, how they travel there and why they use a particular library over others. We will use a range of media to promote the engagement in a way which is accessible, including via social media, in printed local press, and with posters and leaflets in libraries and other community facing venues and targeted communication to organisations working with or representing different groups. This includes attendance at Enfield's Voluntary Services Strategy Group meeting and promotion of the questionnaire via email to voluntary and community sector organisations on the Council's VCS database which include those working with pregnant women and people who have recently had a baby.

Council officers working on the engagement exercise will be available at libraries across the borough at advertised times for members of the public to come and discuss the engagement and receive help in completing the questionnaire if they need it. Paper copies of the questionnaire will also be available on request in our libraries. It should be noted that one library does not have level access for prams (Bowes Road). Officers will be available at every library in the borough at designated times during the engagement exercise so parents/ carers with prams will have a choice of which library to attend for support with the engagement should they need it. All libraries are part of the Breastfeeding Welcome Scheme.

We will ask respondents of the questionnaire if they are pregnant or on maternity so that we can analyse the results for any differences in responses. This will also allow us to track the number of respondents who are parents and carers of children and young people and tailor communication during the 12 weeks if needed to increase the number of responses where numbers are lower.

Mitigating actions to be taken

N/A

Race

This refers to a group of people defined by their race, colour, and nationality (including citizenship), ethnic or national origins.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people of a certain race?

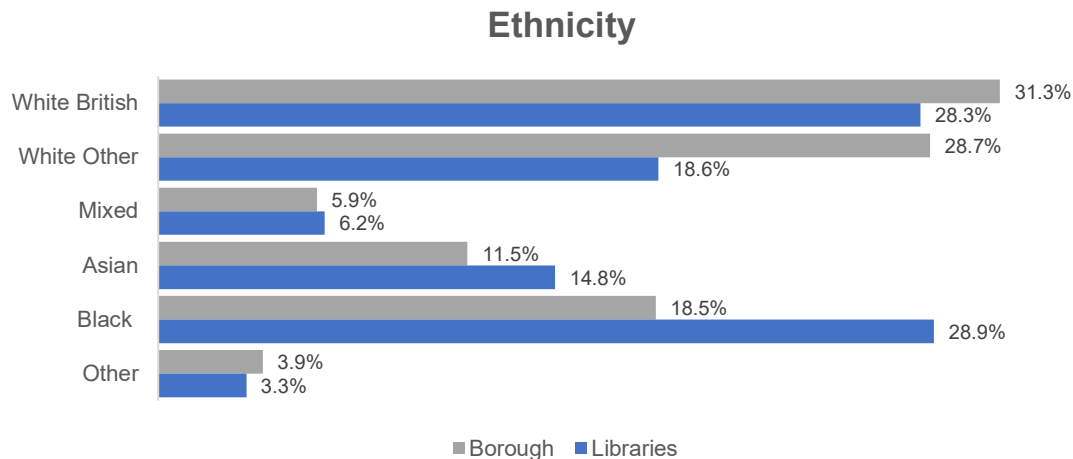Please provide evidence to explain why this group may be particularly affected.

Our library service has a significant role for communities across the borough – including those living, working or studying in Enfield. Libraries are essential for

strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone – three of our core priorities for the borough as set out in our Council Plan 2023 – 2026.

We are undertaking a first phase engagement exercise to inform the development of a new library strategy for Enfield. The purpose of the engagement exercise is to help us understand more about the reasons why people use our library service, how they use our library service, what they value and any ideas on how we can deliver things differently with a reduced budget. This engagement will take place between December 2023 – March 2024.

This includes understanding the perspectives and experiences of people from different ethnic backgrounds.

Analysis – Comparison of the ethnicity of the borough population and active library users

Ethnicity

	Borough	Libraries
White British	31.3%	28.3%
White Other	28.7%	18.6%
Mixed	5.9%	6.2%
Asian	11.5%	14.8%
Black	18.5%	28.9%
Other	3.9%	3.3%

Base: Active library users 30,109; Borough population 329,698 (Census 2021)

The highest proportion of active library users who declared their ethnicity were from Black ethnic backgrounds (28.9%), which is higher than the proportion of the borough population from Black ethnic background (18.5%). The proportion of active users from White British (28.3%) and White Other (18.6%) ethnic backgrounds is lower than the proportion of the borough population from these ethnic groups (31.3% and 28.7% respectively).

Active users are those using their library card for books or using the library computers, but does not include other visitors to libraries, such as those coming in to benefit from a cool space in summer or a warm space in winter, to read the books or newspapers available but without taking them home, or those attending activities. Therefore, there are likely to be additional people from different ethnic backgrounds using our libraries who are not represented in the data we hold on active library users. Not all active library users have declared their ethnicity, so our data on active library users is based only on those who have declared this.

In Enfield, 13% of households contain no members with English as a main language. In Enfield, the top eight main languages (other than English) are Turkish (5.9%), Romanian (1.8%), Bulgarian (1.8%), Greek (1.6%), Polish (1.5%), Albanian (1.1%), Somali (0.8%) and Bengali (with Sylheti and Chatgaya) (0.7%). Our libraries host English as a second language (ESOL) classes for residents. Library staff will promote the engagement to attendees of ESOL classes.

Through the engagement exercise, we want to know more about why people of different ethnicities do or don't use our libraries, what they do when they visit our libraries, how they travel there and why they use a particular library over others.

We will use a range of media to promote the engagement in a way which is accessible to different ethnic groups, including via social media, in printed local press, and with posters and leaflets in libraries and other community facing venues. The local printed press includes the local Greek (Parikiaki) and Turkish (Avrupa) papers. Posters will be translated into community languages to promote the engagement to non-English speakers, these posters will be sent to community groups and displayed in foreign language sections of the library.

We will publish the questionnaire online so that web plug-ins can be used to translate the questionnaire.

Nationally, we know that some groups are more likely to be digitally excluded[7], this includes people whose first language is not English. Council officers working on the engagement will also be available at libraries across the borough at advertised times and can discuss interpretation and translation needs if required face to face. An email address and phone number will also be provided should people want to request a translation of the questionnaire. People can also request translations of the questionnaire at their local library at any point during the engagement period. If needed, the translated questionnaire will be posted to the respondent, who will then be given a free post envelope to respond the questionnaire. We will also ask community groups to support attendees who do not speak English to complete the questionnaire.

We will engage with voluntary and community organisations and forums working with or representing different groups to promote the questionnaire. This includes:

- Attendance at an Enfield Voluntary Services Strategy Group meeting and promotion of the questionnaire via email to voluntary and community sector organisations on the Council's VCS database which include those working with people of different ethnic groups, including those who may not speak English.

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7 NHS Digital Inclusion https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/digital-inclusion/what-digital-inclusion-is#:~:text=People%20likely%20to%20be%20digitally%20excluded,-90%25&text=Some%20sections%20of%20the%20population,people%20in%20lower%20income%20groups

- Attendance at the Enfield Black Heritage Forum to promote the questionnaire.
- Direct engagement with Enfield Racial Equality Forum to promote the questionnaire.

We will promote the engagement questionnaire to staff through internal communications and will email the chair of the Ethnic Minority Network to ask them to promote the engagement to their members.

We will ask respondents of the questionnaire to declare their ethnicity so that we can analyse the results for different ethnic groups. This will also allow us to track the number of respondents from different protected groups and tailor communication during the engagement period if needed to increase the number of responses where numbers are lower.

Mitigating actions to be taken

N/A

Religion and belief

Religion refers to a person's faith (e.g. Buddhism, Islam, Christianity, Judaism, Sikhism, Hinduism). Belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people who follow a religion or belief, including lack of belief?
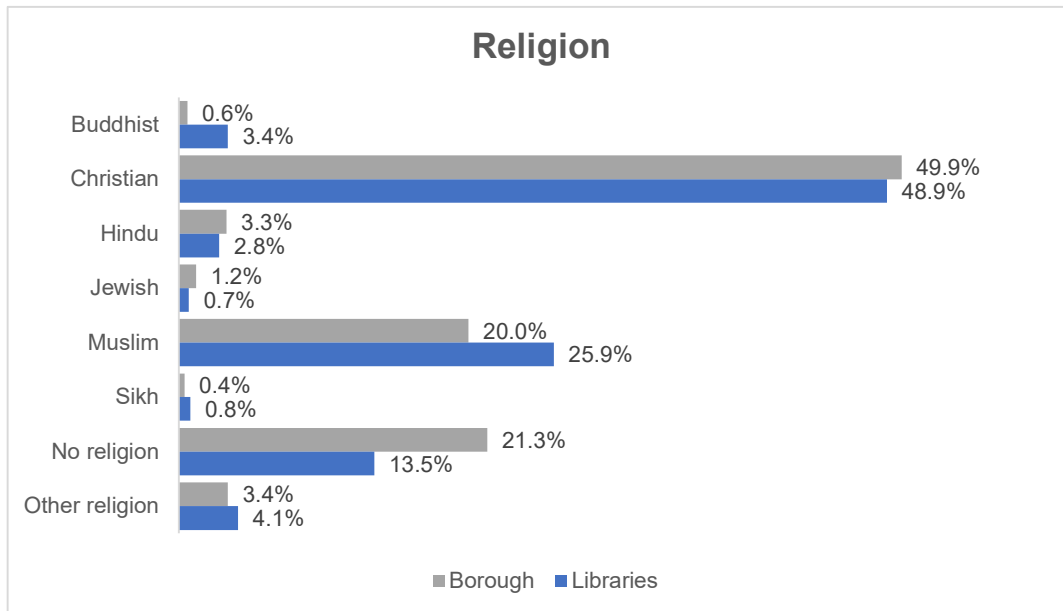
Please provide evidence to explain why this group may be particularly affected.

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We are undertaking a first phase engagement exercise to inform the development of a new library strategy for Enfield. The purpose of the engagement exercise is to help us understand more about the reasons why people use our library service, how they use our library service, what they value and any ideas on how we can deliver things differently with a reduced budget. This engagement will take place between December 2023 – March 2024.

This includes understanding the perspectives and experiences of people with different religions and beliefs.

Analysis – Comparison of the religion and beliefs of the borough population and active library users

Religion

Religion	Borough	Libraries
Buddhist	0.6%	3.4%
Christian	49.9%	48.9%
Hindu	3.3%	2.8%
Jewish	1.2%	0.7%
Muslim	20.0%	25.9%
Sikh	0.4%	0.8%
No religion	21.3%	13.5%
Other religion	3.4%	4.1%

Base: Active library users 1,222; Borough population 329,698 (Census 2021)

Almost half of active library users have declared their religion as Christianity (49.9%), which is in line with the percentage of Enfield residents who declared their religion as Christianity in the Census 2021 (48.9%). The percentage of active library users who are Buddhist and Muslim (3.4% and 25.9%) is higher than the proportion of the borough who are Buddhist and Muslim according to the Census 2021 (0.6% and 20.0%). The proportion of active library users who declared themselves as having no religion (13.5%) is lower than the proportion of the borough population who declared they had no religion in the Census 2021 (21.3%).

Active users are those using their library card for books or using the library computers, but does not include other visitors to libraries, such as those coming in to benefit from a cool space in summer or a warm space in winter, to read the books or newspapers available but without taking them home, or those attending activities. Therefore, there are likely to be additional people with different religions and beliefs using our libraries who are not represented in the data we hold on active library users. Not all active library users have declared their religion or belief, so our data on active library users is based only on those who have declared this.

Through the engagement, we want to know more about why people with different religions and beliefs do or don't use our libraries, what they do when they visit our libraries, how they travel there and why they use a particular library over others.

We will use a range of media to promote the engagement in a way which is accessible, including via social media, in printed local press, and with posters and leaflets in libraries and other community facing venues.

Council officers working on the engagement will also be available at libraries across the borough at advertised times.

We will engage with voluntary and community organisations and forums working with or representing different groups to promote the questionnaire. This includes:
- Attendance at a meeting of the Enfield Faith Forum to promote the questionnaire.
- Attendance at a meeting of Enfield Voluntary Services Strategy Group and promotion of the questionnaire via email to voluntary and community sector organisations on the Council's VCS database which include faith groups and other organisations working with people of different religions and beliefs.

We will ask respondents of the questionnaire to declare their religions and beliefs so that we can analyse the results for different religions and beliefs. This will also allow us to track the number of respondents from different protected groups and tailor communication during the engagement period if needed to increase the number of responses where numbers are lower.

Mitigating actions to be taken

N/A

Sex

Sex refers to whether you are a female or male.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on females or males?

Please provide evidence to explain why this group may be particularly affected.

Our library service has a significant role for communities across the borough – including those living, working or studying in Enfield. Libraries are essential for strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone – three of our core priorities for the borough as set out in our Council Plan 2023 – 2026.

We are undertaking a first phase engagement exercise to inform the development of a new library strategy for Enfield. The purpose of the engagement exercise is to help us understand more about the reasons why people use our library service, how they use our library service, what they value and any ideas on how we can deliver things differently with a reduced budget. This engagement will take place between December 2023 – March 2024.

This includes understanding the perspectives and experiences of females and males.

Analysis – Comparison of the sex of the borough population and active library users

Sex
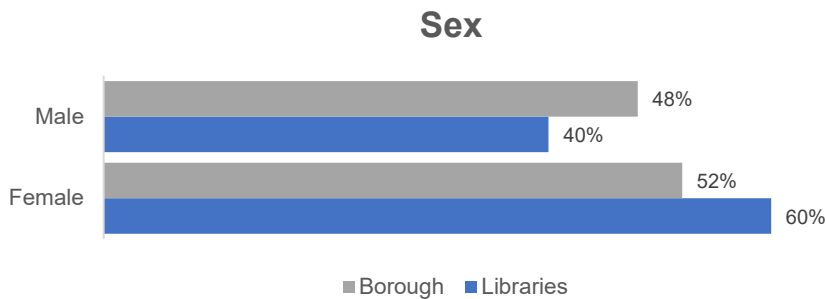
Base: Active library users 50,107; Borough population 329,698 (Census 2021)

The percentage of women (52%) is higher than the percentage of men (48%) in Enfield. The number of active library users who are female (60%) is higher than the percentage of the borough population who are female.

Through the engagement, we want to know more about why females and males do or don't use our libraries, what they do when they visit our libraries, how they travel there and why they use a particular library over others. We will use a range of media to promote the engagement in a way which is accessible, including via social media, in printed local press, and with posters and leaflets in libraries and other community facing venues.

Council officers working on the engagement will also be available at libraries across the borough at advertised times.

We will engage with voluntary and community organisations and forums working with or representing different groups to promote the questionnaire. This includes attendance at a meeting of Enfield Voluntary Services Strategy Group and promotion of the questionnaire via email to voluntary and community sector organisations on the Council's VCS database which include organisations working specifically with women and girls; and those working with men and boys.

We will promote the engagement questionnaire to staff through internal communications and will email the chair of the Women Into Leadership Network to ask them to promote the engagement to their members.

We will ask respondents of the questionnaire to declare their sex so that we can analyse the results for females and males. This will also allow us to track the number of respondents from different protected groups and tailor communication

during the engagement period if needed to increase the number of responses if numbers are lower than expected for males or females.

Mitigating actions to be taken

N/A

Sexual Orientation

This refers to whether a person is sexually attracted to people of the same sex or a different sex to themselves. Please consider the impact on people who identify as heterosexual, bisexual, gay, lesbian, non-binary or asexual.

Will this change to service/policy/budget have a **differential impact [positive or negative]** on people with a particular sexual orientation?

Please provide evidence to explain why this group may be particularly affected.

Our library service has a significant role for communities across the borough – including those living, working or studying in Enfield. Libraries are essential for strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone – three of our core priorities for the borough as set out in our Council Plan 2023 – 2026.

We are undertaking a first phase engagement exercise to inform the development of a new library strategy for Enfield. The purpose of the engagement exercise is to help us understand more about the reasons why people use our library service, how they use our library service, what they value and any ideas on how we can deliver things differently with a reduced budget. This engagement will take place between December 2023 – March 2024.

This includes understanding the perspectives and experiences of people with different sexual orientations.

The library service does not collect data on sexual orientation when signing up to become an active user. The 2021 census was the first-time respondents were asked about sexual orientation and was an optional question for those aged 16+. It is important to acknowledge that 9.7% of respondents chose not to answer this question.

The percentage of people in Enfield who identified a sexual orientation, which was other than heterosexual/straight was 2.2%, compared to England & Wales (3.2%) and London (2.2%).

Through the engagement, we want to know more about why people with different sexual orientations do or don't use our libraries, what they do when they visit our libraries, how they travel there and why they use a particular library over others.

We will use a range of media to promote the engagement in a way which is accessible, including via social media, in printed local press, and with posters and leaflets in libraries and other community facing venues.

Council officers working on the engagement will also be available at libraries across the borough at advertised times.

We will engage with voluntary and community organisations and forums working with or representing different groups to promote the questionnaire. This includes:
- Attendance at a meeting of Enfield Voluntary Services Strategy Group and promotion of the questionnaire via email to voluntary and community sector organisations on the Council's VCS database which include organisations working specifically with women and girls; and those working with men and boys;
- Direct engagement with Enfield's LGBT Network to promote the engagement amongst the LGBTQ+ community.

We will promote the engagement questionnaire to staff through internal communications and will email the chair of the LGBTQ+ Staff Network to ask them to promote the engagement to their members.

We will ask respondents of the questionnaire to declare their sexual orientation so that we can analyse the results for people with different sexual orientations. This will also allow us to track the number of respondents from different protected groups and tailor communication during the engagement period if needed to increase the number of responses if numbers are lower than expected from the LGBTQ+ community.

Mitigating actions to be taken
N/A

Socio-economic deprivation This refers to people who are disadvantaged due to socio-economic factors e.g. unemployment, low income, low academic qualifications or living in a deprived area, social housing or unstable housing.
Will this change to service/policy/budget have a **differential impact [positive or negative]** on people who are socio-economically disadvantaged? Please provide evidence to explain why this group may be particularly affected.
Our library service has a significant role for communities across the borough – including those living, working or studying in Enfield. Libraries are essential for strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone – three of our core priorities for the borough as set out in our Council Plan 2023 – 2026.

We are undertaking a first phase engagement exercise to inform the development of a new library strategy for Enfield. The purpose of the engagement exercise is to help us understand more about the reasons why people use our library service, how they use our library service, what they value and any ideas on how we can deliver things differently with a reduced budget. This engagement will take place between December 2023 – March 2024.

This includes understanding the perspectives and experiences of people with different socio-economic backgrounds.

Enfield is among the most deprived 25% of local authority areas in England, according to the Indices of Deprivation 2019. In Enfield, 10% of households have an annual gross household income of less than £15,000 (as at 2023), and 32% have an income lower than £30,000. There are also higher levels of unemployment than the England and London averages, and 22.5% of Enfield's adults have no formal qualifications.

Nationally, we know that some groups are more likely to be digitally excluded[8], this includes people who are socio-economically disadvantaged such as:
- people in lower income groups
- people without a job
- people in social housing
- people with fewer educational qualifications excluded left school before 16
- homeless people

As of May 2023, 97.7% of premises (residential and non-residential) had superfast broadband (30Mbit/s or greater). This is slightly higher than the England average of 97%.[9] However, as of January 2023, 7.2% of premises (residential and non-residential) had Full Fibre broadband. This is significantly lower than the England average of 36%. Enfield records the lowest percentage of full fibre broadband availability in Outer London.[10]

We are undertaking analysis of relevant socio-economic population data for the wards in which each of our libraries are based to understand the circumstances of library users and potential library users in the areas around our existing library estate.

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8 NHS Digital Inclusion https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/digital-inclusion/what-digital-inclusion-is#:~:text=People%20likely%20to%20be%20digitally%20excluded,-90%25&text=Some%20sections%20of%20the%20population,people%20in%20lower%20income%20groups

9 OFCOM Connected Nations Update: Summer 2023 https://www.ofcom.org.uk/research-and-data/multi-sector-research/infrastructure-research/summer-2023

10 Ofcom Connected Nations report: https://www.ofcom.org.uk/research-and-data/multi-sector-research/infrastructure-research (published biannually in May and October)

Through the engagement, we want to know more about why people with different socio-economic backgrounds do or don't use our libraries, what they do when they visit our libraries, how they travel there and why they use a particular library over others. We will use a range of media to promote the engagement in a way which is accessible, including via social media, in printed local press, and with posters and leaflets in libraries and other community facing venues.

Council officers working on the engagement will also be available at libraries across the borough at advertised times, to support people to complete the engagement who may not have digital access at home or who may be more likely to be digitally excluded.

We will engage with voluntary and community organisations and forums working with or representing different groups to promote the questionnaire. This includes attendance at a meeting of Enfield Voluntary Services Strategy Group and promotion of the questionnaire via email to voluntary and community sector organisations on the Council's VCS database which include organisations working with people who are socio-economically disadvantaged.

We will be running drop-in sessions for members of the public to come and discuss the engagement and receive help in completing the questionnaire if they need it. Paper copies of the questionnaire will also be available on request in our libraries. We will therefore be providing support to people who may not be confident completing questionnaires online, such as people who are digitally excluded because of socio-economic disadvantage.[11]

We will ask respondents of the questionnaire whether that in receipt of universal credit, council tax support and/or benefits so that we can analyse the results for different socio-economic groups. This will also allow us to track the number of respondents from different protected groups and tailor communication during the 12 weeks if needed to increase the number of responses where numbers are lower.

Mitigating actions to be taken.
N/A

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[11] NHS Digital Inclusion https://digital.nhs.uk/about-nhs-digital/corporate-information-and-documents/digital-inclusion/what-digital-inclusion-is#:~:text=People%20likely%20to%20be%20digitally%20excluded,-90%25&text=Some%20sections%20of%20the%20population,people%20in%20lower%20income%20groups

Section 4 – Monitoring and review

How do you intend to monitor and review the effects of this proposal?

Who will be responsible for assessing the effects of this proposal?

A review will be undertaken 6 weeks after the launch of the engagement at which point, we will evaluate the level of responses from people from different protected groups and take extra measures to encourage engagement from any groups where responses are lower than expected.

At the end of the engagement, all feedback from stakeholders will be collated and analysed, and the results of this will be documented in a phase one engagement report.

We will use stakeholder's feedback and ideas to help us develop a draft proposal for a new library strategy for Enfield. We will then publish and consult on this draft strategy in summer 2024. We will carefully consider any responses to that consultation and anticipate being able to finalise a new library strategy and implement any changes in early 2025.