

Integrated Impact Assessment Template

(incorporating Equalities, Socio-economic Duty, Future Generations, Welsh Language Measures, Corporate Parenting)

Name of the Officer completing the evaluation: Matthew Gatehouse Phone no: 01633 644397 E-mail: matthewgatehouse@monmouthshire.gov.uk	Please give a brief description of the aims of the proposal: Expand collaborative arrangements in place for the provision of technology services through the Shared Resource Service to include digital, data and information governance services, generating economies of scale enabling the authority to accelerate progress against delivery of priorities set in the Community and Corporate Plan and the Council's Digital and Data Strategy.
Name of Service area: Chief Executive's / Resources	Date: 6/5/2025

1. Are your proposals going to affect any people or groups of people with protected characteristics? Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age Consider the impact on our community in relation to age, e.g. how do we engage with older and younger people about our services, access issues etc. Also consider what issues there are for employment and training.	The proposal has the potential to have a positive impact on people of all ages by providing improved access to services via digital and technology solutions. Collaboration on data will also improve insight by enabling partners to increase understanding of the needs of different groups including younger and older people. This will ensure that they are better tailored to meet the needs of different age groups more effectively.	There may be challenges in addressing the specific requirements of younger and older populations, including digital inclusion, and these must be carefully considered to avoid any negative effects.	The proposal aims to create more efficient and accessible services, ultimately improving the quality of life for all individuals, regardless of their background or circumstances. This approach will ensure that everyone can benefit from the advancements and improvements brought by the proposal, fostering a more inclusive and equitable society.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Disability Consider the impact and what issues there are around each of the disability needs groups e.g. access to buildings/services, how we provide services and the way we do this; producing information in alternative formats, employment issues etc.	The proposal will improve our knowledge about different groups within Monmouthshire and the region providing greater insight into peoples' experiences and needs. It has the potential to improve delivery to groups with different protected characteristics to ensure equitable service delivery. This includes providing appropriate support for disabled people, enabling them to access services that meet their specific needs seamlessly.	The proposal acknowledges the necessity of addressing the diverse needs of disabled people. The integration of disability-friendly infrastructure and technology will play a pivotal role in facilitating an inclusive environment.	The proposal outlines structured strategies to cater to the needs of disabled people, ensuring they have equitable access to services. This involves integrating disability-friendly infrastructure and technology, thus facilitating an inclusive environment. The proposal seeks to ensure seamless service access, enhancing the overall quality of life for individuals with disabilities.
Gender reassignment Consider the provision of inclusive services for transgender people and groups. Also consider what issues there are for employment and training.	The proposal aims to create a supportive environment where individuals can comfortably access services without facing any discrimination or prejudice. This commitment to inclusivity ensures that all individuals are treated with dignity and respect, regardless of their gender identity or expression.	The proposal also emphasises the importance of respecting and addressing the needs of individuals undergoing gender reassignment. It aims to create a supportive and non-discriminatory environment where these individuals can comfortably access relevant services. This commitment to gender inclusivity ensures everyone is treated with dignity and respect.	The proposal emphasizes the importance of community engagement and participation. It aims to foster a sense of ownership and involvement among community members, encouraging them to contribute to decision-making processes and community initiatives. By promoting active participation, the proposal seeks to strengthen community bonds and enhance the overall quality of life for all residents.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Marriage or civil partnership Same-sex couples registered as civil partners have the same rights as married couples and must be provided with the same benefits, such as survivor pensions, flexible working, maternity/paternity pay and healthcare insurance. Consider the impact of your proposal on these rights.	This commitment to inclusivity ensures that all individuals are treated with dignity and respect.	The proposal reiterates its dedication to supporting individuals in marital or civil partnerships by offering tailored services that foster a sense of community and belonging.	The proposal is designed to maximize positive impacts across all protected characteristics while minimizing any potential negative effects. It seeks to promote equality and quality in service delivery, ensuring that all individuals are treated with dignity and respect.
Pregnancy or maternity A woman is protected from discrimination during her pregnancy, maternity leave and 26 weeks from the day she gives birth. Including the provision of services, goods and facilities and recreational or training facilities. Consider the impact of your proposal on these protections.	Overall, the proposal is designed to maximize positive impacts across all protected characteristics while minimizing any potential negative effects. It seeks to promote equality and quality in service delivery, ensuring that all individuals are treated with dignity and respect.	The proposal highlights the importance of addressing the needs of people across different age groups, ensuring that services are tailored appropriately for children, teenagers, adults, and the elderly. By considering the diverse requirements of these age groups, the proposal aims to provide services that are relevant and accessible to individuals at different life stages.	

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Race What will the proposal do to promote race equality with the aim of eliminating unlawful discrimination, promoting equality of opportunity and promoting good relations between different racial groups. Think about the potential to affect racial groups differently. Possible issues include providing translation/interpreting services, cultural issues and customs, access to services, issues relating to Asylum Seeker, Refugee, Gypsy & Traveler, migrant communities and recording of racist incidents etc.	The proposal will improve our knowledge about different groups within Monmouthshire and south east Wales providing greater insight into peoples' experiences and needs. It has the potential to improve delivery to groups with different protected characteristics to ensure equitable service delivery. Greater knowledge and insight will enable more effective targeting of responses, including for instance, recognizing and supporting individuals who may identify with multiple protected characteristics. This intersectional approach ensures that the unique challenges faced by these individuals are adequately addressed, fostering an inclusive environment where everyone can thrive.	The proposal also emphasizes the need for cultural competence, ensuring that services are sensitive to the unique experiences and traditions of different ethnic communities. By fostering respect for cultural differences, it aims to provide equitable access and build trust among service users. This approach is crucial in creating a truly inclusive service delivery framework that recognizes and values the diversity of the community.	The proposal recognizes the importance of addressing the needs of individuals from diverse backgrounds. By promoting inclusivity and respect for cultural differences, it aims to ensure that services are sensitive to the unique experiences and traditions of various communities.

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Religion or Belief Consider the impact e.g. dietary issues, religious holidays or days associated with religious observance, cultural issues and customs. Also consider what issues there are for employment and training.	The proposal has the potential to improve delivery to groups with different protected characteristics to ensure equitable service delivery. This includes people with different religions and beliefs.	The proposal also emphasizes the necessity of fostering an inclusive environment that respects and values the diversity of religious beliefs and practices. It outlines measures to ensure that individuals from various faiths, as well as those without any religious affiliation, can access services without encountering bias or discrimination. This includes accommodating religious practices and observances, providing appropriate spaces for prayer or reflection, and offering dietary options that respect religious dietary laws.	The proposal strives to create a comprehensive service delivery framework that respects and values the diversity of the community. By promoting equality, addressing socio-economic factors, and ensuring accessibility for all, it aims to build a fairer and more cohesive society.
Sex Consider what issues there are for men and women. Will this impact disproportionately on one group more than another e.g. equal pay, responsibilities for dependents, issues for carers, access to training, employment issues.	Better use of data, particularly disaggregated by gender, is crucial for promoting gender equality. It helps identify gaps, inform policies, and track progress towards equality, ultimately leading to more equitable outcomes for women and girls.	The proposal highlights the need for tailored support for vulnerable groups within the community.	Data can provide to inform policy development to enable design and implement interventions that effectively address gender inequalities

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Sexual Orientation Consider the provision of inclusive services for e.g. older and younger people from the Lesbia, Gay and Bisexual communities. Also consider what issues there are for employment and training.	Additionally, the proposal emphasizes the need for gender equality, advocating for policies and practices that support all gender identities. This includes creating safe spaces for individuals to express their gender identity and access services without fear of discrimination or harassment.	In addition to considering the socio- economic status and various protected characteristics, the proposal also recognizes the importance of addressing the needs of individuals with diverse sexual orientations. By promoting inclusivity and respect for lesbian, gay, bisexual, heterosexual, and other sexual orientations, the proposal aims to create a supportive environment where everyone can access services without discrimination.	Furthermore, the proposal emphasizes collaboration with local organizations and stakeholders to ensure that these programs are effectively delivered and meet the real needs of the community. This collaborative approach is essential in creating a cohesive support network that can promptly respond to the evolving challenges faced by vulnerable groups.

2. The Socio-economic Duty

The Socio-economic Duty requires public bodies to have due regard to the need to reduce inequalities of outcome which result from socio-economic disadvantage when taking key decisions.

Socio-economic disadvantage can be defined as living in less favorable social and economic circumstances than others in society. It also includes social justice, which is about reducing inequalities by working towards more equal distribution of wealth and opportunities so everyone can achieve their full potential.

Consider how the proposal could affect the following vulnerable groups:

Armed Forces Community (including veterans)

Single parents

Vulnerable families

Single adult households

Carers

Students

People living in the most deprived areas

Pensioners

Homeless People

People misusing substances

People who have experienced the asylum system People involved in the criminal justice system

Socio-economic Duty	Describe any positive impacts your proposal has in respect of people suffering socio economic disadvantage	Describe any negative impacts your proposal has in respect of people suffering from socio economic disadvantage.	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts in relation to the Socio-economic disadvantage?
Think of what evidence you have about socio-economic disadvantage and inequalities of outcome in relation to this proposal. Will it impact disproportionately on certain groups? Can the proposals be improved to reduce inequalities of outcome?	By improving data collection and analysis the proposal can significantly promote socio-economic improvement by providing a deeper understanding of societal challenges, enabling more effective policy development, and facilitating targeted interventions on different groups, for example, by increasing our understanding of the inequalities that exist within and between different areas.	The development of digital solutions can lead to some people being excluded, for example if they do not have access to the latest operating systems on phones, tablets or computers.	Ensure that we continue to ensure access to key services through channels such as community hubs and the contact centre.

3. Policy making and the Welsh language

What are the effects that the proposals would have on the Welsh language, specifically on opportunities for people to use Welsh and on treating the Welsh language no less favourably than English? How could positive effects be increased, or negative effects be mitigated? Explain how you believe the proposals could be improved so as to have positive effects or increased positive effects on opportunities for people to use the Welsh language and on treating the Welsh language no less favourably than the English language.

How does your proposal impact on the following aspects of the Council's Welsh Language Standards:	Describe the positive impacts of this proposal	Describe the negative impacts of this proposal	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts
Policy Making: Consider what impact this policy decision will have on the Welsh Language. This includes opportunities for people to use the language, opportunities to promote the language and treating the language no less favourably that the English language. Include any data and evidence e.g. WESP, Census Data, Cymraeg 2050, Welsh Language Strategy.	Investing in data and digital has the potential to improve our delivery of services through the medium of Welsh, for example by bilingual apps and a better understanding of demand.	Some digital solutions can be optimized for use in the English language which could potentially lead to Welsh speakers choosing not to access solutions in Welsh.	Ensure that Welsh is considered at the initial design stage of any policies in this area of work.
Operational: Recruitment & Training of workforce Carefully consider whether vacant posts require Welsh language skills as a desirable or essential skill. This is especially pertinent with front line roles as more than 10 % of the population of Monmouthshire speak Welsh. Also, when assessing the need for Welsh language skills keep in mind the existing Welsh language skills within the workforce. In service areas where there is a current lack of Welsh language skills, posts should be advertised as Welsh language essential. Additionally, consider where further training may be needed to increase the number of staff who can speak Welsh and to enhance the skills of current Welsh speakers.	Better use of digital and data may increase our ability to target job adverts to Welsh speakers to help us achieve our aspirations to grow the number of Welsh speakers employed which, in turn, will help us increase the range of services delivered through the language.	None identified at this stage	No additional actions identified at this stage
Service Delivery: Use of Welsh language in service delivery When advertising our services you must promote the fact that people can deal with the council in Welsh by	Designing Bilingual Services as one of the 12 digital public service standards which are embedded at the core of this proposal.	Some digital solutions can be optimized for use in the English language which could potentially lead to Welsh speakers choosing not to access solutions in Welsh	

phone, email, twitter, Facebook, letters, forms,		
website transactions etc.		

4. Does your proposal deliver any of the well-being goals below? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!

Well Being Goals	Describe the positive impacts the proposal has on the wellbeing goal.	Describe the negative impacts the proposal has on the wellbeing goal.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales An innovative, productive and low carbon society which recognises global limits and uses resources efficiently (including acting on climate change); a skilled and well-educated population in an economy which generates wealth and provides jobs.	The proposal will create improved opportunities for those seeking careers in digital and data – both of which require a skilled workforce	None identified at this stage	Ensure that development opportunities are in place for employees of all organisations to improve their digital and data skills.
A resilient Wales Maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).	None identified at this stage.	None identified at this stage	
A healthier Wales People's physical and mental wellbeing is maximised and in which choices and behaviours that benefit future health are understood.	The proposal will increase collaborative use of data between partners who share a commitment to the Marmot Principles to reduce health inequalities and tackle the structural factors that are often the causes of these. By integrating digital services, the proposal aims to provide a seamless	None identified at this stage	Torfaen CBC has a Health Determinants Research Collaborations (HDRC) and partnering with them on data creates the potential to improve learning about why some people and communities have poor

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	experience for citizens accessing public services such as healthcare, education, and transportation. This integration can reduce the time and effort required to access multiple services.		mental and physical health, and what can be done to improve them.
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	The collaborative approach outlined in the proposal not only optimises resources but also empowers citizens, creating more resilient and vibrant communities. Better use of data and technology improves our ability to work with and alongside our communities increasing community cohesion and a sense of connection and belonging to place.	None identified at this stage	
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	None identified at this stage	None identified at this stage	
A Wales of vibrant culture and thriving Welsh language Promotes and protects culture, heritage and the Welsh language, and participation in the arts, and sports and recreation	The proposal supports development of digital services that meet accessibility standards and support the Welsh language.	None identified at this stage	
A more equal Wales People can fulfil their potential no matter what their background or circumstances. (This includes the protected characteristics listed in Section 1 above. You can add	Using data to understand and address inequalities in access to services, and some of the underlying reasons for these, can lead to more targeted and effective	Digital and data have the potential to both exacerbate inequalities. While they offer tools to address issues like digital exclusion, they can also perpetuate	Ensuring that digital inclusion is a core focus.

Well Being Goals	Describe the positive impacts the proposal has on the wellbeing goal.	Describe the negative impacts the proposal has on the wellbeing goal.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
more detail there. Don't forget to think about the impacts on poverty)	interventions which can lead to greater equity	existing social and economic differences. Models using AI are often fed from existing and historic data which can have inherent biases or under-represent certain groups which can perpetuate inequalities.	Ensure that we understand what's 'in he box' when deploying AI solutions

5. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principles	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Balancing short term need with long term and planning for the future We are required to look beyond the usual short term timescales for financial planning and political cycles and instead plan with the longer term in mind (guidance says at least 10 years, but preferably 25)	This proposal is focused on creating a unified digital culture of innovation, collaboration and user-centricity with the SRS. This approach is designed to empower partners to work together effectively, leveraging advanced technologies and agile methodologies that will help partners authorities develop solutions which are future-focused.	None identified at this stage

Sustainable Development Principles		Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?	
Collaboration	Working together with other partners to deliver objectives	The proposal centered on creating increased collaboration and creating a unified digital culture of innovation, collaboration, and user-centricity within the SRS. This approach is designed to empower partners to work together effectively, leveraging advanced technologies and agile methodologies. The proposal began with an examination of partners' strategies to understand the similarities in our current policy aspirations for digital and data	None identified at this stage.	
· · ·	Involving those with an interest and seeking their views Who are the stakeholders who will be affected by your at they been involved? Do offect the diversity of the erved?	Consultation and engagement has been undertaken with a range of internal and external stakeholders. The evaluation process included assessing partner digital strategies which has a focus on user centered service design. Enhanced use of data will generate improved insight about communities which in turn will improve our ability to target involvement at groups which may currently be under-represented in consultation and engagement exercises while improved digital tools may also help to open up new ways to involve a diverse range of people	None identified at this stage.	
Prevention	Putting resources into preventing problems occurring or getting worse	The proposal emphasises the use of data analytics and methodologies to proactively address challenges and improve service efficiency. This approach can help prevent issues from occurring or worsening, contributing to better health outcomes.	The proposal will improve the ability of partners to develop predictive data models which have the potential to significantly enhance preventative approaches.	

Sustainable Development Principles	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
Considering impact on all wellbeing goals together and on other bodies Focus here on how you will better integrate the Wellbeing Goals impacts on people, economy and environment described above and balance any competing impacts. Think about impacts the proposal may have on other organisations	A shared digital, data and technology service promotes a holistic and integrated approach to public service delivery, making it more efficient, innovative, inclusive, and responsive to the needs of users. This new way of thinking about public services leverages the collective strengths of multiple organisations to provide higher-quality, more effective, and sustainable services to the public.	

6. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Corporate Parenting, Care Leavers, Care Experienced People and Safeguarding. Are your proposals going to affect any of these responsibilities?

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding Safeguarding in this context applies to children (not yet reached 18th birthday) and adult at risk (identified as a person over the age of 18 and who (a) is experiencing or is at risk of abuse or neglect, (b) has needs for care and support (whether or not the authority is meeting any of those needs), and (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.) Safeguarding is about ensuring that everything is in place to promote the well-being of children and adults at risk, preventing them from being harmed and protecting those who are at risk of abuse and neglect.	Bringing these services together will enable a shift in how digital and data are used to improve our understanding of different groups and join up data held by different organisations to create a better understanding of need. This can improve responsiveness and decision-making by different agencies. It will create access to more granular and timely data and the potential to combine datasets improving insights that can be used to make better decisions. For example, this will enable the acceleration of work to put in place a single view of vulnerable individuals that can be shared by partners to improve safeguarding	There may be concerns from some about the extent of data sharing by public bodies.	Ensure data privacy impact assessments and undertaken and privacy notices are updated to reflect any change in how we collect and use data that may occur in future.

Corporate Parenting, Care	Greater knowledge and insight will	None identified at this stage	
Leavers and Care Experienced	enable more effective targeting of		
People	responses and service delivery		
This relates to those children who are			
'looked after' by the Local Authority either			
through voluntary arrangements with their			
parents or through a Court Order. The			
Council has a corporate duty to consider			
'children who are looked after especially			
and to promote their welfare (in a way, as			
though those children were their own). It			
also relates to care experienced people			
(people who have spent time in care when			
they were under 18 years old). The			
Council must consider how to help			
overcome the disadvantages and			
discrimination they experience.			

7. What evidence and data has informed the development of your proposal?

This will include your baseline position, measures and studies that have informed your thinking and the recommendation you are making. It should allow you to identify whether any changes resulting from the implementation of the recommendation have had a positive or negative effect. Key strategies and documents that may help you include: Community and Corporate Plan, Asset Management Strategy, Digital and Data Strategy, Medium Term Financial Strategy, People Strategy, Socially Responsible Procurement Strategies See Guidance for more examples.

he proposal was developed following engagement across all partners.		

8.	SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have
	they informed/changed the development of the proposal so far and what will you be doing in future?

This section should summarise the key issues arising from the evaluation. This summary must be included in the Committee Report Template

Improving use of digital and data creates the opportunity to improve our understanding of inequalities within our communities by creating access to more granular and timely data and creating the potential to combine datasets improving insights that can be used to make better decisions. For example, this will enable the acceleration of work to put in place a single view of vulnerable individuals that can be shared by partners to improve safeguarding.	latasets improving insights that can be used to make better decisions. For example, this will enable the acceleration
By aligning with the five ways of working, the proposal in the background paper demonstrates a commitment to the principles of the Well-being of Future Generations Act	sal in the background paper demonstrates a commitment to the principles of the Well-being of Future Generations

9. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do?	When are you going to do it?	Who is responsible?
No changes at this stage		

10. VERSION CONTROL: The Integrated Impact Assessment should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision-making process. It is important to keep a record of this process to demonstrate how you have considered and built in equality and future generations considerations wherever possible.

Version	Decision making stage e.g. budget mandate,	Date considered	Brief description of any amendments made following
No.	DMT, SLT, Scrutiny, Cabinet etc.		consideration

1.0	Cabinet	