



monmouthshire  
sir fynwy

## Integrated Impact Assessment document (incorporating Equalities, Future Generations, Welsh Language and Socio Economic Duty)

<b>Name of the Officer</b> completing the evaluation  James Vale <b>Phone no:</b> (07773) 134730 <b>E-mail:</b> <a href="mailto:james.vale@torfaen.gov.uk">james.vale@torfaen.gov.uk</a>	<b>Please give a brief description of the aims of the proposal</b>  <b>To consider and approve the Council's digital and data strategy and that sets strategic direction for the use of digital and data for the next three years.</b>
<b>Name of Service area</b>  Digital Design and Innovation / Information Technology and Security / Performance and Data Insight	<b>Date</b> 25/06/24

- 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.

<b>Protected Characteristics</b>	<b>Describe any positive impacts your proposal has on the protected characteristic</b>	<b>Describe any negative impacts your proposal has on the protected characteristic</b>	<b>What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?</b>
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Age	<p>The strategy recognises that some members of communities may be digitally excluded and seeks to address barriers such as skills, confidence, or lack of access. There may be older people within the county who are digitally excluded who may be supported with their digital skills and confidence, and/or access to devices and connectivity through the delivery of the strategy.</p>	<p>There are potential negative aspects for pockets of the community who are digitally disadvantaged due to their skills and abilities as well as network connectivity. This potentially applies disproportionately to people in the older age categories.</p>	<p>Digital services are the lynchpin of any community, and the advantages for people of any age to access council services far outweigh the negative impacts. However, in order to ensure that the protected characteristic of age isn't a disadvantage actions have been incorporated into the delivery plan to address staff training as well as liaising with community focus groups to ensure digital products and offerings are easy to use and navigate as well as supplemented by the more traditional contact methods to the council.</p> <p>A skilled workforce can assist people in the community to develop the skills to access digital services. This can be through carers or any of the front line staff in the council.</p> <p>Digital Skills and Workforce Development are key to the success of this strategy as are the transfer of those skills into the community by MCC staff.</p> <p>The Digital Design and Innovation team have links with third sector organisations and other wider government organisations to ensure that digital skills gaps in this area are considered and addressed.</p> <p>One of the personas in the digital strategy describes the benefits to the older residents of Monmouthshire and how digital services will support his aspirations.</p>
Disability	<p>The use of data analytics can identify where to:</p> <ol style="list-style-type: none"> <li>1. Re-design services</li> </ol>	<p>There is potential that people with disabilities could lack the dexterity and technical skills to use digital services.</p>	<p>Digital services are the lynchpin of any community, and the advantages for people of any age or ability to access</p>

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?
	<p>2. Make policy decisions</p> <p>Digital development has a positive impact on accessibility to council services and information, especially where technology can assist with physical, hearing and visual impairment.</p> <p>Assistive tech can help people to live within their own homes and make use of:</p> <ol style="list-style-type: none"> <li>1. Wearable devices to detect hazards</li> <li>2. Alarms and smart voice devices</li> </ol>		<p>council services far outweigh the negative impacts. However, in order to ensure that the Council is able to ensure the protected characteristic of disability isn't a disadvantage it has incorporated actions into the delivery plan to address accessibility within digital applications and services e.g. the council website and forms design.</p> <p>The strategy has incorporated the need for all employees to develop digital skills that can be passed on into the wider community by front line staff.</p>
Gender reassignment	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None
Marriage or civil partnership	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None
Pregnancy or maternity	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None

<b>Protected Characteristics</b>	<b>Describe any positive impacts your proposal has on the protected characteristic</b>	<b>Describe any negative impacts your proposal has on the protected characteristic</b>	<b>What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?</b>
Race	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None
Religion or Belief	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None
Sex	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None
Sexual Orientation	This strategy is not expected to have a substantial positive or negative impact on this characteristic other than in the collection of information and data analytics to inform service design and policy making.	None	None

## 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.

	<b>Describe any positive impacts your proposal has in respect of people suffering socio economic disadvantage</b>	<b>Describe any negative impacts your proposal has in respect of people suffering socio economic disadvantage.</b>	<b>What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?</b>

<p><b>Socio-economic Duty and Social Justice</b></p>	<p>This proposal takes into consideration that people may be unable to access council services due to financial or physical barriers e.g. travel costs, no available transport etc.</p> <p>Online services are far cheaper and flexible to use at any time of the day or night for people who work outside of normal office hours.</p> <p>The proposals are designed to ensure that education services (both adult and children) deliver digital skills and abilities to benefit future employment opportunities.</p> <p>Data analytics will enable us to identify members of the community suffering socio economic challenge and target these groups when considering policy changes or service re-design.</p>	<p>The financial cost of connectivity (broadband and electronic devices) can be a deterrent to accessing digital services.</p>	<p>Public buildings in town centres will contain access to digital council services.</p> <p>Access to digital devices and skills will be made available in the Council's community hubs</p> <p>Digital services will be designed to operate off mobile devices</p> <p>Digital services won't entirely replace traditional service delivery for those people who are at soio-economic disadvantage</p>
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### 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
<p><b>Policy Making</b></p> <p>Effects on the use of the Welsh language,</p> <p>Promoting Welsh language</p> <p>Treating the Welsh language no less favourably</p>	<p>This proposal will have a positive effect on the Welsh Language with the use of digital translations services and electronic meeting transcripts</p>	<p>None</p>	<p>Positive impacts can be improved by liaising with suppliers of tech applications to incorporate the Welsh Language during procurement and specification building.</p>
<p><b>Operational</b></p> <p>Recruitment &amp; Training of workforce</p>	<p>Digital services can assist with Welsh language translation and transcription as well as apps to teach the Welsh Language to the wider workforce</p>	<p>None</p>	<p>Not Applicable</p>
<p><b>Service delivery</b></p> <p>Use of Welsh language in service delivery</p> <p>Promoting use of the language</p>	<p>When advertising 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</p>	<p>None</p>	<p>Not applicable</p>




**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?
<p><b>A prosperous Wales</b> Efficient use of resources, skilled, educated people, generates wealth, provides jobs</p>	<p>This digital strategy contributes towards this goal by:</p> <ol style="list-style-type: none"> <li>1. Using automation to replace manual and resource intensive processes</li> <li>2. Providing 24 hour information services for businesses and communities</li> <li>3. Developing digital skills within the workforce, schools and communities</li> <li>4. Enabling people to find employment using digital apps</li> <li>5. Enabling businesses to interact online with government agencies</li> </ol>	
<p><b>A resilient Wales</b> Maintain and enhance biodiversity and land, river and coastal ecosystems that support resilience and can adapt to change (e.g. climate change)</p>	<p>This digital strategy contributes towards this goal by:</p> <ol style="list-style-type: none"> <li>1. Reducing travel and the carbon emissions</li> <li>2. Reducing print consumables and paper</li> <li>3. Providing access to electronic information and forms at the touch of a button</li> </ol>	
<p><b>A healthier Wales</b> People's physical and mental wellbeing is maximized and health impacts are understood</p>	<p>The effective use of technology such as IoT can provide insight into things like air quality, which can be used to inform decision making.</p>	
<p><b>A Wales of cohesive communities</b> Communities are attractive, viable, safe and well connected</p>	<p>This digital strategy contributes towards this goal by:</p> <ol style="list-style-type: none"> <li>1. Providing businesses and communities with information</li> <li>2. Ensuring the safety of personal information for vulnerable residents</li> </ol>	



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?
	3. Using data analytics to discover areas of social deprivation and crime and target resources and services accordingly	
<b>A globally responsible Wales</b> Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	This digital strategy contributes towards this goal by: <ol style="list-style-type: none"> <li>1. Considering the global impact of climate change with local digital solutions to reduce carbon emissions</li> <li>2. Using automation to take the drudgery out of work and make the best use of valuable people and financial resources</li> <li>3. Using online digital teaching and learning resources in schools and community education services to enable people to learn and grow</li> </ol>	
<b>A Wales of vibrant culture and thriving Welsh language</b> Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	This digital strategy contributes towards this goal by:  Providing digital Welsh Language translation and transcription services to the wider workforce	
<b>A more equal Wales</b> People can fulfil their potential no matter what their background or circumstances	This digital strategy contributes towards this goal by:  Providing digital access to services that residents can access at any time of day or night	

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?
 <p>Balancing short term need with long term and planning for the future</p> <p>Long Term</p>	<p>Council services cannot be provided without the use of technology. Digital services are already embedded within MCC through the 2 previous digital strategies, bringing us a robust technology and system infrastructure. The short term needs being met through operational business planning.</p> <p>This strategy builds on the success of previous ones to cover a 3 year period from 2024 to 2027. It now incorporates the use of information and data to inform service delivery options to communities.</p> <p>The strategy describes how it will achieve future digital service delivery in the longer term through technological advances in automation and AI.</p>	None
 <p>Working together with other partners to deliver objectives</p> <p>Collaboration</p>	<p>This Digital Strategy was developed in collaboration with the SRS, the shared service providing technology infrastructure in partnership with Torfaen, Blaenau Gwent, Newport and Gwent Police. All of these partners work in collaboration under a robust governance structure to deliver common digital objectives.</p> <p>In addition to the SRS partner organisations the Council works in collaboration with Welsh Government, the WLGA and other digital networks and organisations throughout the country.</p>	None
 <p>Involving those with an interest and seeking their views</p> <p>Involvement</p>	<p>The strategy was developed alongside the workforce, the SRS and its partners.</p> <p>It is one of a number of linked enabling strategies that will contribute to the delivery of the Community and Corporate Plan. The enabling strategies will have complimentary activities and interdependencies</p>	None

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?
 <p><b>Prevention</b></p> <p>Putting resources into preventing problems occurring or getting worse</p>	<p>Data analytics can provide the information needed to solve problems and target service delivery/resources to priority areas</p>	<p>None</p>
 <p><b>Integration</b></p> <p>Considering impact on all wellbeing goals together and on other bodies</p>	<p>This digital strategy addresses all of the above Wellbeing goals, and data analytics/automation can integrate and balance the competing impacts</p>	<p>None</p>

**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	This proposal will enable the proper digital storage, retention, deletion, safety accuracy and governance of information. This ensures that the personal information held on vulnerable adults and children does not inadvertently get into the wrong hands therefore safeguards them from harm.	There are no negative impacts from this proposal.	
Corporate Parenting	There are no positive or negative impacts for corporate parenting	There are no negative impacts from this proposal.	Not applicable

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

The following evidence was used to develop this proposal:

- Business cases, minutes of meetings and discussions at the SRS governance boards
- MCC Service business plans
- Industry digital and data standards
- Government sources e.g. WLGA and other digital networks across the county
- Industry best practice guides for digital and data services
- The information commission
- Cyber security accreditation and best practice
- Wales Audit Office best practice and audit recommendations
- Business cases for procurement of digital applications and systems
- Partner organisations of Torfaen, Blaenau Gwent and Gwent Police

**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?**

The Council cannot operate as a business without digital data and services

The Council requires robust technology infrastructure

The Council needs to work in full collaboration with the SRS and government partnerships in order to provide digital information and services economically, accurately and safely

The council and corporate plans can't be delivered without digital services

The Council must support staff, businesses and communities with digital services, skills and expertise

**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
Deliver the digital strategy via an action plan	In each of the 3 financial years 2024-2027	Peter Davies Matt Gatehouse James Vale Sian Hayward

**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
	SLT	18/06/2024	
	Performance and Overview Scrutiny Committee	11/07/2024	
	Cabinet	17/07/2024	