

Assessment Of: Teignbridge, Exeter and East Devon Digital Strategy 2022-25	
<input type="checkbox"/> Policy <input checked="" type="checkbox"/> Strategy <input type="checkbox"/> Function <input type="checkbox"/> Service <input type="checkbox"/> Other <i>[please state]</i>	<input checked="" type="checkbox"/> New <input type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: Community Services & Improvement	Assessment carried out by: Amanda Pujol
Service Area: Community Services & Improvement	Job Role: Head of Communities & Service Improvement
Version / Date Of Sign Off By Director: 8 th April 2022	

Step 1: What do we want to do?

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 Policy Officer early for advice.

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 Council(s) want to use the best of digital technology to enable our users to access services in the way they choose, when they choose. The strategy explains how we will build a digital council over the next three years. Becoming a digital council is about fundamentally improving our resident, visitor, business, members and staff experience through simpler, better services and tools.

1.2 Who will the proposal have the potential to affect?

<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community	<input checked="" type="checkbox"/> Teignbridge workforce
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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 your manager.

If 'Yes' complete the rest of this assessment.

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<i>[please select]</i>
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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 (listed in 2.2).

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 - from national research, local data or previous consultations and engagement activities.

Outline whether there are any over or under representation of equality groups within your service - don't forget to benchmark to local population where appropriate.

For workforce / management of change proposals you will need to look at the diversity of the affected team(s) using available evidence such as the employee profile data. Identify any under/over-representation compared with Teignbridge's economically active citizens for age, disability, ethnicity, gender, religion/belief and sexual orientation.

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
LGA Research report - Basic Facts About Teignbridge Basic facts about your chosen area (esd.org.uk)	Details the demography of the Teignbridge District in relation to: <ul style="list-style-type: none"> • Population • Age • Ethnicity • Health • Employment Education
LGA Research Report- Demographic Report LGA Research Report - Demographic Report LG Inform (local.gov.uk)	Provides further detail on population changes in Teignbridge, and demographic information relating to gender and ethnicity in Teignbridge with comparisons to the percentage figures for the South West and all English Local authority areas in totality.
Ofcom-Online Nation Report 2021 Online Nation 2021 report (ofcom.org.uk)	Provides demographic information on use of digital services and digital connectivity in the UK
Office For National Statistics Census 2011 http://www.ons.gov.uk/ons/guide-method/census/2011/census-data/index.html	Demographic source data sets and mid-year estimates
Residents' C-19 recovery survey - Responses SurveyMonkey	Contains some information on residents use of digital through COVID pandemic
Additional comments:	

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

<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Disability	<input checked="" type="checkbox"/> Gender Reassignment
<input checked="" type="checkbox"/> Marriage and Civil Partnership	<input checked="" type="checkbox"/> Pregnancy/Maternity	<input checked="" type="checkbox"/> Race
<input checked="" type="checkbox"/> Religion or Belief	<input checked="" type="checkbox"/> Sex	<input checked="" 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 please state this clearly with a justification.

For workforce related proposals all relevant information on characteristics may need to be sought from HR (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require action to address and identify the information needed.

We need to improve our evidence on customer experience of Council digital services

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 has been of Teignbridge's diverse communities.

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 HR for advice on how to consult and engage with employees. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups, trades unions as well as affected staff.

There is currently workforce consultation being undertaken as part of the Agilisys work on the operating model and their experience of digital systems. We completed a COVID recovery survey which gave us some data on how residents interact with us digitally. We ask those customers to rate every transaction they have through firmstep platform and provide us with written feedback

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 Consultation Officer for help in targeting particular groups.

Feedback on firmstep forms and transactions
Residents survey
Workplace surveys

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.

3.1 Does the proposal have any potentially adverse impacts on people on the basis of 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 aim of the strategy is to improve the digital experience for our customers and ensure we have inclusive design which meets all customers needs

PROTECTED CHARACTERISTICS

Age: Young People	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Age: Older People	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	The Digital Nation Report 20221 identifies that a small percentage of the population do not have internet access – with older people less likely to be connected
Mitigations:	The Strategy recognises that there is a need to maintain face to face and telephony as a means of accessing services. There is also a commitment within the strategy to ensure we adopt an ‘inclusive design’ approach based on user research, using functions such as voice-activated technology to access our services
Disability	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	There is a need to ensure that services are designed so that they are accessible for those with disabilities . Our current accessibility score is 95.7% and this will be closely monitored. We need to ensure our website meets the Accessibility regulations and this is monitored externally by central government
Mitigations:	There is also a commitment within the strategy to ensure Adopt an ‘inclusive design’ approach based on user research, using functions such as voice-activated technology to access our services
Sex	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Sexual orientation	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Pregnancy / Maternity	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Gender reassignment	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Race	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Religion or Belief	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
Marriage & civil partnership	Does your analysis indicate a disproportionate impact? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Potential impacts:	
Mitigations:	
OTHER RELEVANT CHARACTERISTICS	
Socio-Economic (deprivation)	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	The Digital Nation report 2021 identifies that while the pandemic has brought increased reliance on the internet and online services, the digital divide continues to prevent the benefits of internet connectivity being available to all. A small percentage of the population do not have internet access –those in lower socio-economic groups less likely to be connected – but other barriers also exist, in the lack of skills and confidence that some internet users have, and in the availability of suitable devices to access internet service. People who rely on a mobile phone for internet access might struggle to work or learn from home or complete online forms – this represents 10% of all adults, and 18% of adults in lower socio-economic households.

Mitigations:	<p>The strategy states we will build an evidence base of user needs and behaviour to inform our decisions (EQIA) working to improve our digital inclusion and not leave anyone behind</p> <p>Telephony and face to contact will remain for those unable to access digital services</p> <p>We need to engage with the third sector to increase uptake and availability of digital hardware (eg computers in libraries; refurbishment and redistribution of devices) to ensure those in lower socio economic groups can access digital services</p>
<p>Other group(s) Please add additional rows below to detail the impact for other relevant groups as appropriate e.g. Asylums and Refugees; Rural/Urban Communities, Homelessness, Digital Exclusion, Access To Transport</p>	
Potential impacts:	<p>Rural-limited broadband activity eg</p> <p>TQ12 3HR Broadband</p> <p>The fastest residential broadband available in TQ12 3HR is Ultrafast Broadband, which is available to 5% of residential premises, delivering a minimum download speed of 300 Mbps. No residential premises in TQ12 3HR have Full Fibre Broadband availability. All residential premises in TQ12 3HR have Superfast Broadband and Standard Broadband availability.</p> <p>TQ12 3HR Broadband (getthedata.com)</p>
Mitigations:	<p>The Connecting Devon and Somerset scheme aims to improve the rollout of broadband in rural areas</p>

3.2 Does the proposal create any benefits for people on the basis of 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

Yes –If the principles of the strategy are adopted we should ensure our digital service as accessible to all through inclusive design

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 content should be used as a summary in reports, where this full assessment is included as an appendix.

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:

The strategy has recognised there may be some negative impacts for some groups however has sought to address them through mitigating actions

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

By improving the accessibility and design of our digital services and diversifying the ways in which customers can interact with us in a digital way (eg voice, online forms etc) we can improve the services available to those with disabilities making it easier to interact with the Council and access services

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
Set benchmarks to monitor the strategy and ensure regular reporting of progress	Amanda Pujol	12months
Ongoing consultation and feedback from residents on their experience of digital services	Amanda Pujol	12months

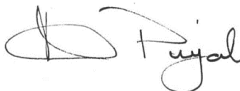

4.3 How will the impact of your proposal and actions be measured?

How will you know if 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 and your approach is still appropriate. Include the timescale for review in your action plan above.

Information from residents and workforce surveys on their experience of using digital means to interact with the Council.
 External audits including accessibility of website
 Customer feedback built into digital processes

Step 5: Review & Sign-Off

EIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek review and feedback from management before requesting it to be signed off. All working drafts of EIAs and final signed-off EIAs should be saved in G:\GLOBAL\EIA Once signed-off please add the details to the 'Corporate Register' of all council EIAs saved in the same directory.

<p>Reviewed by Service Manager: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Instead was reviewed by: A Pujol </p>	<p>Strategic Leadership Team Sign-Off: </p>
Date: 8 April 2022	Date: 8 April 2022