

## Integrated Impact Assessment (IIA)

This Integrated Impact Assessment considers the duties and requirements of the following legislation in order to inform and ensure effective decision making and compliance:

- Equality Act 2010
- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Environment (Wales) Act 2016

### Version Control

Version	Author	Job title	Date
Version 1	Karen Jones	Asst Chief Executive and al Officer	July 31th 2018
Version 2	Karen Jones	Asst Chief Executive and Chief Digital Officer	November 27 <sup>th</sup> 2018

### 1. Details of the initiative

	Title of the Initiative: Digital Strategy Review
1a	Service Area: Corporate Policy
1b	Directorate: Chief Executive's Office
1c	Summary of the initiative: This is a review of the Council's Digital Strategy to ensure it supports the delivery of the Council's Corporate Plan 2018-2022
1d	Who will be directly affected by this initiative? Residents, customers, workforce, partners, suppliers, elected Members, wider stakeholders

1e	<p>When and how were people consulted?</p> <p>An Integrated Impact Assessment was developed to support the draft version of the Strategy. A 12 week public consultation exercise has been conducted to inform the final version of the Strategy. In developing the draft strategy account was taken of the results of a survey of third sector organisations at local level, surveys of the Council's workforce that explored levels of digital literacy, contributions from Public Services Partner organisations who have been working together to improve digital inclusion, lessons learned from the roll-out of welfare benefit changes, user testing of new on-line services, web survey responses seeking feedback on the Council's new website and associated on-line transactions services as well as lessons learned from national research exercises conducted by the Office for National Statistics and the UK and Welsh governments and recognised authorities in this field.</p>
1f	<p>What were the outcomes of the consultation?</p> <p>The responses to the consultation have been summarised in the covering report recommending a final version of the Strategy for approval. There was broad support for the direction of travel with some useful comments that have been taken on board to improve the presentation and coverage of the document. A great deal of the views expressed by respondents relate to the process of change management – both the capacity to effect change and the need to select areas for priority focus in the delivery programme very carefully.</p>

## 2. Evidence

### What evidence was used in assessing the initiative?

The Digital by Choice Strategy was based on research undertaken to identify best practice in achieving channel shift. This included visits to best practice local authorities, desk top research and a critical friend review conducted by the Society for Information and Technology Managers (SOCITM).

The Smart and Connected Strategy has been based on evaluation of the delivery of the existing Strategy and the research/consultation referred to above. The draft strategy was subjected to an external critical friend review by SOCITM and was consulted upon for a period of 12 week prior to a final Strategy being presented to Cabinet and Council for approval

## 3. Equalities

a) How does the initiative impact on people who share a protected characteristic?

Protected Characteristic	+	-	+/ -	Why will it have this impact?
Age	+			The strategy recognises that age is a factor that is associated with the take up of digital services. There are a range of actions proposed to respond to those already on line, whilst working with those not participating in the digital economy to remove barriers to participation.
Disability	+			The strategy recognises that disability and ill health is a factor that is associated with the take up of digital services. There are a range of actions proposed to respond to those already on line, whilst working with those not participating in the digital economy to remove barriers to

			participation
Gender reassignment		+/ -	It is unclear whether gender re-assignment directly affected people's participation in the digital economy. No such research evidence has been identified to inform the development of the Strategy. No evidence of positive or negative impact was identified during the consultation phase.
Marriage & civil partnership		+/ -	It is unclear whether marriage and civil partnership directly affects people's participation in the digital economy. No such research evidence was identified during the public consultation.
Pregnancy and maternity		+/ -	It is unclear whether pregnancy and maternity directly affects people's participation in the digital economy. No such research evidence has been identified during the public consultation.
Race		+/ -	It is unclear whether race directly affects people's participation in the digital economy. No such research evidence has been identified to during the public consultation.
Religion or belief		+/ -	It is unclear whether religion or belief directly affects people's participation in the digital economy. No such research evidence has been identified during the public consultation.
Sex	+		There is some evidence that females are slightly less likely to participate in the digital economy, however, age, economic circumstances and disability/ill-health are identified as more significant factors. By addressing digital inclusion this strategy should have a positive impact on people facing barriers to digital participation
Sexual orientation		+/ -	It is unclear whether religion or belief directly affects people's participation in the digital economy. No such research evidence has been identified during the public consultation.

What action will be taken to improve positive or mitigate negative impacts?

The digital inclusion actions proposed in the Strategy will be focused on removing barriers to participation for everyone digitally excluded

The proposals to upskill the workforce and the work identified through education and skills development will provide those who are already participating in the digital economy to further improve their skills

b) How will the initiative assist or inhibit the ability to meet the Public Sector Equality Duty?

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation	+			The Strategy identifies the increase in cyber-crime which can include discrimination, harassment and victimisation and aims to equip people and organisations with the ability to stay safe on-line and protect data and systems
To advance equality of opportunity between different groups	+			The Strategy acknowledges that there are people who face barriers to participation in the digital economy and that people who are older, on lower incomes or who are disabled/in poor health are disproportionately affected by digital exclusion. The Strategy explicitly seeks to reduce/eliminate these inequalities

To foster good relations between different groups			+/-	There is no identified contribution to fostering good relations or any negative impact on community relations that has been identified at this stage in the policy development process
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What action will be taken to improve positive or mitigate negative impacts?

It is proposed that the digital inclusion work will directly address identified inequalities between groups and address identified risks and threats presented by the growth in cyber-crime

#### 4. Community Cohesion/Social Exclusion/Poverty

	+	-	+/ -	Why will it have this impact?
Community Cohesion	+			In addition to addressing digital exclusion as highlighted above, the proposals seek to help third sector and SME organisations to secure the capability that will enable them to sustain their organisations in a digital economy
Social Exclusion	+			The Strategy identifies that those people who are socially excluded are often the people who are also digitally excluded. The work to address digital inclusion will be connected with the wider work of the council to combat poverty and social exclusion
Poverty	+			The Strategy identifies that those people who are socially excluded are often the people who are also digitally excluded. The work to address digital inclusion will be connected with the wider work of the council to combat poverty and social exclusion
What action will be taken to improve positive or mitigate negative impacts?				
The Strategy includes specific work that will impact positively on community cohesion, social exclusion and poverty as those who are digitally excluded are often those who are marginalised more generally				

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: - people's opportunities to use the Welsh language	+			The Welsh Language Standards are underpinning aspects that will be fully integrated into the Strategy and its delivery. Digital technologies present opportunities to make available different ways for people to use the Welsh language
- treating the Welsh and English languages equally	+			The Welsh Language Standards are underpinning aspects that will be fully integrated into the Strategy and its delivery. New on-line services will be developed with bi-lingual expectations in mind

What action will be taken to improve positive or mitigate negative impacts?
The Equalities and Community Cohesion Group will provide critical and constructive challenge to the delivery of the Strategy to ensure Welsh Language expectations are being met.

## 6. Biodiversity



How will the initiative assist or inhibit the ability to meet the Biodiversity Duty?

Biodiversity Duty	+	-	+/-	Why will it have this impact?
To maintain and enhance biodiversity	+			This Strategy makes a commitment to adopting approaches/enabling changes that reduce the carbon footprint of the Council will could indirectly impact positively on bio-diversity
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.	+			This Strategy makes a commitment to adopting approaches/enabling changes that reduce the carbon footprint of the Council will could indirectly impact positively on bio-diversity
What action will be taken to improve positive or mitigate negative impacts?				
There is a commitment within the Strategy to reducing the Carbon footprint. No additional actions are considered necessary at this stage of the policy development process				

## 7. Wellbeing of Future Generations

Ways of Working	Has account been taken/ contribution made?		What impact does the initiative have?			Details
	Yes	No	+	-	+/-	
i. Long term – looking at least 10 years (and up to 25 years) ahead	Y		+			<p>The Strategy acknowledges that there is rapid changes taking place across the world. Collaboration, involvement and integration are explicitly addressed in the Strategy. In terms of prevention the digital inclusion objectives are designed to ensure that inequalities linked to technological change are explicitly addressed.</p> <p>The strategy has been designed to directly support the Council's Corporate Plan 2018-2022 and associated well-being objectives</p>
ii. Prevention – preventing problems occurring or getting worse	Y		+			
iii. Collaboration – working with other services internal or external	Y		+			
iv. Involvement – involving people, ensuring they reflect the diversity of the population	Y		+			
v. Integration – making connections to maximise contribution to:	Y		+			
Council's wellbeing objectives;	Y		+			
• To improve the wellbeing of children and young people	Y		+			

• To improve the well-being of all adults who live in the county borough	Y		+			It also demonstrates how the Council is supporting the delivery of the Public Services Board Well-Being Plan, one of the priorities being to tackle digital exclusion
• To develop the local economy and environment so that the well-being of people can be improved	Y		+			
The seven wellbeing goals;	Y		+			
• A prosperous Wales	Y		+			
• A resilient Wales	Y		+			
• A healthier Wales	Y		+			
• A more equal Wales	Y		+			
• A Wales of cohesive communities	Y		+			
• A Wales of vibrant culture and thriving Welsh language	Y		+			
• A globally responsible Wales	Y		+			

Public Services Board priorities;	Y		+			
• Support children in their early years, especially children at risk of adverse childhood experiences.	Y		+			
• Create safe, confident and resilient communities, focussing on vulnerable people	Y		+			
• Encourage ageing well	Y		+			
• Promote well-being through and in the workplace	Y		+			
• Recognise and promote green infrastructure, how green infrastructure can support the economic, social and cultural well-being of the people of Neath Port Talbot	Y		+			
Other public bodies objectives	Y		+			

What actions will be taken to improve positive or mitigate negative effects?

None identified at this stage

## 9. Monitoring Arrangements

Provide information on the monitoring arrangements to:

Monitor the impact of the initiative on the Wellbeing Objectives, Equalities, Community Cohesion and Welsh Measure achievements and outcomes of the initiative.

The Strategy identifies a set of benefits and planned investments that are linked to the priorities and associated actions. During the consultation it was identified that further advice and support is available from SOCITM to improve this aspect of the work.

## 10. Assessment Conclusions

Which of the following applies to the initiative?

Conclusion 1	There are no potential problems and all opportunities to maximise contribution to achieving each of the Council's wellbeing objectives and the Welsh Government's well-being goals and promote equality have been taken.	Continue as planned with the initiative	Y <input type="checkbox"/>
Conclusion 2	There are potential problems and/or missed opportunities to maximise contribution to achieving each of the Council's wellbeing objectives and the Welsh Government's well-being goals and promote equality. Negative impacts/conflicts in meeting other wellbeing objectives must be identified and mitigated.	Make adjustments to remove barriers or better promote equality and continue with the initiative	<input type="checkbox"/>
Conclusion 3	There is potential for negative impacts or missed opportunities to maximise contribution to achieving each of the Council's wellbeing objectives and the Welsh Government's well-being goals and promote equality with regard to some groups.	Justification for continuing with the initiative.	<input type="checkbox"/>
Conclusion 4	There is actual or potential unlawful discrimination. It must be stopped and removed or changed.	STOP and redraft the initiative	<input type="checkbox"/>

## Explanation of Conclusion

This strategy has been informed by a review of the existing Digital by Choice Strategy, together with research and consultation referenced above, with a view to supporting the delivery of the Council's Corporate Plan 2018-2022.

The 12 week public consultation exercise tested, with different stakeholder groups, the relevance and acceptability of the proposals prior to asking Council to take a final decision on a revised Strategy that would be delivered over the remainder of this political term

## 11. Actions

What actions are required in relation to obtaining further data/information, to reduce or remove negative impacts or improve positive impacts?

Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
Undertake a 12 week public consultation exercise and use the feedback obtained to finalise the Strategy	Assistant Chief Executive and Chief Digital Officer	30.11.2018	Summary report detailing consultation findings together with a covering report and amended strategy highlighting what has changed as a result of the public consultation exercise.
Take up offer of further advice/support from SOCITM to improve the measurement of the benefits of the Strategy	Assistant Chief Executive and Chief Digital Officer	31 <sup>st</sup> March 2019	Measures are in place and feature in monitoring reports



## 12. Sign off

	Name	Position	Signature	Date
Completed by				
Signed off by	Karen Jones	Assistant Chief Executive and Chief Digital Officer		November 28 <sup>th</sup> 2018