Equality Impact Assessment

This form will assist in carrying out an equality impact assessment of new, revised and existing policies and practices. Guidance on how to complete assessments is given in the Council's **Equality Impact Assessment Toolkit**. The form is mandatory and must be published on the Council website once the policy or practice has been approved.

Section 1 - Details

1.1. **Service** | Customer & Digital | **Section** | Transformation

1.2. **Name of Policy or Practice being assessed:**

Digital Strategy Transformational projects - SP-FCS-18-11

Is it new ☒   Existing ☐

1.3. **List of participants in Equality Impact Assessment**

Andrew Fox,

1.4. **Manager responsible for impact assessment**

Name: Andrew Fox

Designation: Project Manager (Digital)

1.5. **Timetable**

Date assessment started: _____ (dd/mm/yyyy)

Completion date: _____ (dd/mm/yyyy)

Section 2 – Aim and Relevance

2.1. **What is the purpose of the policy or practice?**

The digital strategy defines the key priorities and actions that the Council will undertake to transform service delivery for the digital age and the challenging financial climate.

2.2. **What are the anticipated notable outcomes (positive and negative)?**

The digital strategy will improve service delivery whilst reducing cost through the introduction of more automation, removal of duplication and shifting more customers to self-service channels. It will also increase digital confidence and access amongst residents of North Ayrshire (including assisted digital services for the most vulnerable).

2.3. **Who is affected by the policy or practice as an internal or external service user?**

Service users and employees will both be affected by the Strategy.

2.4. **Please indicate the equality groups likely to be affected by the policy:**

Age, Disability (Physical & learning), Other

2.5 **Which aspects of the policy eliminate unlawful discrimination, harassment and victimisation?**

The Strategy recognises that digital is not accessible to all and that assisted digital and traditional communication methods still have a role to play in service delivery.

2.6 **Which aspects of the policy advance equality of opportunity between people which share a relevant protected characteristic and those who do not?**

Improving the quality and accessibility of digital self-service facilitates access to services and information at times that are convenient to the end user who may work when offices and phone lines are open. Individuals with mobility issues will be able to transact more fully from their own home as processes are redesigned to take advantage of new technologies.

2.7 **Which aspects of the policy foster good relations between people who share a protected characteristic and those who do not?**

None

2.8 **Have any cross cutting impacts been identified from other Council Services or Partner Agencies (multiple discrimination or accumulated effects of multiple proposals on a protected characteristic)?**

No

2.9 **If Crosscutting issues identified with other Services, what discussion/interaction has taken place to mitigate any potential negative impacts of accumulated proposals?**

N/A

Section 3 – Collecting Information

3.1.   What evidence is available about the needs of relevant groups?

Source of Evidence

Demographic data, including Census	People's Panel survey, Office for National Statistics
Research	Ofcom reports, Personas
Consultation & survey reports	Staff Digi Quiz showing the basic digital skills of the NAC workforce. Significant consultation with stakeholders, users, senior management, elected members and partner organisations.
Equality Monitoring Data	
Inspection & audit reports	
Service user feedback & complaints	Face to face engagement with various user groups
Ombudsman reports & case law	
Officer knowledge & experience	Extensive knowledge of customer behaviour, customer journey mapping, usability and accessibility best practice

3.2.   Are there any gaps in evidence?

No

Section 4 – Impacts

4.1. Could the proposed policy or practice have an impact on any of the following protected characteristics? (Positive or negative)

Protected Characteristic	Yes	No	Please explain
Age (Older people, children and young people)	☒	☐	Older people tend to be more digitally disengaged and tend to prefer to access services through more traditional means. The extension of digital service delivery will make access to services easier and processing more efficient. Where the digital processes are customer facing, there is a provision for assisted digital ensuring that digitally excluded groups are able to continue to be able to receive services in an accessible way. The strategy also makes provision for supporting digitally excluded groups through training, improving access and identifying motivation to drive participation.
Disability (Physical and Learning)	☒	☐	The extension of digital service delivery will make access to services easier and processing more efficient. Where the digital processes are customer facing, there is a provision for assisted digital ensuring that digitally excluded groups are able to continue to be able to receive services in an accessible way. The strategy also makes provision for supporting digitally excluded groups through training, improving access and identifying motivation to drive participation.
Gender reassignment (Where a person is living as the opposite gender to their birth)	☐	☒	
Pregnancy and Maternity	☐	☒	

Race, ethnicity, colour, nationality or national origins (including gypsy/ travellers, refugees and asylum seekers)	☐	☒	
Religion or belief	☐	☒	
Sex (Women and Men)	☐	☒	
Sexual Orientation (Lesbian, gay and bisexual people)	☐	☒	
Other (Poverty, homelessness, ex offenders, isolated rural communities, carers, part-time workers, or people in a marriage/civil partnership)	☒	☐	The extension of digital service delivery will make access to services easier and processing more efficient. Where the digital processes are customer facing, there is a provision for assisted digital ensuring that digitally excluded groups are able to continue to be able to receive services in an accessible way. The strategy also makes provision for supporting digitally excluded groups through training, improving access and identifying motivation to drive participation.

Section 5 – Assessment

5.1.   Is there any evidence that the policy:
- **may result in less favourable treatment for particular groups?**
- **may give rise to direct or indirect discrimination?**
- **may give rise to unlawful harassment or victimisation?**

Yes ☐   No ☒   No evidence ☐

If yes, give details

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5.2. **If you have identified a negative impact, how will you modify this?**

5.3. **Is the policy or practice intended to promote equality by permitting positive action or action to remove or minimise disadvantage?**

Yes ☒   No ☐

If yes, please give details

The Strategy aims to increase digital inclusion and digital skills, access and confidence amongst users and colleagues. It makes provision for supporting digitally excluded groups through training, improving access and identifying motivation to drive participation.

Section 6 – Consultation & Recommendations

6.1. **Describe the consultation undertaken with equality groups, including details of the groups involved and the methods used.**

Face to face consultation with user groups many of whom highlighted issues of access, digital skills and motivation. The opportunity was taken to highlight the plan to ensure that everyone is able to benefit from digital transformation and that much of the transformation will not be apparent to them and will improve the quality of service they receive.

Section 7 – Outcome of Assessment

7.1. **Please detail the outcome of the assessment:**

No major alterations to policy assessed, EIA shows policy is robust   ☒
Adjust the policy to remove barriers or better promote equality   ☐
Continue the policy – there are justifications to continue the policy   ☐
despite potential for adverse impact
Stop and remove the policy as there is actual or potential; unlawful   ☐
discrimination

7.2. **Please detail recommendations, including any action required to address negative impacts identified**

The Strategy includes actions that were developed to specifically pre-empt potential areas of inequality. A key element of the Strategy is that it facilitates equality and ensures that digital has a positive impact on all.

7.3. **Is a more detailed impact assessment needed?**

Each programme of work within the Strategy will incorporate an EIA specific to each project. This is already built into the change checklist that is used by the Transformation Team.

Section 8 – Monitoring

8.1. **Describe how you will monitor the impact of this policy e.g. performance indicators used, other monitoring arrangements, who will monitor progress, criteria used to measure if outcomes are achieved.**

> The performance of the Strategy will be reported upon using Covalent

8.2. **Describe how you will publish the results of monitoring arrangements?**

> This performance will be reported on to the Transformation Board and through Directorate Performance Reports.

8.3. **When is the policy or practice due to be reviewed?**

> The Strategy is a living document and will evolve – it will be formally reviewed annually.

8.4. **Head of Service who has approved impact assessment**
Please insert name and title of the Head of Service who has approved this assessment

Name:	Esther Gunn-Stewart
Title	Head of Customer and Digital
Date:	20/2/2018

Section 9 – Publication

9.1 **All Equality Impact Assessments must be published on the Council website. Please forward to Andrew Hale (ahale@north-ayrshire.gov.uk)**

Useful Guidance

Equality and Human Rights Commission: Assessing impact and the public sector duty: A guide for public authorities (Scotland) (2012)
http://www.equalityhumanrights.com