Equality and Future Generations Evaluation

Name of the Officer Sian Hayward **Phone no: 01633644309** **E-mail: sianhayward@monmouthshire.gov.uk**	**Please give a brief description of the aims of the proposal** The aims of this proposal are to link the 3 pillars of Digital, Information and Data in order to provide data and evidence led decision making and policies
Name of Service area Digital Programme Office	**Date** 09/05/21

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	Younger age groups are more likely to be digital natives and will benefit from the availability of digital.	A higher proportion of older people are likely to be digitally excluded and less likely to benefit from investment in digital solutions	This proposal is designed to ensure we collect and hold accurate, clean and structured information in order to support evidence-led decision making and policies. This data can only benefit people with any protected characteristics as it will enable us to target and prioritise services to the people who need it most. There are no reduction in face-to-face services as a result of the expansion of digital and data

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	Increased digital service availability can have positive benefits for some people with disabilities. For example people with hearing impairments where self-service may be preferable to a contact centre. Digital solutions also encompass assistive technology.	None	As above. In addition digital services will be designed in line with accessibility standards
Gender reassignment	This proposal will enable us to collect and analyse information, turning it into accurate data and evidence to prioritise service delivery as appropriate.	None	As above
Marriage or civil partnership	No specific impacts identified	None	As above
Pregnancy or maternity	No specific impacts identified	None	As above

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?
Race	This proposal will enable us to collect and analyse information, turning it into accurate data and evidence to prioritise service delivery as appropriate. This can include having a better understanding about needs of groups of people who can make up a statistically small part of Monmouthshire's population	Digital and data-led solutions may in future contain an element of artificial intelligence or AI. Research has shown that AI has the potential to reinforce existing biases. This is because computer algorithms are unequipped to consciously counteract learned biases in the same way that humans do.	Ensure that we understand any future applications where this could potentially occur within the council's digital and data solutions and immediate any remedy immediately.
Religion or Belief	This proposal will enable us to collect and analyse information, turning it into accurate data and evidence to prioritise service delivery as appropriate.	Digital and data-led solutions may in future contain an element of artificial intelligence or AI. Research has shown that AI has the potential to reinforce existing biases. This is because computer algorithms are unequipped to consciously counteract learned biases in the same way that humans do.	Ensure that we understand any future applications where this could potentially occur within the council's digital and data solutions and immediate any remedy immediately.
Sex	No specific impacts identified	None	As above
Sexual Orientation	This proposal will enable us to collect and analyse information, turning it into accurate data and evidence to prioritise service delivery as appropriate	None	As above

2. The Socio-economic Duty and Social Justice

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 This duty aligns with our commitment as an authority to Social Justice.

	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 socio economic disadvantage.	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Socio-economic Duty and Social Justice	The enhanced data capacity will enable us to have a more detailed understanding of areas where people are on low incomes and may suffer disproportionatly from the impacts of poverty. We know this can often be masked in large dat sets where poverty sits alongside affluence. This understanding, will in turn, enable us to target ore effective solutions to seem to ameliorate the impacts of poverty. Data analysis will play an important role in prioritizing activity within the social justice strategy	People on low incomes can sometimes suffer from digital exclusion. We need to be mindful of this when designing digital services to ensure that they work on a wide range of devices including smartphones.	The positive aspects of this proposal are that we will be able to collect, analyse and share information to enable us to identify those living in less favourable circumstances than others. Collecting accurate data will enable the council to target services in a more equitable way, ensuring they are available for those who need it most. Storing information in a digital format that can be accessed by the right people in the right place at the right time will help mitigate against any loss of personal information and protect vulnerable people. Collecting personal data brings an additional responsibility to hold it securely and fairly, securely and protect it from loss. This risk can be mitigated by storing and sharing it via securely protected digital systems.

3. Policy making and the Welsh 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 Effects on the use of the Welsh language, Promoting Welsh language Treating the Welsh language, no less favourably	Digital systems and processes will assist with building in provision for the Welsh Language to be included in content design.	Lower number of people using Welsh can sometimes impact on the development in digital solutions with certain solutions omtimised for English. Welsh speakers can sometimes opt for English language digital versions if the Welsh is sub-optimal	Any data and information shared outside the council will be in Welsh and English. The service areas will be encouraged to provide digital content in both English and Welsh. Ensure that developers are aware of the need for solutions to work equally well in both languages
Operational Recruitment & Training of workforce	People expect to find jobs on social media or job sites rather than in the local paper. Digital advertising and recruitment can target the best places to source employees e.g. Welsh speakers on LinkedIn. Workforce data analysis can help us plan our future workforce, taking into account current age and skill profiles and the new skills requirements.	There are no negative aspects of this proposal	Using information and data will enable us to target training to the people who need it most. The HR system holds data on the current workforce and structuring that data will enable the council to look at future training needs and workforce trends. To this end, the digital HR system will be cleansed and structured to ensure we can extract speedy accurate data to aid with workforce planning.

			Without doubt, the shift to digital data storage and digital working will mean more training is required in digital systems and methodology. The Digital Design Team are there to ensure that digital systems are intuitive and simple to use.
Service delivery Use of Welsh language in service delivery Promoting use of the language	When advertising our services, you must promote the fact that people can deal with the council in Welsh by phone, email, twitter, Facebook, letters, forms, website transactions etc.	Sometimes digital solutions can be optimised to work in English. Lower number of people using Welsh can sometimes impact in the development in digital solutions, for example the Welsh language version of our chatbot receives less queries and therefore 'learns' less quickly than the English version	Service areas will be encouraged to ensure that all of their content is in English and Welsh. When working with developers we will ensure that they understand that products must work equally well in both languages and correct for any unintended bias caused by the higher number of English language users.

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 Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	This proposal involves – 1. Collecting and storing clean, accurate, accessible information in a structured secure, format	This will require data and evidence with which to target training resources to those with the greatest need.

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
	2. Analysing this information to provide accurate data and evidence with which to redesign services and meet future needs. 3. Introducing digital systems and processes to automate data input and high-volume transactions. All of this will free people to make 'human' decisions that machines can't. Digital processes can reduce the instance of fraud and error, helping to avoid duplication and loss of resources. Digital teaching and learning can supplement the traditional face to face learning for those people who are unable to access classroom and face to face training. Open data allows developers to creare solutions that add civic value over and above those offered by local authorities and enable them to generate revenue	Data and evidence will also be needed to prioritise the transport infrastructure to maximise access to work and jobs whilst minimizing travel. Digital communications and systems will enable people to work closer to home, minimizing the impact on the environment and supporting local communities.
A resilient Wales Maintain and enhance biodiversity and ecosystems that support resilience and can adapt to change (e.g. climate change)	Collecting and storing information digitally will mean that the right people can access the right information at the right time, without resorting to carrying around paper or driving around unnecessarily.	

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
	This in turn can reduce the impact of waste and fuel emissions upon climate change.	
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	Digital information and systems will enable people to access the right information they need to access health and leisure services. Data analysis will provide information with which to target health and leisure services in different parts of the community, ensuring that socially and economically disadvantaged people are not left behind.	Mitigating against the negative aspects of 'digital socialising' will require considerations to offset the reduction in 'human' contact. Care will be needed to identify digitally disadvantaged people to ensure they are supported with digital skills and tools to enable them to access care and health services.
A Wales of cohesive communities Communities are attractive, viable, safe and well connected	Geographical data analysis can identify areas within our communities that require further development or where crime and antisocial behavior is more prevalent. We can then target interventions and resources to these specific areas. Good design in digital communications systems can enable us to promote events and inform people when highways and schools are closed. Open data can assist communities to gather and analyse all the local data they need to help community groups to develop facilities in the area	Digital systems can be developed to enable people to work and live within their communities, contributing to local employment opportunities as well as enabling people to stay connected via social media and promotion of local events. This will require MCC as a large local employer to digitally enable its workforce to go into the community raising skills and awareness with families, friends and Neighbours. Designing digital apps and processes that are more 'human' will assist in our communities being able to access public services. We will need to ensure strong links with the police and

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
		health services and share appropriate information and data with them.
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	This proposal will enable MCC to connect with the global workforces, goods, services and information. This is most obvious in the reduction of emissions and waste that contributes to global climate change. Digital services will link us with countries throughout the world, providing us with data and best practice from them, as well as enabling us to see the impact we are having n their countries.	
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation		
A more equal Wales People can fulfil their potential no matter what their background or circumstances	Sharing our data and information digitally can enable people to access services, knowledge and training, enabling them to fulfil their potential regardless of their circumstances or background. Careful digital design of our services will ensure that it is simple for people to access what they need. Effective digital design will make it so simple for people to use digital services that they wouldn't want to do it any other way.	It is essential that all departments of the council consider how to promote their services and enable people to access them as simply as possible without people having to travel long distances or access them between the hours of 9-5. This will require all services to consider their 'customers' needs rather than their own administrative convenience. Training in customer service design will be required for this.

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
		Raising digital maturity through a structured training programme of our workforce is also critical to reducing digital exclusion in the community. At all times we will need to consider the digital maturity of our communities when service areas re-design their systems and processes. We will be required to work with other organisations and the third sector to reduce the impact of digital exclusion in a structured way. Our schools will need to deliver excellent digital knowledge and equipment in order to target all children and young people, including digitally disadvantaged families.

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

Sustainable Development Principle	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?
Long Term — Balancing short term need with long term and planning for the future	Digital and information services change at a fast pace, with cyber security and new technology constantly being introduced. We know that digital design will enable us to capitalize on simple processes and systems to eliminate waste and improve access to services. We will have a 1 year, 3 year and 5-year focus to enable us to go for a long-term goal without being distracted by short term gains. We will keep a focus on our goals and not get distracted by solutions seeking a problem to solve, or by influential people seeing an overview without understanding the interactions and interconnections between systems and infrastructure.	
Collaboration — Working together with other partners to deliver objectives	Emergency, health and government services who rely on our data

Third sector organisations and those who can assist with digital exclusion

Education and training services to enhance the digital skills of our children, our workforce, our businesses and our communities. | |

Sustainable Development Principle	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?
Involvement Involving those with an interest and seeking their views	The stakeholders in this proposal are- • Our workforce who will need digital skills to promote within the community • Our schools who will enhance digital teaching and learning • Our communities to identify the digitally excluded and vulnerable people	
Prevention Putting resources into preventing problems occurring or getting worse	The accurate collection, storage and analysis of information provides us with data to prioritise resources where they are most needed.	
Integration Considering impact on all wellbeing goals together and on other bodies	.The proposals involves thinking in an integrated way about digital, information governance and data to maximize impacts on well-being	

6. **Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Corporate Parenting 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	Collecting, storing and analysing relevant information in a secure way in order to provide the services that vulnerable children and adults need.	We must be mindful of on-line safety with any digital solutions. There are no specific negative impacts of this proposal, as it will provide the safe storage of accurate data and information in well-designed digital systems in order to protect vulnerable people in our communities.	Continually assess and change our proposal in order to keep this data accurate and safe.
Corporate Parenting	This proposal will enable us to gather data we can use to prioritise opportunities and services for our looked after children. It could also provide opportunities for trainee positions in a developing area of employment.		

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

This proposal will provide the evidence the authority needs to make all of its decisions and support all of its proposals. This lies at the heart of data and evidence provision itself.

- *Equalities dashboard link.* [Equality data dashboard for EQIA's 2020.xlsx](#)

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?**

Design digital systems and processes that make it simple for internal and external customers to access services and information

Collect, structure, store and secure our information in a way that the right person can access it at the right time.

Analyse our data to provide evidence for decision making, policy and opening up for people to us it.

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
Establish a digital design service to ensure that all processes and systems are intuitive for people to use	Roadmap of events withing the body of the report	Head of Digital Design & Innovation
Provide secure digital information management systems to enable people to access the information they need whenever and wherever they need it.	Roadmap of events within the body of the report	Head of Technical & Information Security

Identify relevant information to collect and analyse, providing accurate data to inform decision making, policies and open up our data for others to use.	Roadmap of events within the body of the report	Head of Policy, Performance and Scrutiny

10. **VERSION CONTROL: The Equality and Future Generations Evaluation 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 No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
1. 1	Pre-Cabinet Consultation	May 2021	