

**Part 1: Equality Impact Screening/Pre-Assessment\***

Name of Policy/Function/Strategy to be assessed: Digital ICT Strategy	Section/Directorate: ICT
Name of person responsible for assessment: Nova Roberts	Date of Screening: 2/2/23

**Policy Aims**

What is the purpose of the policy/function/strategy? What are its intended outcomes? Following a review of the previous ICT Strategy, this new Digital ICT Strategy incorporates the transformation that has taken place in the organisation and is due to take place. This new strategy reflects the councils position post pandemic and with the core transformation programmes in progress, as well as to set the direction for future enabling technology for continuous improvement in modernising service delivery. This is to be more efficient and by providing more choice and ease of access to services. The Strategy outlines the requirements of Digital and ICT for the Council now whilst supporting the delivery of the Corporate Plan.

The new strategy sets guiding principles and gives the capacity to maintain a corporate perspective, providing choice and delivering convenience to customers. The strategy seeks to maximise the use of all channels available to improve our hours of accessibility by providing access to self-service options and making it easy to do business with WLDC.

Who are the main stakeholders in relation to the policy/function/strategy?  
Staff, Members, Residents, Businesses, Town and Parish Councils

Do the identified stakeholders stand to be positively or negatively affected by the policy/function/strategy?  
Positively

Does this policy/function/strategy support the Council's stated equality objectives? (see overleaf.) Does it serve to impede them? Please explain.  
Yes it links with the Corporate Plan and aims to make it easier to customers to access our services.

**Preliminary Impact Assessment**

	Yes	No	Unsure
1. Will this policy or function have an impact on:			
a. How services are delivered to the public?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Human Resources Policies?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

\* Part 1 should be completed by the Lead Officer and signed by the Service Manager. Refer to the [Internal EIA Guidance](#) for more information on what EIAs are, why they are important, when they should be completed, who should be involved, and how they should be done.

2. Have any aspects of your policy/strategy already been covered by other EIAs?

a. If yes, please indicate which ones and the dates. Also indicate which new/additional aspects would be covered under this EIA.

If you answered Yes or Unsure for question1 please proceed to Part 2 of the EIA, which is to be completed with a small team of people.

Otherwise, if you are satisfied that there would be no additional benefit to completing a full impact assessment (noting that many issues with no apparent relevance may have hidden impacts) then please have your Service Manager sign and date this sheet to indicate that the EIA has been fully completed at this stage.

Manager's Signature: N. Roberts

This document may be published on the website

## **Equality Objectives**

1. Review Corporate Plan and Equality objectives to ensure links are clear and objectives are evidence based
2. Ensure that all our staff, elected members and volunteers are aware of our responsibilities under the Equality Act 2010 and the Public Sector Equality Duty
3. Engage our communities to participate in the determination of our priorities and decision making
4. Ensure we are transparent in decision making

## Part 2: Equality Impact Assessment†

### Identifying Potential Equality Issues

Use the information in Part 1, any other supporting documents, and the questions below to aid the group's discussion on the presence of potential equality issues.

- What do you know already about equality impact or need?
- Is there any indication that particular features of this policy/function will create problems for specific groups?
- Is there any indication that particular features of this policy/function will benefit specific groups or advance equality between different groups of people?

### Evidence‡

It is difficult to achieve an effective EIA without good evidence. Answer the questions below about the evidence relating to the project/policy/function.

What are the existing sources of evidence and mechanisms for gathering data?  
Customer Feedback and Complaints. National Trends. TOGAF – The Open Group Architecture Framework Development Model. Enterprise Architecture development model. 5 stages of the ITIL (Information Technology Infrastructure Library).

Is there any evidence that different groups have different needs, experiences, issues and priorities in relation to the particular policy or function?

Yes and this strives to understand different needs and undertake work to give customers a greater range of channels to utilise.

Is there any evidence, or other reason to believe, that there is a higher or lower level of participation or uptake among different groups?

Different channels will have a different take up and this strives to ensure that it is easier to take up council services.

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† Part 2 should be completed by the Policy/Project Lead with the help of a team of people invited to assist.

‡ See the "Evidence Collection and Data Use" section of the [Internal EIA Guidance](#).

Does this policy/project impact a particular area of the District? Have there been any demographic changes or trends locally?  
Covers anyone who uses WLDC services

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Is there any informal feedback from managers, staff or voluntary organisations?  
Service Plans. Discussion with Team Managers and as part of Management Team.

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Are there gaps in the data or our knowledge? What further evidence is needed to understand the impact upon equality?

**Impact**

Based on the identification of potential equality issues and the supporting evidence, the team can try to determine the impact of the policy/project/service/function on different groups.

Does the data show different impact upon different groups?

Yes  No

If yes, which groups are affected?

Group	May particularly benefit	May adversely impact	No impact anticipated
People from different ethnic groups	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Women	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Men	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maternity/pregnancy impact	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Disabled people or carers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People from different faith groups	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lesbian, gay or bisexual people	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Older or younger people	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People in rural locations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Married people or people in civil partnerships	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Group cont'd</b>	<b>May particularly benefit</b>	<b>May adversely impact</b>	<b>No impact anticipated</b>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please explain the potential benefits or adverse impacts listed above.

**Age:** The strategy clearly indicates the focus on providing wider choice of access and opens up additional channels to support how customers would prefer to access our services. This allows customers to interact with us at their convenience. This better accommodates the needs of those who would typically struggle to access services during traditional office hours and reduces the need to travel across the district.

The strategy doesn't purely focus on deploying Digital based technologies. It sees enhancements on all channels as a part of continuous improvement and service transformation. This includes our telephony offer, to enable as well as support for high volume transactions where customers are not able to transact through other channels.

The deployment of digital tools such as webchat, chatbots, webforms and customer portals technologies will enable people to access services without the need to use telephony-based solutions or travel to our offices.

**Disability:** The strategy seeks to make our services more accessible. It will ensure that current services, and any new developments meet the requirements of the Equality Act. This includes the deployment of new technologies to enable items to support additional needs.

The strategy ensure that developing digital technologies reduces the need for face to face interaction, making it easier for those with disabilities to access services. It also provides enhanced tracking of service provision which would allow users (or their support network) to keep up to date with service provision across the organisation. The deployment of digital technologies will enable people to access services without the need to use telephony-based solutions or travel to our offices.

**Rural Locations:** The strategy provides a greater range of access via digital channels for customers to utilise.

This will make it easier for many in rural or remote locations with reduced transport options to take up council services without the need to travel.

This also provides greater flexibility for those who require support or advice to access services. For example the deployment of web forms and webchat technologies will enable people to access services without the need to use telephony based solutions or travel to our offices at specific times.

The new digital solutions that will be developed through the guiding principles in the strategy enable continuous improvement and that customers are choosing to access services in different ways and from a wider range of devices.

**Recommendations**

Please select a recommended course of action and, where appropriate, explain your choice.

No major change needed

Adjust the policy

Adverse impact but continue

Stop and remove the policy

Future actions:

Lead Signature:

Date<sup>§</sup>:

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<sup>§</sup> What happens next? – See the “Understanding the EIA process” section of the [Internal EIA Guidance](#).