



ADVANCE PUBLICATION OF REPORTS

This publication gives five clear working days' notice of the decisions listed below.

These decisions are due to be signed by individual Cabinet Members
and operational key decision makers.

Once signed all decisions will be published on the Council's
Publication of Decisions List.

- 1. DOMESTIC VIOLENCE REFUGE AND INDEPENDENT DOMESTIC VIOLENCE ADVOCACY CONTRACT AWARD (Pages 1 - 28)**
- 2. PHASE ONE ENGAGEMENT EXERCISE TO INFORM A PROPOSAL FOR A NEW ENFIELD COUNCIL LIBRARY STRATEGY (Pages 29 - 62)**

This page is intentionally left blank



London Borough of Enfield

Report Title	Domestic Violence Refuge and Independent Domestic Violence Advocacy Contract Award
Report to:	Doug Wilson - Director of Health and Adult Social Care
Date of Report:	24 November 2023
Cabinet Member	Councillor Cazimoglu
Director:	Doug Wilson - Director of Health and Adult Social Care
Report Authors:	Iain Hart – Adult Social Care Service Development
Ward(s) affected:	All
Key Decision Number	KD 5608
Classification:	Part 1 & 2 (Para 3)
Reason for exemption	Information relating to the financial or business affairs of any particular person (including the authority holding that information).

Purpose of Report

1. Provide information regarding the procurement process and proposed contract award for the Domestic Violence Refuge Support Provision and the Independent Domestic Violence Advocacy Service (IDVA).

Recommendations

- I. Agree the contract for the provision of the Domestic Violence Refuge Support and the Independent Domestic Violence Advocacy (IDVA) Services to the winning bidder as detailed in the restricted annex of this report, for an initial contract length of three (3) years with an option to extend for two further periods of two (2 years) each. Giving a total contract length of up to seven (7) years
- II. Agree the funding of the contract as detailed in the restricted annex of this report for the same period subject to funding availability from the Council and from the Mayoral Office for Police and Crime (MOPAC).
- III. Subject to good performance and funding; that the authority to extend the awarded contracts is delegated to the Director of Health and Adult Social Care in discussion and agreement with the Head of Community Safety.

Background and Options

2. 'Almost one in three women aged 16-59 will experience domestic abuse in her lifetime. Two women a week are killed by a current or former partner in England and Wales alone'¹.
3. On the 29th April 2021 The Domestic Abuse Act came into force.

Section 57(1) the Domestic Abuse Act 2021 states that a local authority must:

- (a) assess, or make arrangements for the assessment of, the need for accommodation-based support in its area and then
- (b) prepare and publish a strategy for the provision of support in its area.

Section 57 came into force on 1 October 2021.

4. The Domestic Abuse Act places the above duties on the Tier 1 authority which for Enfield is the Greater London Authority (GLA). It is therefore the responsibility of the Mayoral Office to assess need and publish a strategy.
5. The Mayor of London Domestic Abuse Safe Accommodation Strategy (draft) was published on the 5th November 2021. The strategy highlights

¹ [Office for National Statistics](#) (2019) *Domestic abuse in England and Wales overview: November 2019*

some fundamental changes and raises additional points, some of which are summarised below:

- A pan London single point of entry for entry to safe accommodation
 - Furthermore, safe crisis accommodation provision is often not effectively integrated with wider community-based services, such as IDVAs and social services.
6. To address some of the points raised Access to the accommodation is coordinated through the National Domestic Violence Helpline, London-wide helplines, self-referral or agency referral. With information about vacancies collated nationally via the Women's Aid Routes to Support service.
 7. Survivors and their children are often transferred to Enfield from other parts of London to ensure they are removed from danger and placed in a safe location.
 8. Enfield hosts a 21 bed Domestic Violence refuge for women and children (under the age of 16). This purpose-built accommodation for women and young children; with additional office space is owned by Christian Action Housing. The additional office space is utilised as a hub by the IDVA support service, in order to reach out to all groups within the community.
 9. The aim of the refuge is to provide a safe supported accommodation for women and young children fleeing or at risk from domestic violence. The support provided at the refuge will be culturally sensitive and non-judgemental. Helping survivors:
 - access counselling support,
 - raise their self-esteem,
 - deliver emotional support,
 - register with appropriate health professionals,
 - access legal and financial advice and community services such as drug treatment services.
 - develop life skills,
 - prepare for move-on to independent living.
 10. The IDVA service works both within the refuge and out in the community. The IDVA service:
 - Empowers Survivors to report offender's abuse and to hold them to account for their actions,
 - supported those survivors at the point of crisis and to help reduce risk,
 - Provides a specialist ISVA working with individuals who have survived rape and sexual assault irrespective whether reported to the Police,
 - Helps those survivors in the refuge and the wider community reduce risk to themselves and rebuild their lives.

11. Previously the Refuge and IDVA had been separate contracts. Enfield took the opportunity to undertake a joint tender to deliver the services under a single contract.
12. The incumbent provider of the refuge and IDVA contracts is Solace Women's Aid; who was direct awarded a 12-month contract commencing on 3 July 2022, with an optional extension of 6 months.
13. The current contract for the refuge and IDVA ends on the 02nd January 2024.
14. A one stage procurement procedure has been followed to procure this service. Firstly, a Prior Information Notice (PIN) (Ref. [2022/S 000-036122](#)) was issued on the government procurement site (FTS) on 20/12/2022 to alert the market to the opportunity. Then Enfield issued a contract notice (Ref. [2023/S 000-019371](#)) on July 7, 2023. Tenders were received by the return deadline, 08 August 2023.
15. Based upon 60% Quality and 40% Price weighting criteria. The tenders were evaluated by the Head of Community Safety, Domestic Violence Manager and a Service Development Manager. Evaluations of pricing were carried out by procurement and finance teams. The results of the tender evaluation are presented in restricted annex of this report.
16. Funding for the Refuge comes from the Housing Related Support budget under the Director for Health and Adult Social Care. The IDVA service is funded through a budget given by MOPAC and held by the Community Safety Team.
17. The new contract will commence on the 03rd January 2024.

Preferred Option and Alternative

18. The preferred option is to award the contract to the winning bidder as detailed in the restricted Annex (Part 2) of this report, for the initial period of three years. Upon a review of the successful delivery of the contract and dependent upon funding; that the authority may extend the contracts for further two periods of extensions with each extension having two (2) year term (total 3+2+2 = 7 years). That any decision to authorise the extension of the contract is delegated to the Director of Health and Adult Social Care in discussion and agreement with the Head of Community Safety.
19. Under the Domestic Abuse Act 2021 a local authority must make provision for accommodation-based support. In order to avoid being in breach of the Act and also non-compliant with the Mayoral Office Pan London Domestic Abuse Safe Accommodation Strategy there is no alternative but to ensure that services are provided and awarded in accordance with Procurement regulations.

Relevance to Council Plans and Strategies

20. The project supports **Priority 2 – Strong, healthy and safe communities** and the pledge that “.... *We are working with our partners to improve feelings of safety, and to prevent and address serious youth violence and domestic abuse.*”.

Financial Implications

Found in the confidential Part 2.

Legal Implications

21. The proposals in this report ensure that the Council will be able to meet the statutory responsibilities imposed by Part 4 of the Domestic Abuse Act 2021, relating to the provision of accommodation-based support to victims of domestic abuse and their children in refuges and other safe accommodation.
22. The proposals in this report are in line with the Council’s powers under Localism Act 2011 as well as s. 111 of the Local Government Act 1972.
23. The Council has a general duty under section 149(1) of the Equality Act 2010 (the Equality Act) to have due regard, in the exercise of its functions, to the need to:
- Eliminate unlawful discrimination, harassment, victimisation and any conduct prohibited by the Equality Act;
 - Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
 - Foster good relations between people who share a protected characteristic and people who do not share it.

Relevant protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation.

24. The Council must ensure that all legal agreements entered into in consequence of the approval of the proposals set out in this report must be approved by Legal Services on behalf of the Director of Law and Governance.

Procurement Implications

25. Any procurement related activity must be undertaken in accordance with the Council’s Contract Procedure Rules (CPR’s), the Public Contracts

Regulations (PCRs) and the Council's Sustainable and Ethical Procurement Policy.

26. The procurement strategy and proposed contract award has been via the Council's Procurement Services Assurance process, with the requisite Gate Reports endorsed. The lead officer within the Service Area must keep records of approvals to proceed with the proposed award and any future optional extensions to evidence compliance with the rules.
27. Award of the contract must be published on the government's procurement website, Find a Tender Service (FTS) and Contracts Finder to comply with the rules and the Government's transparency requirements.
28. In accordance with the Councils CPR's, the service area must ensure that the assigned Contract Manager of the contract ensures the monitoring requirements are adhered to, including evidence of regular contract / performance reviews with the Service Providers.
29. The Service Area has completed the Contract Classification Tiering tool and the proposed Contract has been classified as "Gold". The lead officer from the service who will be managing this contract is aware of the contract management requirements in accordance with the Contract Management Framework that is now rolled out across the Council. They will also meet with the Contract and Supplier Relationship Manager within Procurement Services, who will go through the contract management requirements for the management of the Contract prior to its commencement.

Equalities Implications

30. EQIA has been completed and is attached for reference for more detail, but to summarise each protected characteristic:

Age - Women accessing the service must be 18+ with no upper age limit. Parents can access the refuge but consideration must be given to the ages of the children and the dynamics of the refuge. The IDVA and ISVA service are also 18+ but will contact Children's and Families services if it involves survivors below 18 years of age.

Disability – The service is DDA compliant and staff are trained to work with health professionals to support individuals with disabilities.

Gender Reassignment – This service is for Women and Children only, there are actions to remind Police of alternative refuge space for gender reassigned women.

Marriage and Civil partnership - This service is designed to support vulnerable women and their children who may require a place of safety due to domestic abuse, regardless of their marital or civil partnership status. Marital status is always recorded as part of demographic data collection.

Pregnancy and maternity - The refuge and IDVA will support women during their pregnancy. The service will be linked into local Health Workers, Children's Services, GP services and schools to provide tailored support.

Race – The service has culturally aware training as domestic abuse can be different for victim of ethnic minority backgrounds. Including honour based violence, forced marriage, language barriers, immigration status.

Religion or belief – The service is available for women and children of all religions and beliefs. Religious belief is always recorded as part of demographic data collection.

Sex - This service is for Women and Children only, there are actions to remind Police of alternative refuge space for male survivors of domestic abuse.

Sexual Orientation – This service is supports survivors of abuse, with staff have training in dealing with and linking specialist LGBTQ services.

Socio- Economic – The service assists in benefit maximisation for the survivor and helps the individual, if necessary, become financially independent.

HR and Workforce Implications (if any, delete if not relevant. Include TU consultation if relevant)

31. The service is delivered by an external provider and there are no HR or Workforce implications to Enfield Council staff.

Environmental and Climate Change Implications (if any, delete if not relevant)

32. Any changes to the service will consider the Council's Climate Action Plan to ensure any proposals are in line with the council's current policies.

Public Health Implications

33. Through this contract survivors of domestic violence will be encouraged and supported to register with local health professionals to ensure that they and their children are receiving appropriate healthcare.

Safeguarding Implications

34. All staff employed on the contract will be given Safeguarding Awareness training.
-

Report Authors: Iain Hart
Mental Health Service Development Manager
iain.hart@enfield.gov.uk
020 8132 0500

Appendices

Equalities Impact Assessment

This report has a confidential Part 2 Report

Background Papers

Departmental reference number, if relevant:

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

Document is Restricted

This page is intentionally left blank

Enfield Equality Impact Assessment (EqIA)

Introduction

The purpose of an Equality Impact Assessment (EqIA) is to help Enfield Council make sure it does not discriminate against service users, residents and staff, and that we promote equality where possible. Completing the assessment is a way to make sure everyone involved in a decision or activity thinks carefully about the likely impact of their work and that we take appropriate action in response to this analysis.

The EqIA provides a way to systematically assess and record the likely equality impact of an activity, policy, strategy, budget change or any other decision.

The assessment helps us to focus on the impact on people who share one of the different nine protected characteristics as defined by the Equality Act 2010 as well as on people who are disadvantaged due to socio-economic factors. The assessment involves anticipating the consequences of the activity or decision on different groups of people and making sure that:

- unlawful discrimination is eliminated
- opportunities for advancing equal opportunities are maximised
- opportunities for fostering good relations are maximised.

The EqIA is carried out by completing this form. To complete it you will need to:

- use local or national research which relates to how the activity/ policy/ strategy/ budget change or decision being made may impact on different people in different ways based on their protected characteristic or socio-economic status;
- where possible, analyse any equality data we have on the people in Enfield who will be affected eg equality data on service users and/or equality data on the Enfield population;
- refer to the engagement and/ or consultation you have carried out with stakeholders, including the community and/or voluntary and community sector groups you consulted and their views. Consider what this engagement showed us about the likely impact of the activity/ policy/ strategy/ budget change or decision on different groups.

The results of the EqIA should be used to inform the proposal/ recommended decision and changes should be made to the proposal/ recommended decision as a result of the assessment where required. Any ongoing/ future mitigating actions required should be set out in the action plan at the end of the assessment.

The completed EqIA should be included as an appendix to relevant EMT/ Delegated Authority/ Cabinet/ Council reports regarding the service activity/ policy/ strategy/ budget change/ decision. Decision-makers should be confident that a robust EqIA has taken place, that any necessary mitigating action has been taken and that there are robust arrangements in place to ensure any necessary ongoing actions are delivered.

SECTION 1 – Equality Analysis Details

Title of service activity / policy/ strategy/ budget change/ decision that you are assessing	Domestic Violence Support Services contract retender.
Lead officer(s) name(s) and contact details	Iain Hart 020 8132 0500 iain.hart@enfield.gov.uk
Team/ Department	Strategy and Resources Health and Adult Social Care People
Executive Director	Tony Theodoulou
Cabinet Member	Councillor Cazimoglu
Date of EqIA completion	20/10/22

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?

In the year ending September 2021, there were 8,017 domestic abuse offences in Enfield. This the 5th highest rate in London.¹ It is vital that we have domestic abuse support services to provide women and children who are fleeing domestic abuse a safe place to go.

The current contracts for the domestic abuse support services ends in July 2022. Under the Domestic Abuse Act 2021 the local authority is required to ensure there is adequate refuge and support provision in the borough. The current refuge support arrangements will be combined with the Independent Domestic Violence Advocacy (IDVA) contract which co-terminates at the same time.

The refuge and support ensure that vulnerable women and children can be moved to a place of safety.

¹<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/datasets/domesticabuseprevalenceandvictimcharacteristicsappendixtables>

The refuge is a 21 bed unit with office space for additional support services. It is a purpose-built accommodation owned by Christian Action Housing. The separation of landlord and support function provides the opportunity to change support provider without the risk of losing the accommodation.

Survivors and their children are often transferred there from other parts of London to ensure they are removed from danger and placed in a safe location.

Solace Women's Aid support on average 60 survivors a year. Most survivors, on average, spend only 4 months with the service until they are found an alternative safe location. Average utilisation of the service has been 94%.

The new combined contract will fund a half post floating support worker; who works with survivors and their families, helping them establish in a new location and ensure that they are supported for an initial period.

The current Refuge contract is funded through the Housing Related Support budget and the IDVA through MOPAC and other funding streams.

The two contracts will be brought together for a limited time in order to allow the funding London Mayor's Office to complete pilot projects and agree a strategic approach for Domestic Support provision across London.

Once the joint extension period has expired Enfield will go to an open tender process. If any other boroughs take part in the tender they will be advertised as a separate Lot in the tender and will be issuing their own contract.

SECTION 3 – Equality Analysis

This section asks you to consider the potential differential impact of the proposed decision or change on different protected characteristics, and what mitigating actions should be taken to avoid or counteract any negative impact.

According to the Equality Act 2010, protected characteristics are aspects of a person's identity that make them who they are. The law defines 9 protected characteristics:

1. Age
2. Disability
3. Gender reassignment.
4. Marriage and civil partnership.
5. Pregnancy and maternity.
6. Race
7. Religion or belief.
8. Sex
9. Sexual orientation.

At Enfield Council, we also consider socio-economic status as an additional characteristic.

“Differential impact” means that people of a particular protected characteristic (eg people of a particular age, people with a disability, people of a particular gender, or people from a particular race and religion) will be significantly more affected by the change than other groups. Please consider both potential positive and negative impacts, and, where possible, provide evidence to explain why this group might be particularly affected. If there is no differential impact for that group, briefly explain why this is not applicable.

Please consider how the proposed change will affect staff, service users or members of the wider community who share one of the following protected characteristics.

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.

The Crime Survey for England and Wales showed that an estimated 2.3 million adults aged 16-74 years experienced domestic abuse in the year ending March 2020. The national definition of domestic abuse states that domestic abuse is something that happens to those aged 16+.² Young People aged 0-18 who may experience abuse would be considered within child protection and safeguarding mechanisms rather than domestic abuse processes.

Anyone woman accessing the refuge will have to be 18+ with no upper age limit. Parents can access refuge along with their children, however, consideration would need to be given the ages of the children and the potential impacts on the dynamics of the refuge.

This service compliments the work that is happening elsewhere with young people. For example, healthy relationships are taught as the secondary curriculum, so that children and young people are aware of the signs of domestic abuse and how to report it. Below is the demographics for the last year.

Age Value	Value	%
16 - 20	2	2.99
21 - 25	13	19.4
26 - 30	17	25.37
31 - 35	12	17.91
36 - 40	11	16.42
41 - 45	8	11.94
46 - 50	2	2.99
51 - 55	1	1.49
56 - 60	1	1.49

Mitigating actions to be taken

No mitigating action identified.

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-

² <https://www.gov.uk/government/news/new-definition-of-domestic-violence>

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.

This service is not specifically aimed at individuals affected by disability, but supports vulnerable women requiring a place of safety due to domestic abuse.

People with a disability are disproportionately more likely to be affected by domestic abuse. Around 1 in 7 disabled people aged 16-59 experienced domestic abuse in the year ending March 2019, compared with about 1 in 20 non-disabled people. They are more likely to experience domestic abuse for longer periods of time and for the abuse to be much more severe and frequent than for non-disabled residents. However, domestic abuse experienced by those with a disability is even more underreported than domestic abuse in general.

We will work with the commissioned service to ensure that there is training to support individuals with complex needs. We will ensure that the service works in partnership with Barnet, Enfield and Haringey Mental Health Trust to ensure that we provide adequate mental health support and if a Service User has a named professional that we can offer joint support.

We will ensure that the service provider has accessible facilities which allow for wheelchair access.

Below is the demographics for the last year.

Disability	Value	%
Yes	9	13.43
None	58	86.57

Mitigating actions to be taken

No mitigating action to be taken.

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.

In the 2018 Stonewall Report, 28% of trans respondents had experienced domestic abuse in the last 12 months.³ Evidence also suggests prevalence rates of domestic abuse may be higher for trans people than any other section of the population.⁴

This service will specifically provide refuge for vulnerable cis-gender women⁵ requiring a place of refuge due to domestic abuse. There is a negative impact for trans people trying

³ https://www.stonewall.org.uk/system/files/lgbt_in_britain_-_trans_report_final.pdf

⁴ http://www.galop.org.uk/wp-content/uploads/Galop_RR-v4a.pdf

⁵ Cis-gender describes a person whose gender identity is the same their sex assigned.

to access this refuge as it does not provide any spaces for trans people. To reduce this impact, we will ensure that the police are aware of voluntary and community organisations which provide support and refuge service to trans people in Enfield for referral.

Mitigating actions to be taken

We will work with the police to promote voluntary and community organisations which support for Trans people that have suffered domestic abuse.

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

This service is designed to support vulnerable women and their children who may require a place of safety due to domestic abuse, regardless of their marital or civil partnership status.

A performance monitoring requirement for our new service will specifically record the relationship status of the service user.

Mitigating actions to be taken

No mitigating action to be taken.

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

Pregnancy can sometimes be a trigger for the start of domestic abuse or an increase in severity. Both refuge and outreach provision in the Borough will provide support to women who are pregnant as well as those who are mothers with accommodation tailored fit the needs of parents with children. The refuge will support women during their pregnancy. The service will be linked into local Health Workers, Children's Services, GP services and schools to provide tailored support.

Therefore, there is a positive impact in terms of access for victims who are pregnant or have just had a baby.

Below is the demographics for the last year.

Pregnancy	Value	%
Don't know	1	1.49
No	60	89.55
Yes	6	8.96

Children	Value
Average number of children per client	1.24
Number of clients with children	55
Total number of children	68

Mitigating actions to be taken

No mitigating action to be taken.

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

National data, in the year ending March 2020, shows that White women (7.7%) were more than twice as likely as White men (3.6%) to experience domestic abuse – they were also more likely than Asian women (4.4%) or Black women (4.6) to experience domestic abuse.⁶ This service is designed to support vulnerable women and their children who may require a place of safety due to domestic abuse. The service will be available to women through Police referrals, regardless of their ethnicity.

The experience of domestic abuse can be significantly different for victims from ethnic minority backgrounds; it can include issues relating to so-called honour based violence, forced marriage, language barriers, immigration status, and community and cultural practice.

All of these elements can increase risk, and therefore it is vital to ensure that agencies are culturally aware, including of cultural context in order to manage such risks. As part of our wider work to tackle violence against women and girls, we will work with the voluntary and community sector to support women in isolated communities to understand domestic abuse is a crime and improve their access to women's refuges. Where English is not their first language, this support will include promoting access to English language courses.

A performance monitoring requirement for our new service will specifically record the ethnicity of the service users. This information will be used to monitor and respond to any emerging trends so that our provision is fit for purpose.

Below is the demographics for the last year.

⁶ <https://www.ethnicity-facts-figures.service.gov.uk/crime-justice-and-the-law/crime-and-reoffending/domestic-abuse/latest>

Ethnicity	Value	%
White		
British	11	16.42
Irish	1	1.49
Eastern European	5	7.46
Roma	1	1.49
Other White	5	7.46
Mixed Ethnic		
White and Black Caribbean	2	2.99
White and Asian	1	1.49
Asian /Asian British		
Indian	3	4.48
Pakistani	3	4.48
Bangladeshi	4	5.97
Any other Asian	5	7.46
Black/African/Caribbean/Black British		
African	11	16.42
Caribbean	4	5.97
Any other black background	1	1.49
Other Ethnic		
Arab	8	11.94
Other ethnic	2	2.99

Mitigating actions to be taken

No mitigating action to be taken.

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.

This service is for women and children of all religions and beliefs. We will ensure that the service provider has adequate training relating to religion and how best to respond to domestic abuse victims of different beliefs.

We will also work with the service provide to ensure that we can make practical adjustments to accommodate service user's religious practices, for example prayer rooms or separate food preparation areas in communal kitchen facilities.

We will ask the service provider to collect data on religion or belief. This information will be used to monitor and respond to any emerging trends so that our provision is fit for purpose.

Mitigating actions to be taken

No mitigating action identified.

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.

Domestic abuse impacts on both men and women. An estimated 2 million adults in England and Wales aged 16-59 years experienced domestic abuse in the year ending March 2018, equating to a prevalence rate of approximately 6 in 100 adults. Women were around twice as likely to have experienced domestic abuse than men.⁷ Two women a week are killed by a current or former partner in England and Wales alone. This service will have a positive impact on vulnerable women experiencing domestic abuse by providing safe accommodation and support.

There is a negative impact for men trying to access this refuge as we do not provide any spaces for male victims. This is because the gendered nature of domestic abuse means that women and men have different safety and support needs. However, we will ensure the Police are aware of specific support and refuge services for men experiencing domestic abuse from their partner.

Mitigating actions to be taken

We will ensure that the Police are aware of specific support and refuge services, provided by the voluntary and community organisations, for men experiencing domestic abuse from their partner.

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.

⁷<https://www.ons.gov.uk/peoplepopulationandcommunity/crimeandjustice/bulletins/domesticabuseinenglandandwales/yearendingmarch2018#understanding-domestic-abuse>

In England, it is estimated that more than 1 in 4 gay men and lesbian women and more than 1 in 3 bi people experience at least one form of domestic abuse since the age of 16.⁸ This service does not preclude specific sexual orientation but supports any vulnerable females requiring support from domestic abuse.

There is a negative impact for gay men trying to access this refuge as we do not provide any spaces for male victims. This is because the gendered nature of domestic abuse means that women and men have different safety and support needs. However, we will ensure the Police are aware of specific support and refuge services for men experiencing domestic abuse from their partner.

We will ensure that our wider work to tackle domestic violence and abuse is inclusive of the needs of LGBT communities, by including LGBT-specific issues as part of our publicity campaigns and are considered as a part of all training on domestic violence and abuse.

Mitigating actions to be taken

We will ensure that the Police are aware of specific support and refuge services, provided by voluntary and community organisations, for men experiencing domestic abuse from their partner.

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.

The service being retendered is for any vulnerable female from any socio-economic group who requires support from domestic abuse.

Below is the demographics for the last year.

Recourse to Public Funds	Value	%
Missing Data	1	2.50
No	10	25.00
Not asked	1	2.50
Yes	28	70.00

Mitigating actions to be taken.

⁸ http://www.galop.org.uk/wp-content/uploads/Galop_RR-v4a.pdf

No mitigating action identified.

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?

The service is monitored on a quarterly basis. Monitoring information contains demographic data to ensure that the services are not precluding any protected characteristic. This information will be used to monitor and respond to any emerging trends so that our provision is fit for purpose.

Julie Tailor and Tina Webb will be Enfield Council's representatives on the contract monitoring.

Where there is a specialist organisation which provides appropriate and tailored support for an individual protected group, will ensure that referrals to these organisations are promoted to the Police. This will help to reduce the impact of service only being able to vulnerable women and children.

SECTION 5 – Action Plan for Mitigating Actions.

Identified Issue	Action Required	Lead officer	Timescale/By When	Costs	Review Date/Comments
We will work with the police to promote voluntary and community organisations which support for Trans people that have suffered domestic abuse.	<p>Reminding Police that information is available from Stonewall </p> <p>And that Enfield Domestic Violence co-ordinator can assist also.</p> <p>The Enfield LGBTQ+ community in particular Tim Fellows is contactable for support.</p>	Julie Tailor	Ongoing	£0	
We will ensure that the Police are aware of specific support and refuge services, provided by voluntary and community organisations, for men experiencing domestic abuse from their partner.	<p>For men some of the above information is also relevant.</p> <p>There is also the refuge men's 24/7 national support line 0808 8010 327</p>	Julie Tailor	Ongoing	£0	

--	--	--	--	--	--

This page is intentionally left blank



London Borough of Enfield

Report Title	Phase one engagement exercise to inform a proposal for a new Enfield Council Library Strategy
Report to:	Cllr Chinelo Anyanwu, Cabinet Member for Public Spaces, Culture and Local Economy
Date of Report:	27 th November 2023
Cabinet Member:	Cllr Chinelo Anyanwu, Cabinet Member for Public Spaces, Culture and Local Economy
Directors:	Simon Pollock, Executive Director of Environment and Communities Eleanor Brown, Director of Customer and Communications
Report Author:	Harriet Potemkin, Head of Strategy and Policy
Ward(s) affected:	All
Key Decision Number	KD 5685
Classification:	Part I Public

Purpose of Report

1. This report sets out proposals to undertake a first phase engagement exercise to help inform the development of a draft proposal for a new library strategy for Enfield. We will then publish and consult on a proposal for a draft strategy in summer 2024.
2. The purpose of this first phase engagement is to help understand why people use our library service, how they use our library service, what they value and stakeholders' suggestions on how we could deliver our library service more efficiently so as to make savings in the library budget. This engagement exercise will take place between December 2023 – February 2024.

Recommendations

- | |
|--|
| <ol style="list-style-type: none">1. Agree the commencement of the phase one engagement on Enfield libraries, the results of which will inform the development of a draft proposal for a new library strategy. |
|--|

Background and Options

3. Under the Public Libraries and Museums Act 1964 local councils have a statutory duty to provide a 'comprehensive and efficient' library service for all people working, living or studying full-time in the area who want to make use of it. In providing this service, councils must encourage both adults and children to make full use of the library service and lend books and other printed material free of charge.
4. Enfield has 16 public libraries; this includes four hub libraries and 12 community libraries. In addition to these 16 libraries, Angel Raynham library is also classified as a public library. However, it is located inside Raynham Primary School and is not accessible to the general public. It is not staffed by the Council's library service, has its own stock of books and the operating costs of this library are funded by Raynham primary school.
5. Over the past ten years, the context in which our libraries provide services has changed significantly. Our libraries currently provide and host a range of resources, services and support for people living, working or studying in Enfield. This includes books and access to digital resources, quiet spaces for study and reflection, support groups and social activities for all ages, health and wellbeing support, makerspaces, training and employment advice.
6. Like all local authorities, the Council is facing significant funding pressures. The Council has had a 42% reduction in overall funding since 2010. The Council is under a duty to set a balanced budget. The Council must make savings of £39.4 million in 2024/25, and there is a forecasted budget gap of £118.7m for the 5 years through to 2028/29. It is inevitable

that savings will need to be made now and in years to come across the Council in order to set a balanced budget.

Preferred Option and Reasons For Preferred Option

7. The Council is under a duty to provide a comprehensive and efficient library service. In light of the Council's funding pressures, we need to consider whether our library service can be delivered in a more efficient way, while ensuring that it continues to meet people's needs and is comprehensive.
8. We want to hear from stakeholders about whether they use our library service and why, how they use the library service, their experience of our libraries, what they value and their suggestions on how we can deliver things differently / more efficiently in light of the Council's financial position and the need to make savings in the library budget.
9. The engagement will be promoted using a range of digital channels, in local printed press and through targeted promotion to resident forums, voluntary and community sector groups, education, health and other statutory partners across the borough. We will review the level of responses 6 weeks into the engagement and target promotion to particular areas and groups as required based on the responses to date, so that we hear the views of people with different protected characteristics and who may not have had a chance to participate in the engagement.
10. 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.

Relevance to Council Plans and Strategies

11. The Council Plan 2023-2026 sets out our vision and priorities to invest in Enfield to deliver positive outcomes for our communities. Our library service plays a critical part in enabling us to deliver on our priorities, in particular our priority for strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone. Our Council Plan also includes principles for how we will deliver positive outcomes for all, by creating a fairer Enfield, through collaboration and early help, and by ensuring financial resilience for the Council – these principles will underpin our approach to developing the future library strategy.

Financial Implications

12. The Library Service has a gross expenditure budget of £3.8m including premises costs of £0.8m. Like all local authorities, the Council is facing significant funding pressures. The Council has had a 42% reduction in overall funding since 2010. The Council is under a duty to set a balanced

budget. The Council must make savings of £39.4 million in 2024/25, and there is a forecasted budget gap of £118.7m for the 5 years through to 2028/29. It is inevitable that savings will need to be made now and in years to come across the Council in order to set a balanced budget. There are no plans to reduce the libraries services budget until decisions have been taken on any future library strategy. However, given the funding pressures, it is inevitable that savings will need to be considered.

13. The Council is under a duty to provide a comprehensive and efficient library service. In light of these funding pressures, we need to consider whether our library service can be delivered in a more efficient way, while ensuring that it continues to meet people's needs and is comprehensive.

Legal Implications

14. The Council has a statutory duty under the Public Libraries and Museums Act 1964 '*to provide a comprehensive and efficient library service for all persons' for all those who live, work or study in the area*' (section 7). While there is no definition of what 'comprehensive and efficient' library service may mean in practice, one landmark case law confirmed that it did not mean that every resident had to live close to a library but rather that it meant providing a service that is accessible to all using reasonable means including digital technologies.
15. The Department for Culture, Media & Sport has published guidance to assist councils in considering library service provision as a statutory service. The guidance states that a Council is required to meet the needs of local library users taking into account the resources available. What a comprehensive and efficient service means will differ between councils and will depend on the needs of each area. It is therefore the role of councillors and officials at a local level to determine how much they spend on libraries and how they manage and deliver their service. This must be done:
 - (a) in consultation with their communities
 - (b) through analysis of evidence around local need
 - (c) in accordance with their statutory duties

The guidance also states that Councils have the freedom to design their library service, based on their analysis and assessment of local needs. There are no longer prescribed national standards, which risked ignoring the specific circumstances or needs of individual library authorities.

16. While undertaking the phase one engagement, the Council must take into account the Public Sector Equality Duty and the requirement to have due regard to the need to eliminate discrimination and advance equality of opportunity and foster good relations between persons who share certain protected characteristics and those who do not, which will involve an analysis and assessment of the equality implications of the proposals. The 'protected characteristics are:

- Age

- Disability,
- Gender reassignment,
- Marriage and civil partnership
- Pregnancy and maternity
- Race,
- Religion and belief
- Sex,
- Sexual orientation.

17. The Council has completed an initial Equality Impact assessment (appendix 1), which assesses the equality implications of the engagement exercise. The assessment has identified and gathered data on the protected characteristics of those who are recorded as using our libraries. It is not possible at the current time to assess the equality impact of any future strategy, as the strategy has not yet been developed. As concrete proposals for a new library strategy are developed, further equality assessments will be carried out.

18. The proposed library strategy is a key decision as it is likely to have a significant impact on the local community in two or more wards. It is an executive decision which needs to be approved by the relevant Cabinet member.

Equalities Implications

19. An Equality Impact Assessment (EqIA) is attached as Appendix 1. This assessment identifies that some protected groups currently use our libraries more than others and sets out how we will run an inclusive phase one engagement exercise so that we can further understand differences in usage, experiences and viewpoints.

20. The EqIA only considers active users i.e. those using their library card for books or using the library computers but does not include other visitors to libraries. The engagement exercise should therefore assist in finding out more about the people who may be unrepresented in the assessment. The EqIA sets out how the phase one engagement exercise will be inclusive and accessible to all groups through a comprehensive communications and promotion campaign, providing different ways for stakeholders to respond, including an easy read version, paper copies of the questionnaire on request, and support to complete the questionnaire in-person in libraries across the borough.

21. The information obtained during the EqIA is summarised as follows:

- Age: 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%). Furthermore, 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%). This suggests that the library is effectively engaging with children, young people and families.

- Disability: Only 0.03% 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.
- Gender reassignment: 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 transgender.
- Marriage and civil partnership: 30.8% of residents are in a 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.
- Pregnancy and maternity: 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. However, 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.
- Race: 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).
- Religion and belief: Almost half of active library users have declared their religion as Christianity (49.9%), following by Buddhist and Muslim (3.4% and 25.9%). The proportion of active library users who declared themselves as having no religion is 13.5%.
- Sex: 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.
- Sexual orientation: the Council does not collect data on sexual orientation when signing up to become an active user. The 2021 census was the first-time residents were asked about sexual orientation and was an optional question for those aged 16+. However, 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%.

- The EqIA has also provided a socio-economic deprivation 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.

Report Author: Harriet Potemkin
Head of Strategy and Policy
Harriet.Potemkin@enfield.gov.uk

Appendices

Appendix 1 – EqIA – Library Review First Phase Engagement

This page is intentionally left blank

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.

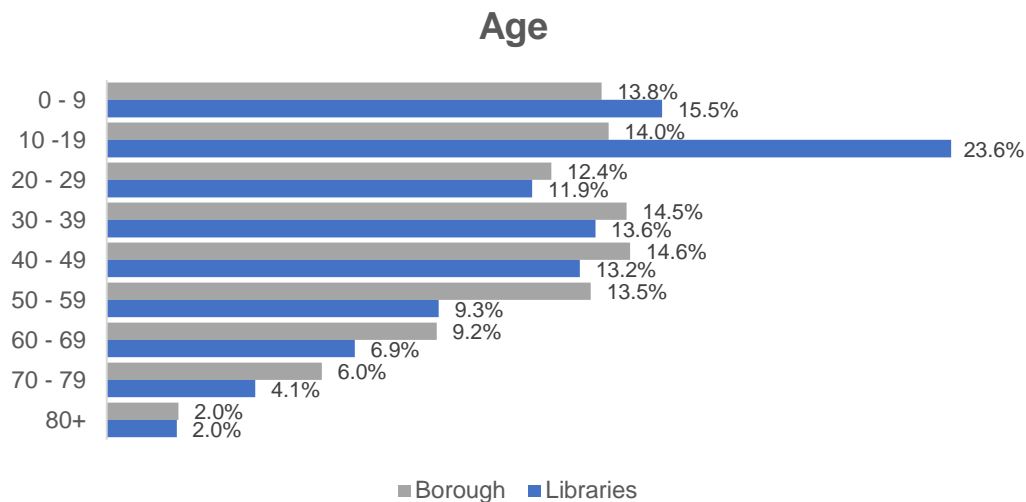
Will the proposed change to service/policy/budget have a **differential impact [positive or negative]** on people of a specific age or age group (e.g. older or younger people)?
 Please provide evidence to explain why this group may be particularly affected.

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 – February 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)

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 excluded¹, 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

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

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?

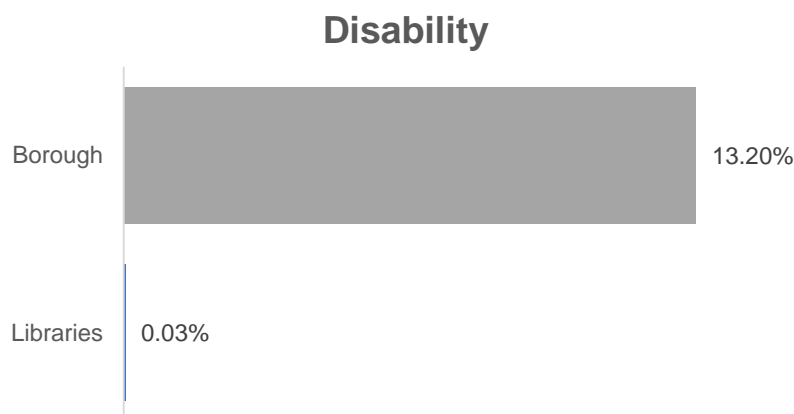
Please provide evidence to explain why this group may be particularly affected.

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 – February 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



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

Only 0.03% 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 excluded³, 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

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>

completing the questionnaire if they need it. Paper copies of the standard 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 excluded⁴.

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

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>

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 – February 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

⁵ Enfield Council: [Enfield Borough Profile 2023](#)

to promote the engagement to their members.

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 – February 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 – February 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.

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.

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

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

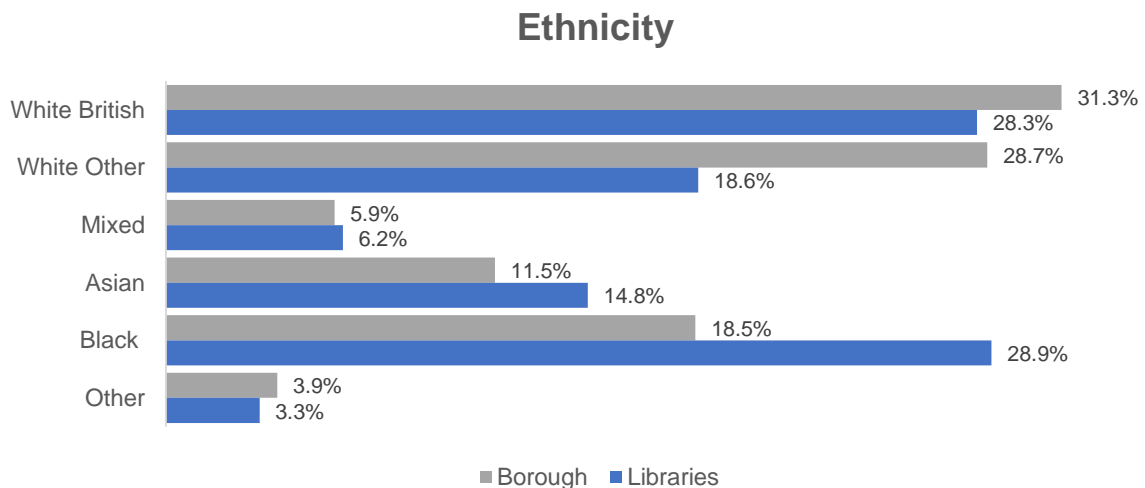
Please provide evidence to explain why this group may be particularly affected.

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 – February 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



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 excluded⁷, 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.

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>

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.
- 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.

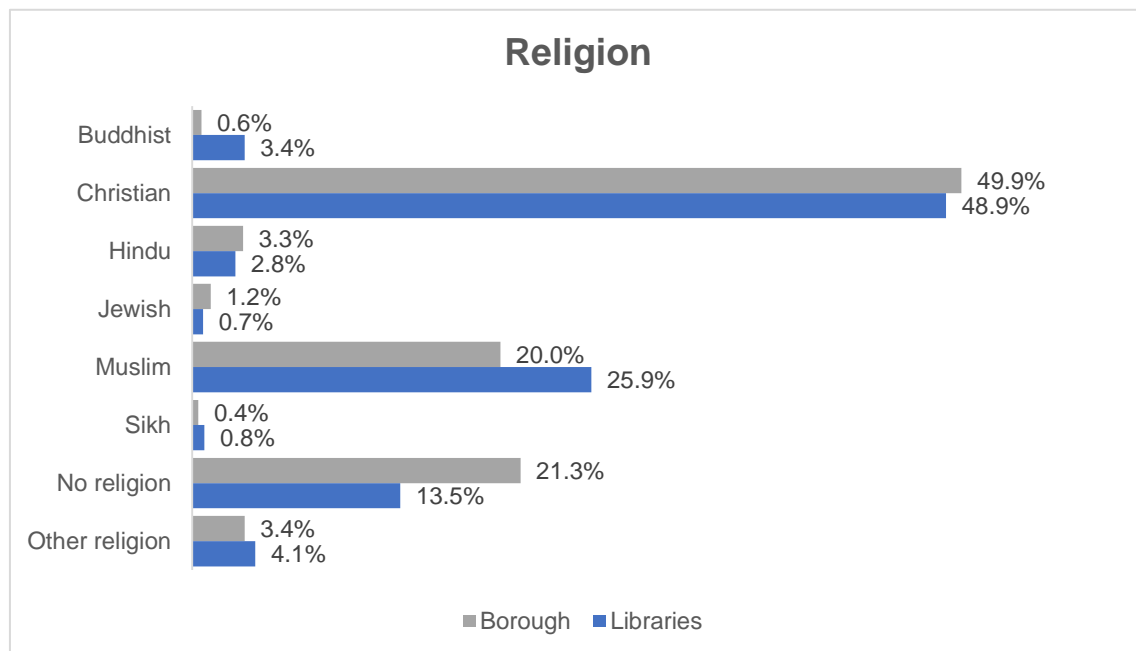
Our library service has a significant role for communities across the borough – including those living, working or studying in Enfield. Libraries are essential for strong, healthy and safe communities; thriving children and young people; and an economy that works for everyone – three of our core priorities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



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?

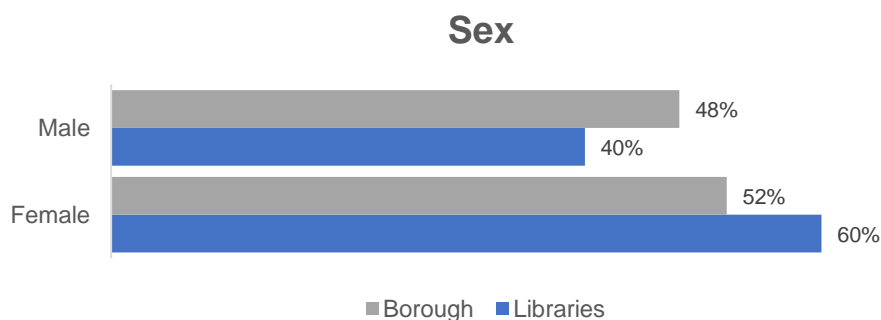
Please provide evidence to explain why this group may be particularly affected.

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 – February 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



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 – February 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 – February 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 excluded⁸, 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

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>

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.

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

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

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>

lower.
Mitigating actions to be taken.
N/A

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.

This page is intentionally left blank