Chesterfield Borough Council

Equality Impact Assessment - Full Assessment Form

Service Area: Customers, Commissioning and Change
Section:
Lead Officer: Rachel O'Neil

Title of the policy, project, service, function or strategy the preliminary EIA is being produced for: ICT Improvements

Is the policy, project, service, function or strategy:
strategy/service/programme

Existing ☐
Changed ☐
New/Proposed ☐x

STEP 1 – MAKE SURE YOU HAVE CLEAR AIMS AND OBJECTIVES

What is the aim of the policy, project, service, function or strategy?

- To strengthen the Council's ICT service provision, resilience and information security.
- To deliver modern, improved services to our customers, residents, businesses and visitors and effectively meet the growing demand for digital access to council services.
- Implementation of the digital tools and capabilities will need to be supported by operating model changes, cultural change and new ways of working to maximise and benefit from the use of the digital technologies.

Who is the policy, project, service, function or strategy going to benefit and how?

Implementation of the improvement programme will benefit residents and non- residents of the borough who contact the council to access services or find information.   It will also benefit Chesterfield Borough Council employees, Elected Members and our partners.

The ICT Improvement Programme is set to transform and enhance the way that Chesterfield Borough Council interacts with residents. It will

- o Enable customers to seamlessly self-serve across all business areas, creating an account online so that they can access their own information and track progress.
- o Increase the level of digital inclusion in Chesterfield, so that residents can access services online and seek out additional opportunities.
- o Ensure a robust and appropriate ICT resource is in place to support the shift to digital services.
- o Enable easier access to our services.
- o Allow calls to be routed more effectively, making it possible for customers to get through to the right person first time.
- o Provide access to appropriate and responsive services 1st time.
- o Provide a more flexible and multi-skilled workforce with the ability to remove hand offs and duplication.
- o Develop a single view of the customer and ensure information is updated through all systems, improving data quality.
- o Simplify customer application processes across the council
- o Enable employees and elected members to easily use customer data to drive business intelligence and shape services
- o Retain flexibility in service delivery
- o Protect front line services

What outcomes do you want to achieve?

- Increased skills and knowledge within our ICT team
- Increased ICT resilience
- Additional access channels made available for residents 24/7/365
- Greater customer satisfaction
- Increase the proportion of customers contacting the council online
- A single view of our customers and their needs
- Savings opportunities through co-location and rationalisation of teams
- Greater visibility of progress with member casework
- Improved performance measurement

What barriers exist for both the Council and the groups/people with protected characteristics to enable these outcomes to be achieved?

Low digital skills
Access to digital technology
Ageing ICT infrastructure within CBC
Possible language barriers

STEP 2 – COLLECTING YOUR INFORMATION

What existing data sources do you have to assess the impact of the policy, project, service, function or strategy?

Arcus Global ICT review
Chesterfield Borough Council plan
Are you being served data
Customer satisfaction data generated through the Council's Public Private Partnership with Arvato
The industrial strategy
Digital inclusion measures
Doteveryone.org

STEP 3 – FURTHER ENGAGEMENT ACTIVITIES

Please list any additional engagement activities undertaken to complete this EIA e.g. met with the Equalities Advisory Group, local BME groups, Employee representatives etc. Could you also please summarise the main findings.

Date	Engagement Activity	Main findings
	Corporate Cabinet / CMT and scrutiny	Supportive of the initiative and recommended direction. Portfolio holders involved in the development of the improvement programme.
	Arcus Global	Completed the review of ICT and Digital in

		Chesterfield and developed the recommended roadmap – findings are reflected in their report
	Arvato senior managers	Fed into the Arcus Global ICT review report
	Gartner	Evaluated recommendations and provided benchmarking information
	Key stakeholders across council services	Provided feedback on their digital service aspirations and this informed the ICT review recommendations

STEP 4 – WHAT'S THE IMPACT?

Is there an impact (positive or negative) on some groups/people with protected characteristics in the community? (think about race, disability, age, gender, religion or belief, sexual orientation and other socially excluded communities or groups). You may also need to think about sub groups within each equalities group or protected characteristics e.g. older women, younger men, disabled women etc.

Please describe the potential impacts both positive and negative and any action we are able to take to reduce negative impacts or enhance the positive impacts.

Group or Protected Characteristic	Positive impacts	Negative impacts	Action
Age – including older people and younger people.	There will be new ways for people to access council services. Access to council services will be available 24/7/365 Services will be easier and more intuitive and people can access them at their leisure, from any 'connected'	Nationally, one of the groups who are most likely never to have used the internet are people over 65.	We will provide 'assisted digital' support in our customer service centre. We do not intend to remove any of our existing access channels. We will endeavour to ensure older people and younger people are involved in

	place.		the design of digital services

We will endeavour to ensure that all communications and publicity relating to the ICT improvement programme takes into account all groups and encourages participation from all. |
| Disabled people – physical, mental and sensory including learning disabled people and people living with HIV/Aids and cancer. | There will be new ways for people to access council services.

Access to council services will be available 24/7/365

Services will be easier and more intuitive and people can access them at their leisure, from any 'connected' place | It may be difficult to use technology to access services. | We will design new digital services to be compliant with accessibility standards.

We will endeavour to involve disabled people in the design of digital services.

We do not intend to remove any of our existing access channels

We will endeavour to ensure that communications and publicity relating to the ICT Improvement Programme takes into account all |

			groups and encourages participation from all.
Gender – men, women and transgender.	There will be new ways for people to access council services. Access to council services will be available 24/7/365 Services will be easier and more intuitive and people can access them at their leisure, from any 'connected' place		We will endeavour to ensure that all communications and publicity relating to the ICT improvement programme takes into account all groups and encourages participation from all.
Marital status including civil partnership.	There will be new ways for people to access council services. Access to council services will be available 24/7/365 Services will be easier and more intuitive and people can access them at their leisure, from any 'connected' place		We will endeavour to ensure that all communications and publicity relating to the ICT improvement programme takes into account all groups and encourages participation from all.
Pregnant women and people on maternity/paternity. Also consider	There will be new ways for people to access council services.	It may be difficult to use technology to access services.	We will endeavour to ensure that all communications

breastfeeding mothers.	Access to council services will be available 24/7/365 Services will be easier and more intuitive and people can access them at their leisure, from any 'connected' place		and publicity relating to the ICT Improvement programme takes into account all groups and encourages participation from all.
Sexual Orientation – Heterosexual, Lesbian, gay men and bi-sexual people.	There will be new ways for people to access council services. Access to council services will be available 24/7/365 Services will be easier and more intuitive and people can access them at their leisure, from any 'connected' place		We will endeavour to ensure that all communications and publicity relating to the ICT improvement programme takes into account all groups and encourages participation from all.
Ethnic Groups	There will be new ways for people to access council services. Access to council services will be available 24/7/365 Services will be		We will endeavour to ensure that all communications and publicity relating to the ICT improvement programme illustrate diversity and encourages participation from

	easier and more intuitive and people can access them at their leisure, from any 'connected' place		all.
Religions and Beliefs including those with no religion and/or beliefs.	There will be new ways for people to access council services. Access to council services will be available 24/7/365 Services will be easier and more intuitive and people can access them at their leisure, from any 'connected' place		We will endeavour to ensure that all communications and publicity relating to the ICT improvement programme takes into account all groups and encourages participation from all.
Other groups e.g. those experiencing deprivation and/or health inequalities.	There will be new ways for people to access council services. Access to council services will be available 24/7/365 Services will be easier and more intuitive and people can access them at their leisure, from any 'connected' place	It may be difficult to use technology to access services. People may not have access to technology in their own home, but many are able to access through friends and family or can use community based services such as libraries or CAB.	As part of our improvement programme we will provide access to Wi-Fi within our public buildings. We will provide free access to computers in our customer service centre. We will endeavour to ensure that all communications

			and publicity relating to the ICT improvement programme takes into account all groups and encourages participation from all.

From the information gathered above does the policy, project, service, function or strategy directly or indirectly discriminate against any particular group or protected characteristic?

Yes ☐
No ☐x

If yes what action can be taken to stop the discrimination?

Actions listed above will be incorporated into the Improvement Programme delivery plan. In addition, we will continue to consult with service users to understand the potential gaps in access to digital technologies.

STEP 5 – RECOMMENDATIONS AND DECISION MAKING

How has the EIA helped to shape the policy, project, service, function or strategy or affected the recommendation or decision?

The generic actions listed in the EIA will be built into the implementation plan when the ICT improvement programme is delivered.

How are you going to monitor the policy, project, service, function or strategy, how often and who will be responsible?

The EIA will be reviewed and updated before each project is implemented, to reflect the needs of the particular service users.

STEP 6 – KNOWLEDGE MANAGEMENT AND PUBLICATION

Please note the draft EIA should be reviewed by the appropriate Head of Service/Service Manager and the Policy Service before WBR, Lead Member, Cabinet, Council reports are produced.

Reviewed by Head of Service/Service Manager
Name: Rachel O'Neil
Date: 01.12.2017

Reviewed by Policy Service
Name:
Date:

Final version of the EIA sent to the Policy Service ☐

Decision information sent to the Policy Service ☐