

Equality Impact Assessment: Digital Strategy

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Date of Submission : 06/11/2024 11:59 - EIA-660275926

Is this proposal a high-level strategy? Yes

Type of proposal : other;

What type of assessment is required? full

Overview

Directorate or service. If the proposal involves more than one directorate or service, name the lead one : HR, Digital Enablement & IT & Bus. Supp.

Give details of any legislation relevant to this proposal : Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

Not specifically legislation, however, adherence to Digital Scotland Service Standard (<https://servicemanual.gov.scot/browse/digital-scotland-service-standard/criteria>).

What is being proposed? Updated Digital Strategy for Angus Council - Digital Angus (2025-2028).

Our vision is for digital and information technology to be a key enabler to support the delivery of transformational change.

A key aim will be ensuring we develop a digital first approach, maximising our digital capabilities and opportunities, with development aligned to organisational goals and objectives.

Our Digital Strategy is not just about technology, it is also about ambition, leadership and people, with a clear focus on improving access to services for customers and underpinned by a culture of continual service improvement.

Our Digital Strategy is designed to support the delivery of our Council Plan with a focus on being a truly Digital Council. Our Digital Strategy has 9 key Themes and delivery within these themes will ensure digital and information technology will be a key enabler to support the transformational change required for the Council to continue to deliver

sustainable and high-quality services to the people of Angus.

Key Themes:

Digital Council

Digital Place

Data Enabled

Emerging Technology

Assisted Digital

Digital Workforce

Collaboration & Partnership

Technology Architecture

Security & Compliance

Is this a new other or a review of an existing other? New proposal.

Impact

All the group(s) of people your proposal involves or affects: Employees, Service users, Members of the public.

What internal data, such as customer satisfaction surveys, equality monitoring data and customer complaints, have you gathered to discover what impact (positive or negative) your proposal will have on people? Customer Complaints, compliments and staff and service users feedback have been used in the formulation of the strategy and appropriate consultation will be carried out for all future developments to deliver the strategy.

What internal consultation, for example with staff, trade unions and affected services, have you gathered to discover what impact (positive or negative) your proposal will have on people? There has been consultation with staff and CLT in the formulation of the strategy and it will be shared with trade unions. For all future activities and technology developments & implementations, there will be consultation with staff and trade unions.

What external data, such as census data, equality reports, equality evidence finder, performance reports, research and statistics have you gathered to discover what impact (positive or negative) your proposal will have on people? None.

What external consultation have you done, with partner organisations, national organisations, other councils, community groups and others, to discover what impact

(positive or negative) your proposal will have on people? Engaged with other local authorities and partner organisations to understand the impact (and mitigations) for increased digitalisation and automation of our services.

What other consultation (if any) has been conducted that was not included above?

Gaps

Are there any gaps in the equality information you currently hold? No.

Groups

Are there potential differential impacts on particular age groups? Neutral.

Reason(s) for your answer: One of the 9 key themes within the Strategy is 'Assisted Digital' - To take a proactive approach in supporting digital inclusion, and design digital services to be easy to navigate and accessible with a focus on user experience.

This includes actively developing initiatives to increase digital inclusion within our communities, with a focus on digital skills, connectivity, access and infrastructure and accessibility.

We know younger people generally want to interact digitally, and our strategy will focus on increased digitalisation and automation of our services. We also know that older people can often struggle to interact with digital technology and therefore we will ensure there is support for these users. Increased consumption of digital services will free up staff time for supporting people who, for many reasons, struggle to interact with us digitally.

Are there potential differential impacts on people with a disability? Neutral.

Reason(s) for your answer : One of the 9 key themes within the Strategy is 'Assisted Digital' - To take a proactive approach in supporting digital inclusion, and design digital services to be easy to navigate and accessible with a focus on user experience.

We will ensure all technology enabled services and processes are designed and delivered adhering to the principles of digital accessibility as set out in the relevant accessibility regulations for Public Sector Bodies.

Where users have a particular disability, our assisted digital model will provide support to ensure users with disabilities can access our services.

Services users with certain disabilities will benefit from increased digitalisation, being able

to interact with the council where and when they choose.

Are there potential differential impacts on people with a gender reassignment?

Neutral.

Reason(s) for your answer: Our digital strategy will have no impact on people with a gender reassignment.

Are there potential differential impacts on people with a marriage or civil partnership status? Neutral.

Reason(s) for your answer: Our digital strategy will have no impact on people with a marriage or civil partnership status.

Are there potential differential impacts on people due to their race? Neutral.

Reason(s) for your answer : Our digital strategy will have no impact on people due to their race.

Are there potential differential impacts on people due to their sex? Neutral.

Reason(s) for your answer: Our digital strategy will have no impact on people due to their gender.

Are there potential differential impacts on people due to pregnancy/maternity?

Neutral.

Reason(s) for your answer: Our digital strategy will have no impact on people due to pregnancy/maternity.

Are there potential differential impacts on people due to religion or belief? Neutral.

Reason(s) for your answer: Our digital strategy will have no impact on people due to religion or belief.

Are potential differential impacts on people due to their sexual orientation?Neutral

Reason(s) for your answer: Our digital strategy will have no impact on people due to their sexual orientation.

UNCRC

Which of the general principles apply to your proposal? None.

Consultation

Have you consulted with any of the protected characteristic groups who are

potentially negatively affected by the proposal? No.

What are your reasons for not consulting with any of the protected characteristic groups who are potentially negatively affected by the proposal?

How did you do this?

What were the results?

Negative Impacts

What steps will you take to reduce or remove potentially negative impacts? Our 'Assisted Digital' approach will support digital inclusion, and we will design digital services to be easy to navigate and accessible with a focus on user experience.

We will actively develop initiatives to increase digital inclusion within our communities, with a focus on digital skills, connectivity, access and infrastructure and accessibility.

Our 'Assisted Digital' support model will provide both access and support for using digital channels and services.

Justification

If your proposal will have a negative impact, what is your justification for taking it forward? N/A

Public Sector Equality Duty

Does this proposal contribute to any, or all, of the public sector equality duty to? No.

We need to know how your proposal does this:

Is there anything that could be done to advance equalities in relation to this proposal? We will actively develop initiatives to increase digital inclusion within our communities, with a focus on digital skills, connectivity, access and infrastructure and accessibility. An example is providing public access computers and internet connectivity to allow service users who suffer from digital poverty to interact digitally.

Fairer Scotland Duty

What evidence do you have about any socio-economic disadvantage/inequalities of outcome in relation to this strategic issue? We know that digital poverty exists within our communities and the strategy has a key theme around assisted digital.

We will actively develop initiatives to increase digital inclusion related to digital poverty. Public access computers and internet access are provided to support our people with no access to a computer or the internet.

Low and/or no wealth

Impact on people with enough money to meet basic living costs and pay bills but with no savings to deal with any unexpected future spending? Neutral.

Reason(s) for your answer: We will actively develop initiatives to increase digital inclusion related to digital poverty. Public access computers and internet access are provided to support our people with no access to a computer or the internet.

Material deprivation

Impact on people who are unable to access basic goods and services such as warming their homes, repairing and replacing electrical goods or unable to pay for hobbies or leisure activities? Neutral.

Reason(s) for your answer: We will actively develop initiatives to increase digital inclusion related to digital poverty. Public access computers and internet access are provided to support our people with no access to a computer or the internet.

Area deprivation

That is, impact on people according to where they live or work? Neutral.

Reason(s) for your answer : We will actively develop initiatives to increase digital inclusion related to digital poverty. Public access computers and internet access are provided to support our people with no access to a computer or the internet.

We will provide signposting to other schemes to improve digital inclusion e.g. low-cost broadband.

Socio-economic Background

This could cover social class including parents' education and people's employment and income? Neutral.

Reason(s) for your answer: We will actively develop initiatives to increase digital inclusion related to digital poverty. Public access computers and internet access are provided to support our people with no access to a computer or the internet.

If there are impacts on any other groups not named above list them here?

If there are measures you could take to minimise inequalities of outcomes for the group(s) you identified, list them here?

Monitoring

How will you monitor and review your assessment in line with your proposal? This assessment relates to a high level strategy. For initiatives and developments to deliver the strategy a separate Equality Impact Assessment will be carried out where appropriate.

Will this equality impact/fairer Scotland Duty/Children's Rights assessment be included with a committee report? Published with committee report.

Approvers

Reviewer Approval : Doreen Philips - PhillipsD@angus.gov.uk

Review Date : 08/11/2024 13:51

Manager Approval : Sharon Faulkner - Director of HR, Dig Enable & Bus Sup

Approval Date : 08/11/2024 23:18