

Equality Impact Assessment [version 2.9]



Title: Digital Strategy 2022-27	
<input type="checkbox"/> Policy <input checked="" type="checkbox"/> Strategy <input type="checkbox"/> Function <input type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input checked="" type="checkbox"/> New <input type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Resources	Lead Officer name: Tim Borrett
Service Area: ICT	Lead Officer role: Director: Policy, Strategy and Digital

Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](https://sharepoint.com).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

The Digital Strategy provides a five-year roadmap for the council's ongoing journey of improvement in providing good, digitally enabled services and supporting access to, and use of, digital tools by colleagues and citizens.

Whilst it acknowledges that the way it does this may change over time, it commits to delivering digital access to good services that people need and expect. It makes commitments to creating a more secure, resilient and inclusive IT environment; and to do more to co-design services with users and to seek and respond to feedback.

It aims to help the council increase productivity, build digital capabilities and deliver projects that move Bristol to a new level of digital maturity and practice, setting our four strategic ambitions for our digital transformation work:

- 1. Easy, engaging, and inclusive.** Provide easier digital access to council services and encourage people to use it. Take a user-centred approach to design and maximise accessibility. Take action to improve digital inclusion.
- 2. Simple, stable, and secure.** Work in a prioritised and systematic way to simplify and modify our digital estate to make it as secure, resilient, and reliable as practical.
- 3. Well-used and used well.** Support colleagues to make the best, fullest use of the tools and technologies available to them, developing high levels of digitally skilled collaboration. Provide robust data and insights to ethically improve effectiveness and efficiency.
- 4. Ready to partner, willing to share, and able to innovate.** Adopt the right technologies, systems, processes, culture, and governance to provide a safe and productive environment for wider collaboration and problem-solving using technology.

1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input checked="" type="checkbox"/> Commissioned services	<input checked="" type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	[please select]
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Step 2: What information do we have?

2.1 What data or evidence is there which tells us who is, or could be affected?




Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: <https://www.bristol.gov.uk/people-communities/measuring-equalities-success>.

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](#). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](#); [Joint Strategic Needs Assessment \(JSNA\)](#); [Ward Statistical Profiles](#).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](#) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](#) and [Stress Risk Assessment Form](#)

Data / Evidence Source	Summary of what this tells us
Workforce HR Analytics from the Staffing Diversity Dashboard (available upon request). This provides evidence of diversity and protected characteristics across all the teams	The Workforce Diversity Report shows Bristol City Council Workforce Diversity statistics for Headcount, Sickness, Starters and Leavers data. The report is updated once a month with data as at the end of the previous month. It excludes data for Locally Managed Schools/Nurseries, Councillors, Casual, Seasonal and External Agency employees. The report is based on the sensitive information that staff add to Employee Self Service on iTrent (ESS).

<p>directly impacted and can also be broken down by individual teams.</p> <p>HR Analytics: Power BI reports (sharepoint.com) [internal link only]</p> <p>Equality and Inclusion Annual Progress Report 2020-21 (pdf, 982KB) Appendix – Workforce Diversity Data – summary analysis</p>	<p>The staffing diversity dashboard shows how many colleagues have declared that they consider themselves to be disabled. Whilst the insight from this about the specific nature of any barriers to accessibility is limited, it shows that pro-active consideration of accessibility and how this is embedded in our digital tools and systems is likely to be significant. It also suggests that there will be an ongoing need to consider requests for specific reasonable adjustments where issues remain, and that we should be well-developed in our understanding of needs, our ability to design inclusive and accessible systems, and our ability to provide assistive technology where this is required.</p> <table border="1" data-bbox="576 533 1145 763"> <thead> <tr> <th>Sensitive Information Value</th> <th>Headcount</th> <th>Headcount %</th> </tr> </thead> <tbody> <tr> <td>Disabled</td> <td>581</td> <td>9.1% </td> </tr> <tr> <td>Not Disabled</td> <td>4609</td> <td>72.5%</td> </tr> <tr> <td>Prefer not to state Disability</td> <td>189</td> <td>3.0%</td> </tr> <tr> <td>Unknown Disability</td> <td>978</td> <td>15.4%</td> </tr> <tr> <td>Total</td> <td>6357</td> <td>100.0%</td> </tr> </tbody> </table> <p>We also need to take into consideration that a number of staff may have an undisclosed impairment, underlining the importance of our core digital offering being accessible by design.</p>	Sensitive Information Value	Headcount	Headcount %	Disabled	581	9.1% 	Not Disabled	4609	72.5%	Prefer not to state Disability	189	3.0%	Unknown Disability	978	15.4%	Total	6357	100.0%
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<p>Workforce and Citizens Change Portfolio 2022-23</p>	<p>The BCC Change Portfolio outlines all the projects of which are likely to be performed and managed through the central Change Services offering. These projects will likely be affected in the way that each project takes shape, and its effect on the BCC workforce and Bristol Citizen, directly by the strategy.</p> <p>Items affected by the strategy would likely be those with elements of technology change. These are being included in Appendix A, the Roadmap, within the strategy to be published.</p> <p>(Each project would have its own EqIA).</p>																		
<p>Workforce Employee Staff Survey Report / Pulse Surveys</p>	<p>The surveys have informed corporate leadership about the ways in which staff wish to work flexibly. The strategy will take this into consideration as to how/what new technology is used; “well used, and used well”. It also provides the base IT platforms and security that enable remote and agile working.</p>																		
<p>Quality of Life Survey 2021</p>	<p>Digital Services</p> <p>The Quality of Life Survey results suggest that those living in areas of socio-economic deprivation are less likely to be comfortable using digital services, with 71.3% of respondents from deprived areas reporting feeling comfortable with this, compared to a Bristol average of 81.6%.</p> <p>The survey also suggests a statistically significant gap in this comfort level related to race, with Black / Black British respondents at 72.6% compared to a city-wide average of 81.6%. Conversely, Asian/Asian British, Mixed Ethnicity and White Minority Ethnic responses range from 88-89%, statistically significantly higher than the city average. Whilst the survey seeks to present a representative view of demographics in the city, some caution should be applied to interpreting these results due to relatively small sample sizes. Intersections between race and deprivation rooted in structural inequality should also be considered, meaning that race is not</p>																		

likely to be a cause, so much as Black/Black British communities in the city are more likely to live in areas of deprivation and digital exclusion.

Digital Exclusion

The survey helps show which geographic areas and demographic groups report issues with not having enough digital devices, mobile data or home broadband; along with those reporting that the performance of their internet connection reduces or prevents them from accessing services.

Only around 1-2% report not having enough devices or data; but those who cannot afford home broadband or equipment rises from 1.6% city-wide to 4.5% in the city's 10% most deprived communities. Internet speed and reliability preventing access is reportedly a more prevalent issue, at 19.9% city-wide average and 21.5% in the city's 10% most deprived communities.

Because of this, and also other research suggesting age and disability as limiting factors in digital engagement, it is important that the Digital Strategy both accounts for those who cannot access digital services now, and considers how to tackling digital equity as a systemic city issue.

Quality of Life Indicator	% comfortable using digital services	% who don't have any or enough digital devices
Bristol Average	82	1.3
Most Deprived 10%	75.4	2.4
16 to 24 years	91.2	0.4
50 years and older	58.6	2.1
65 years and older	44.4	2.4
Female	80.8	1.4
Male	83	1.1
Disabled	61.5	4
Black, Asian and minority ethnic	84.9	0.6
Asian/Asian British	85.5	0
Black/Black British	78.7	2.8
Mixed/Multiple ethnic groups	89.4	0
White	81.7	1.3
White Minority Ethnic	93.7	0.4
White British	79.8	1.4
Christian	68.8	1.6
Other religion	77.4	1.7
No religion or faith	90.1	1
Single parent	81.4	4.1
Two parent	93.6	1.3
No qualifications	31.7	4.2
Owner Occupier	81.7	1
Rented from housing association	66.7	3.5

	Rented from the council	57.9	5.1
	Rented from private landlord	90.8	0.7
	Non degree qualifications	74.4	2
	Degree qualifications	91.2	0.6
	Part-time carer	78.1	1.8
	Full-time carer	67.2	5
	Carer (All)	75.5	2.5
	Parents (All)	92.1	1.6
	Lesbian, Gay or Bisexual	92.4	1.2
SOCITM post-Covid Digital Exclusion report	This report notes that (based on Lloyds Bank UK Consumer Digital Index 2020) that digital exclusion disproportionately affects older people, with 77% of those over 70 reporting very low digital engagement and only 7% having the capability to shop and manage money online.		
Census 2011 and Census 2021 2011 Census Key Statistics About Equalities Communities	The Census details the demographic profile of Bristol. The first results of the 2021 census will not be available until Spring 2022, so demographic data is still informed by 2011 census and other population related documents.		
Citizens' Assembly	The Citizens' Assembly was composed of 60 randomly selected participants. The group reflects as far as possible the diversity of the population in terms of age, sex, ethnicity, disability, employment status, and geographical location. Bristol Citizens' Assembly was part of a process created by the city of Bristol to gather public input to inform its COVID-19 recovery plan.		
Designing a new social reality - Research on the impact of Covid-19 on Bristol's VCSE sector and what the future should be – Black South West Network 2020	<p>Local research has highlighted how long-term underinvestment and lack of equity in funding and procurement has eroded the local Voluntary and community sector – in particular for Black and minority ethnic led organisations. 30% of the organisations surveyed stated to operate on an annual budget below £5,000, and an additional 18% operated on below £25,000. 42% of the organisations sampled had no paid staff at all and fully relied on volunteers to deliver their activities and services.</p> <p>As our Digital Strategy calls for greater partnering, particularly on the issue of digital inclusion, we should be mindful of the capacity of the VCSE to engage in this; which will vary from one organisation to another. Many VCSE organisations offer strong community connection and in-reach, and already do strong work tackling digital exclusion and promoting/supporting accessibility, and we should be mindful of this expertise and including relevant organisations in future co-design and engagement activities relating to digital initiatives.</p>		
<p>Additional comments: Representatives from all internal council directorates have been engaged in workshops and have had access to the strategy during its drafting. Dates of these engagements are shown in section 4.2 of this document. Meeting minutes are taken. There was also engagement with the Chairs of the council's Staff Led Groups, representing colleagues from the Disabled Colleague's Network, embRACE, LGBT+ Group and Young Professionals Network.</p>			

2.2 Do you currently monitor relevant activity by the following protected characteristics?

<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Disability	<input type="checkbox"/> Gender Reassignment
<input type="checkbox"/> Marriage and Civil Partnership	<input type="checkbox"/> Pregnancy/Maternity	<input type="checkbox"/> Race
<input type="checkbox"/> Religion or Belief	<input type="checkbox"/> Sex	<input type="checkbox"/> Sexual Orientation

2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

Information on staff with reasonable adjustments, work-life balance requests and caring responsibilities will be known on at team level, but this may not be collated across the organisation. Staff Surveys and pulse surveys will be used to help guide elements within the Digital Transformation Programme and this strategy. At the time of this assessment the results of the council's 2022 Staff Survey were not yet available.

Evidence relating to city-wide levels of digital access and ability is limited to surveys of a statistically sound and representative portion of the population, so provide strong indicative information on trends, but not actual household or ward-level detail to confirm this. However, to gain this level of detailed insight would be disproportionate to the aims of the strategy, and it operates on the basis of maximising accessibility and retaining offline access to services for those who require it.

2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol's diverse communities. See <https://www.bristol.gov.uk/people-communities/equalities-groups>.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing change or restructure \(sharepoint.com\)](https://sharepoint.com) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

We have held a number of internal workshops to ask for different views on the approach, ambitions, and action plan for the Digital Strategy. It has been made clear that we are likely to need to consult in more detail with some when developing individual projects' business cases (and their own associated equalities assessments).

Workforce:

- Periods of review of previous digital / IT strategy with the internal ICT architecture review boards
- Reviews of latest strategy document with representatives from
 - The three directorates
 - Estate rationalisation / Corporate Landlord project team
 - Staff led groups

Stakeholders:

- Reviews of latest strategy document with
 - Extended Leadership Meeting (ELM)
 - Directorate Management Team (DMT)
 - Cabinet Member Briefing (CMB) – Cllr Cheney
 - Corporate Leadership Board (CLB)
 - **Seeking Cabinet approval in June 2022**

At this time of writing this (May 2022) we have yet to engage or consult with the public, and do not anticipate that a full public consultation will be required. We plan to engage established partners throughout the duration of the strategy lifetime. Public Consultation, though not sought for this strategy, is likely to be sought for the Channel Shift Strategy, as this will directly address how the council maximises the use of online services.

2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

We continue to engage with external partners to discuss and align plans; including particular work with Health partners in the emerging Integrated Care System.

In line with the strategy's aims, we intend to increase citizen engagement in future co-design of services and proactively seek (and act upon) feedback.

The strategy will be sent for comment to the Mayoral Disability Commission, and feedback from this can be incorporated into the delivery of the strategy and planned future action planning (annual) and strategy review (every two years).

If delivery of any elements of the Strategy go on to require changes in our workforce arrangements, this will be subject to engagement with colleagues, trade unions and following the council's Management of Change policy.

Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](#)

3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories (different kinds of disability, ethnic background etc.) and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

GENERAL COMMENTS (highlight any potential issues that might impact all or many groups)

The delivery of the strategy document itself is not expected to have an adverse impact on people, however it will be used to give a steer to upcoming projects within its 2022-2027 lifespan which could have an impact. These would themselves have a business case and accompanying Equalities Impact Assessment.

As an increasing number of disabled and older people access care and support using Technology Enabled Care there is likely to be more reliance on our digital systems to help meet their needs. Our strategic ambition to be '*Simple, stable, and secure*' means we are committed to working in a prioritised and systematic way to simplify and modify our digital estate to make it as secure, resilient, and reliable as practical.

Although we aim to ensure that our digital services are accessible and easy to use before they are launched (see 'Disability' below) there may be instances where we only become aware of emerging accessibility issues when services are already live, such as incompatibility with particular versions of assistive technology. Our strategic

ambition *'Ready to partner, willing to share, and able to innovate'* will help us adopt the right technologies, systems, processes, culture, and governance to provide a safe and productive environment for wider collaboration and problem-solving using technology. This includes making sure that there is clear accountability for resolving any emerging accessibility issues in a timely way.

Our strategic aim to be *'Well-used and used well'* means we will support colleagues to make the best, fullest use of the tools and technologies available to them. We will make sure that staff training needs are met in an inclusive way, and that staff who may have less confidence in using new technology are supported to make best use of our organisational digital capabilities with a network of advocates and champions. Where we accelerate use of self-service internally and as part of new digital service design we will ensure there are always alternative ways to ask for help where needed.

Where we make more use of data and insights to improve the effectiveness and efficiency of our work, this will be done in an ethical and person-centred way. Any use of digital assessment tools to assess team or individual productivity should also include an opportunity for feedback and conversation, so that employees who face additional barriers because of their protected characteristics and circumstances (such as unmet reasonable adjustments or resourcing issues) can contribute to a culture of continual improvement by communicating what those barriers are so they can be removed.

PROTECTED CHARACTERISTICS

Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	None identified.
Mitigations:	
Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Evidence suggests lower levels of access and comfort with digital services for older people, and so a move to a greater level of digital services could present risks to inclusion if alternative contact channels are not available or not promoted. Whilst the strategy is cognisant of this risk and underlines to potential to enhance offline contact channels (by taking more people online and thereby freeing up capacity to help those who need offline channels), it will be important to see this through and to clearly communicate how to access services.
Mitigations:	<ul style="list-style-type: none"> • Citizen co-design and consultation on the proposed Channel Strategy. • Developing plans around digital inclusion.
Disability	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<p>There should be positive impacts from commitments to increase accessibility and develop more expertise in the use of assistive technology.</p> <p>However, we know from experience that when modernising our technology, it is possible some features that help remove barriers for disabled people may be affected; for example, if a third-party supplier's software does not work on a new platform. This can limit accessibility and/or result in disabled colleagues using older or different tools or platforms to their peers.</p> <p>It is also possible that disabled people may in some cases be less readily able to access online services. Whilst the strategy is cognisant of this risk and underlines to potential to enhance offline contact channels (by taking more people online and thereby freeing up capacity to help those who need offline channels), it will be important to see this through and to clearly communicate how to access services.</p> <p>It is clear that technology has the ability to both remove and create barriers to inclusion for disabled colleagues and citizens, making ongoing training for staff an important feature of the strategy.</p>
Mitigations:	<ul style="list-style-type: none"> • Pro-active engagement with relevant suppliers and requesting updates to any affected software

	<ul style="list-style-type: none"> • Training of staff, including strategy aim to build expert resource on accessibility and assistive technology • Embedding accessibility compliance as a 'Mandatory Requirement' for future system procurements • Further engagement with disabled colleagues and the Mayoral Disability Commission • Developing plans around digital inclusion
Sex	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	None identified.
Mitigations:	N/A
Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	None identified.
Mitigations:	N/A
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	N/A
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	None identified.
Mitigations:	N/A
Race	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	<p>Based on Quality of Life data, Black/Black British citizens are less like to be comfortable using digital services and more likely than the city-wide average to face digital exclusion by merit of being unable to afford home broadband or being restricted by the speed or quality of their broadband. It is possible that this intersects with the over-representation of Black/Black British citizens in the city's 10% most deprived communities.</p> <p>A move to a greater level of digital services could present risks to inclusion if alternative contact channels are not available or not promoted. Whilst the strategy is cognisant of this risk and underlines to potential to enhance offline contact channels (by taking more people online and thereby freeing up capacity to help those who need offline channels), it will be important to see this through and to clearly communicate how to access services.</p>
Mitigations:	<ul style="list-style-type: none"> • Citizen co-design and consultation on the proposed Channel Strategy. • Developing plans around digital inclusion.
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	None identified.
Mitigations:	N/A
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	None identified.
Mitigations:	N/A
OTHER RELEVANT CHARACTERISTICS	
Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	A move to a greater level of digital services could present risks to inclusion if alternative contact channels are not available or not promoted, as citizens in our 10% most deprived wards report higher levels of digital exclusion and less comfort in using digital services. Whilst the strategy is cognisant of this risk and underlines to potential to enhance offline contact channels (by taking more people online and thereby freeing up capacity to help those who need offline channels), it will be important to see this through and to clearly communicate how to access services.

Mitigations:	<ul style="list-style-type: none"> • Pilot project identified in the Digital Strategy to increase broadband connection to social housing, and to potentially provide greater public WiFi access. • Citizen co-design and consultation on the proposed Channel Strategy. • Developing plans around digital inclusion.
Carers	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Studies show around 65% of adults have provided unpaid care for a loved one, and women have a 50% likelihood of being an unpaid carer by the age of 46 (by age 57 for men). Overall the Digital Strategy aims to increase the availability and accessibility of services, which should provide increased flexibility for carers. However carers (in particular full-time carers) are less likely to be comfortable using digital services and more likely to say they don't have any or enough digital devices.
Mitigations:	<ul style="list-style-type: none"> • Citizen co-design and consultation on the proposed Channel Strategy. • Developing plans around digital inclusion.
Other groups [Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Looked after Children / Care Leavers; Homelessness]	
Potential impacts:	Issues identified above for Socio-Economic (deprivation) may also apply to asylum seekers and refugees; and those experiencing homelessness.
Mitigations:	<ul style="list-style-type: none"> • Citizen co-design and consultation on the proposed Channel Strategy. • Developing plans around digital inclusion. • Housing IT transformation programme (as outlined in the Digital Strategy).

3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our Public Sector Equality Duty to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

Disability

- Opportunity to embed accessibility by design and reduce the need for reasonable adjustment requests; and to meet any required requests in a timelier way due to the flexibility of new offerings and commitment to developing in-house expertise.
- New systems that are online for both citizens and staff must be compliant to WCAG2.1AA standards (Web Content Accessibility Guidelines). The strategy will not deliver this directly; however, it will guide all council technology projects in this compliance.

Socio-Economic (deprivation)

- The strategy supports greater coordination and action to promote digital equity, and puts forward a pilot of fibre broadband to social housing. It also supports the need for a Housing IT transformation project, which should improve access to service for citizens who are more likely to be experiencing socio-economic deprivation.

Race

- Based on evidence in the Quality of Life Survey, work to promote digital equity may benefit Black/Black British citizens by helping close self-reported gaps in digital inclusion and comfort using digital services.

Step 4: Impact

4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

Summary of significant negative impacts and how they can be mitigated or justified:

This assessment underlines risk factors and supports the case for actions already considered during development of the Digital Strategy which, if applied correctly, should not directly create any negative impacts.

However, further engagement with the Mayoral Disability Commission has been identified as an action to help provide input on delivering its accessibility aims.

Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:

Particularly Ambition 1 and 3 from the overall strategy ambitions shown in section 1.1.

- **Easy, engaging, and inclusive.** Provide easier digital access to council services and encourage people to use it. Take a human-centred approach to design and maximise accessibility. Take action to improve digital inclusion.
- **Well-used and used well.** Support colleagues to make the best, fullest use of the tools and technologies available to them, developing high levels of digitally skilled collaboration. Provide robust data and insights to ethically improve effectiveness and efficiency.

4.2 Action Plan

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

Improvement / action required	Responsible Officer	Timescale
Engage with ICT Solution and Enterprise Architects to ensure aligns with ongoing direction of the council's technology and system interoperability.	Iain Godding	February – April 2022
Engage with Mayoral Disability Commission	Tim Borrett	May / June 2022
Continuing partner engagement, including ICS health partners.	Tim Borrett	Ongoing
User co-design and engagement in developing a Channel Strategy, including representation from key equality groups and networks.	Rizwan Tariq	July - September 2022

4.3 How will the impact of your proposal and actions be measured?

How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.

- Milestone completion of EQIA action plan, above
- Monitoring of key Quality of Life indicators cited in this assessment
- Compliance with identified requirements around accessibility when procuring IT systems
- Target-setting and monitoring of success measures identified throughout the Digital Strategy, which includes ongoing staff survey measures.

Step 5: Review

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the Equality and Inclusion Team before requesting sign off from your Director¹.

Equality and Inclusion Team Review: <i>Reviewed by Equality and Inclusion Team</i>	Director Sign-Off: Tim Borrett Director: Policy, Strategy and Digital
Date: 18/5/2022	Date: 19/05/2022

¹ Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.