Integrated Impact Assessment Form

Promoting Equality, Human Rights and Sustainability

East Lothian
Council

Midlothian

Integrated Impact Assessment Form

Promoting Equality, Human Rights and Sustainability

Title of Policy/ Proposal	Digital Strategy
Completion Date	1st March 2017
Completed by	Alan Cruickshank
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Type of Initiative:
Policy/Strategy

1. Briefly describe the policy/proposal you are assessing.

Set out a clear understanding of the purpose of the policy being developed or reviewed (e.g. objectives, aims) including the context within which it will operate.

The strategy is a high level business strategy that provides a framework for how Services will work to deliver the objectives set out in the Council plan. It advocates putting customers at the heart of everything we do and redesigning services accordingly, using technology to improve the customer experience and deliver reduced costs by rationalising and streamlining processes.

It also recognises that the Council has a wider role to play in ensuring that our residents have the skills they require to prosper in a Digital World and access to a digital infrastructure that is fit for purpose, accessible and affordable.

The strategy recognises that the real power of utilising digital technology is its ability to join things up and make linkages across all aspects of the Council's work.

Consequently, the adoption of the Digital Strategy is likely to result in work programmes and projects that will have an impact on some of the Council's key social policy objectives.

The strategy advocates a digital by default approach to service delivery. This means that whenever the Council is introducing a new service or redesigning an existing one it will look to provide the service online wherever possible. The intention is to provide a more joined up and seamless experience for our customers allowing them to access Council services whenever and wherever they wish by using technology.

Changes that are envisaged to happen as a result of the Strategy's implementation include:
- Services designed to be digital by default
- More services available online
- Online services designed around customer journeys
- Services accessible whenever and wherever customer
- Reduced transaction costs for the Council
- Increased access to affordable and fit for purpose Internet access
- Increased access to 4G mobile coverage
- More joined up planning and allocation of resources to increase digital skills and digital literacy

2. Do I need to undertake an Integrated Impact Assessment?

High Relevance	Yes/no
1. The policy/ proposal has consequences for or affects people	Yes
2. The policy/proposal has potential to make a significant impact on equality	No
3. The policy/ proposal has the potential to make a significant impact on the economy and the delivery of economic outcomes	Yes
4. The policy/proposal is likely to have a significant environmental impact	No
Low Relevance	

5. The policy/proposal has little relevance to equality	
6. The policy/proposal has negligible impact on the economy	
7. The policy/proposal has no/ minimal impact on the environment	
If you have identified low relevance please give a brief description of your reasoning here and send it to your Head of Service to record.	

If you have answered yes to 1, 2, or 3 above, please proceed to complete the Integrated Impact Assessment.

If you have identified that your project will have a significant environmental impact (4), you will need to consider whether you need to complete a Strategic Environmental Assessment.

3. What information/data/ consultation have you used to inform the policy to date?

Evidence	Comments: what does the evidence tell you?
Data on populations in need	The East Lothian Profile has been referred to and discussions have taken place with Service Managers across the Council.
Data on service uptake/access	N/a
Data on quality/outcomes	N/a
Research/literature evidence	General research and literature from Scottish and UK Governments indicates that digital skills are an essential requirement in the modern world.
Service user experience information	Limited services available online. Existing website is not responsive, ie. does not tailor itself to the users device and screen size.
Consultation **and involvement** findings	None, however discussions have taken place with Service Managers across the Council.
Good practice guidelines	None

Other (please specify)	
Is any further information required? How will you gather this?	None

4. How does the policy meet the different needs of groups in the community?

	Issues identified and how the strategy addresses these
Equality Groups • Older people, people in the middle years, • Young people and children • Women, men and transgender people (includes issues relating to pregnancy and maternity) • Disabled people (includes physical disability, learning disability, sensory impairment, long-term medical conditions, mental health problems) • Minority ethnic people (includes Gypsy/Travellers, migrant workers, non-English speakers) • Refugees and asylum seekers • People with different religions or beliefs (includes people with no religion or belief) • Lesbian, gay, bisexual and heterosexual people • People who are unmarried, married or in a civil partnership	The Strategy recognises that those who make up the equality groups may have difficulty using or accessing digital technology and it takes this in to account. Specific issues will be addressed via associated strategies and work programmes such as: • Digital Inclusion & Participation Strategy • Education IT Strategy • Digital Scotland Superfast Broadband programme etc.

Those vulnerable to falling into poverty • Unemployed • People on benefits • Single Parents and vulnerable families • Pensioners • Looked after children • Those leaving care settings (including children and young people and those with illness) • Homeless people • Carers (including young carers) • Those involved in the community justice system • Those living in the most deprived communities (bottom 20% SIMD areas) • People misusing services • People with low literacy/numeracy • Others e.g. veterans, students	"Typically those being left behind with technology are being left behind across many spheres" Martha Lane Fox, Digital Inclusion Champion. Digital skills and access to technology are becoming an essential requirement to participate in modern life with more and more services being accessible online, whether that be applying for benefits, applying for jobs, shopping, comparing utility costs or undertaking learning. One of the key areas of focus for the Digital Strategy is to ensure the Council does all it can to increase digital skills for all members of our communities building on both the Education ICT Strategy and the Council's Digital Inclusion and Participation Strategy.
Geographical communities • Rural/ semi rural communities • Urban Communities • Coastal communities	Affordable, fast access to the Internet via either 4G or broadband is becoming essential in a connected world. Current coverage across the county is patchy at best, especially in rural

	communities.
	The strategy advocates working with the Scottish Government Reach for 100 project to improve access to superfast broadband and with mobile providers to improve 4G coverage.

5. Are there any other factors which will affect the way this policy impacts on the community or staff groups?

No

6. Is any part of this policy/ service to be carried out wholly or partly by contractors?

     If yes, how have you included equality and human rights considerations into the contract?

Yes, these will be addressed through the public sector procurement process.

7. Have you considered how you will communicate information about this policy or policy change to those affected e.g. to those with hearing loss, speech impairment or English as a second language?
Services will be responsible for communicating changes

Yes, the Council's procedure for providing alternative communication methods will be followed.

8. Please consider how your policy will impact on each of the following?

Objectives	Comments

Equality and Human rights	
Promotes / advances equality of opportunity e.g. improves access to and quality of services, status	By making more Council Services available online our customers will be able to access them wherever and whenever they want. No longer being constrained by Office hours. However face to face provision will still be required for the small number of customers who, for whatever reason, are unable to use online services. The Council will endeavour to provide better broadband and 4G access to the Internet, allowing more people than ever before to access online services in a cost effective manner. This in turn will allow East Lothian residents to make savings by purchasing goods and services (i.e. Insurance, energy etc.) online.
Promotes good relations within and between people with protected characteristics and tackles harassment	Yes, by getting more people to participate in digital initiatives and use digital services good relations will be entered into between those who share a protected characteristic and those who do not.
Promotes participation, inclusion, dignity and self control over decisions	Residents will be able to carry out more transactions with the Council at a time and place that suits them rather than be dictated by business hours. Residents will be better equipped to apply for online services and entitlements such as Universal Credit without relying on help from others.
Builds family support networks, resilience and community capacity	No direct impact.
Reduces crime and fear of crime	No direct impact although better connectivity will allow networks of sensor technologies to be deployed which may have a positive impact.
Promotes healthier lifestyles including • diet and nutrition, • sexual health,	No direct impact.

• substance misuse • Exercise and physical activity. • Lifeskills	

Environmental

Reduce greenhouse gas (GHG) emissions in East Lothian (including carbon management)	
Plan for future climate change	By enabling our workforce to be more mobile by modernising application systems and improving connectivity we will reduce greenhouse gas emissions. By enabling more Council services to be accessed online there is potential to reduce the number of customer journey's to Council offices to conduct business. By improving access to the Internet it enables networks of the next generation of sensors to be built and deployed that could have an impact on public safety.
Pollution: air/ water/ soil/ noise	
Protect coastal and inland waters	
Enhance biodiversity	
Encourage resource efficiency (energy, water, materials and minerals)	
Public Safety: Minimise waste generation/ infection control/ accidental injury /fire risk	
Reduce need to travel / promote sustainable forms or transport	
Improves the physical environment e.g. housing quality, public and green space	

Economic

Maximises income and /or reduces income inequality	Improving access to and affordability of connecting to the Internet via Broadband or 4G can have a positive impact on the East Lothian economy. It will enable:
Helps young people into positive destinations	• Residents to make savings via online purchases of goods and services
Supports local business	
Helps people to access jobs (both paid and unpaid)	• Businesses to reduce costs via use of technology and to reach a wider customer base via the Internet.
Improving literacy and numeracy	• Students and learners of all ages to access online

	courses, learning tools and conduct research
Improves working conditions, including equal pay	• Encourage businesses to start up or locate to East Lothian to take advantage of excellent communications
Improves local employment opportunities	

9. Action Plan

Identified negative impact	Mitigating circumstances	Mitigating actions	Timeline	Responsible person

10. Sign off by Head of Service

Name

Date 13/3/17