Title: Digital Strategy 2022-25

Lead Officer: Georgia Hawkes

Date Completed: 13/01/22

<u>Stage 1: Equality Impact Assessment</u>

1. What are the main aims purpose and outcomes of the Policy and how do these fit with the wider aims of the organization?
The digital strategy aims to move the council forward in its digital journey, which includes giving people the right digital tools to do their jobs, making the best use of information to design, monitor and improve services, designing customer-focussed and accessible services, creating a digital culture and knowledge in the council, and working with partners to tackle digital exclusion in our communities.

2. How do these aims affect our duty to: • **Eliminate unlawful discrimination, harassment and victimization and other conduct prohibited by the act.**   • **Advance equality of opportunity between people who share a protected characteristic and those who do not.**   • **Foster good relations between people who share a protected characteristic and those who do not.**
The strategy's objectives around digital inclusion will help those with protected characteristics who are more likely to be internet non-users or infrequent users (older people, those with disabilities) to have the same opportunities to interact and use online services as others. The workstream on information will help the council design better services and intervene earlier to improve outcomes for our residents. The service design workstream will ensure that everyone, will be able to easily access the council services they need.

3. What aspects of the policy including how it is delivered or accessed could contribute to inequality?
No part of the strategy should contribute to inequality. Whilst we will design services to be digital by default, other routes, mainly phone, will remain for those who cannot or do not want to use digital services.

4. Will the policy have an impact (positive or negative) upon the lives of people, including particular communities and groups who have protected characteristics ? What evidence do you have for this?
The policy will not have a negative impact on groups who have protected characteristics. In fact, in some cases it should have positive impact, particularly through the work on digital inclusion.

If the answer to the second question has identified potential impacts and you have answered yes to any of the remaining questions then you should carry out a full EQIA set out as stage 2 below.