



Cambridge City Council Equality Impact Assessment (EqIA)

This tool helps the Council ensure that we fulfil legal obligations of the [Public Sector Equality Duty](#) to have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Guidance on how to complete this tool can be found on the Cambridge City Council intranet. For specific questions on the tool email Helen Crowther, Equality and Anti-Poverty Officer at equalities@cambridge.gov.uk or phone 01223 457046. Once you have drafted the EqIA please send this to equalities@cambridge.gov.uk for checking. For advice on consulting on equality impacts, please contact Graham Saint, Strategy Officer, (graham.saint@cambridge.gov.uk or 01223 457044).

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| 1. Title of strategy, policy, plan, project, contract or major change to your service: |
| Digital Transformation Strategy |
| 2. Webpage link to full details of the strategy, policy, plan, project, contract or major change to your service (if available) |
| A new page on digital strategy will be added linked from this one: https://www.cambridge.gov.uk/policies-plans-and-strategies |
| 3. What is the objective or purpose of your strategy, policy, plan, project, contract or major change to your service? |
| To set out in one place the City Council's ambitions and aspirations for using digital technologies and approaches to deliver customer benefits and efficiencies. |
| 4. Responsible Service |
| Corporate Strategy has co-ordinated development of the strategy, with input from 3C ICT and other services. Delivery of the actions and projects that will realise the strategy's vision will be delivered by a combination of services. |

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| <p>5. Who will be affected by this strategy, policy, plan, project, contract or major change to your service? (Please tick those that apply)</p> |
| <p><input checked="" type="checkbox"/> Residents of Cambridge City</p> <p><input checked="" type="checkbox"/> Visitors to Cambridge City</p> <p><input checked="" type="checkbox"/> Staff</p> |
| <p>Please state any specific client group or groups (e.g. City Council tenants, tourists, people who work in the city but do not live here):</p> <p>All of the above. The strategy covers a broad ambition to improve the way the council delivers and provides services to all service users.</p> |
| <p>6. What type of strategy, policy, plan, project, contract or major change to your service is this? (Please tick)</p> |
| <p><input checked="" type="checkbox"/> New</p> <p><input type="checkbox"/> Major change</p> <p><input type="checkbox"/> Minor change</p> |
| <p>7. Are other departments or partners involved in delivering this strategy, policy, plan, project, contract or major change to your service? (Please tick)</p> |
| <p><input type="checkbox"/> No</p> <p><input checked="" type="checkbox"/> Yes (Please provide details):</p> <p>3C ICT, Business Transformation, Customer Services and ultimately all other service areas, to varying degrees.</p> |
| <p>8. Has the report on your strategy, policy, plan, project, contract or major change to your service gone to Committee? If so, which one?</p> |
| <p>Being submitted to Strategy & Resources Scrutiny Committee, 2nd July 2018</p> |

9. What research methods/ evidence have you used in order to identify equality impacts of your strategy, policy, plan, project, contract or major change to your service?

Desk research drawing on a broad range of national and local survey research. The Council's Digital Access Strategy (which supports both this Digital Transformation Strategy and the Anti-Poverty Strategy) set out the evidence officers have gathered on the nature and level of digital exclusion in Cambridge and nationally.

10. Potential impacts

For each category below, please explain if the strategy, policy, plan, project, contract or major change to your service could have a positive/ negative impact or no impact. Where an impact has been identified, please explain what it is. Consider impacts on service users, visitors and staff members separately.

(a) Age - Any group of people of a particular age (e.g. 32 year-olds) , or within a particular age range (e.g. 16-24 year-olds) – in particular, please consider any safeguarding issues for children and vulnerable adults

Research evidence including City Council surveys and ONS data suggests that older people (as well as some younger people) tend to be less digitally active, and potentially at risk of digital exclusion, although the picture is complex and social class / income can be a relevant factor too. For instance, digital exclusion may be a contributing factor to low educational attainment for low-income children: National research has found that children that have access to the internet at home gained ten GCSE points on average, but less than one-in-two participants from the poorest households have home internet access, compared to almost all participants from the richest families¹.

Older people are much less likely to use the internet than other age groups. In 2016, only 38.7% of adults in the UK aged 75 years or over had used the internet in the last 3 months, compared to 87.9% of all adults. The Council's 2016 Cambridge Residents Survey found that only 58% of respondents aged over 75 had access to the internet compared to 99% of adults aged up to 44

If the Council failed to provide non-digital means of engaging with it, that could be to the detriment of those older or younger people who do not have the skills or capabilities to engage online. The mitigation of this will include both projects delivered under the Digital Access Strategy, but also the retention/development of assisted digital approaches and, where necessary for those who cannot engage digitally, more traditional channels.

¹ Chowdry, H. et al (2010), 'The role of attitudes and behaviours in explaining socio-economic differences in attainment at age 16', Institute for Fiscal Studies:
<http://www.llcsjournal.org/index.php/llcs/article/viewFile/141/119>

(b) Disability - A person has a disability if she or he has a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities. (In this section please also include impacts of policies on carers.)

People with some types of disability may have difficulties using or making the most of digital technologies, which may not be adapted to their needs related to their specific disability. Such people might be disadvantaged if the Council failed to provide adequate/appropriate non-digital means of engaging with it.

Disabled people are less likely to use the internet than people without disabilities. In 2016, 25% of disabled adults in the UK had never used the internet. Disabled people are also less likely to continue using the internet after they have first accessed it. There were 0.5 million disabled adults in the UK who had last used the internet over 3 months ago, making up more than half of the 0.9 million lapsed internet users .

There are a number of tools (software and hardware) provided now to make that more possible, and the City Council has specifically funded digital skills training for sight-impaired people in the area through CamSight. The Council also plans to continue to provide assisted digital approaches and, where necessary for those who cannot engage digitally, more traditional channels or routes through which people with these characteristics can engage with us.

(c) Sex – A man or a woman.

Our research has not identified any particular negative impacts (or differential impacts) for people on the basis of being a man or a woman.

(d) Transgender – A person who does not identify with the gender they were assigned to at birth (includes gender reassignment - that is the process of transitioning from one gender to another)

Our research has not identified any particular negative impacts (or differential impacts) for people on the basis of gender reassignment, gender identity or being transgender.

(e) Pregnancy and maternity

Our research has not identified any particular negative impacts (or differential impacts) for people on the basis of pregnancy or maternity.

(f) Marriage and civil partnership

Our research has not identified any particular negative impacts (or differential impacts) on the basis of marriage or civil partnerships.

(g) Race - The protected characteristic 'race' refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins.

Our research has not identified any particular negative impacts (or differential impacts) on the basis of race.

(h) Religion or belief

Our research has not identified any particular negative impacts (or differential impacts) on the basis of religion or belief.

(i) Sexual orientation

Our research has not identified any particular negative impacts (or differential impacts) on the basis of sexual orientation.

(j) Other factors that may lead to inequality – in particular – please consider the impact of any changes on low income groups or those experiencing the impacts of poverty

Low income, social class and social housing tenancy have been identified in some research as indicators of whether someone is likely to have the competence, confidence and capability to make the most of digital technologies.

People living in social housing are less likely to access the internet than people living in other housing tenures. The Council's most recent Tenants Satisfaction Survey found that in 2014 39.2% of City Council tenants did not have access to the internet. For those who do not have access to the internet, the most common reason given (46.3%) was that they could not afford it. Other reasons included not being interested (45.8%) and not knowing how to use the internet (18.5%).

The evidence also suggests that people on low incomes are less likely to have digital access and basic digital skills. Nationally, 17% of people earning less than £20,000 never use the internet, as opposed to 2% of people earning more than £40,000. 44% of people without basic digital skills are on lower wages or are unemployed. The Council's 2016 Cambridge Residents Survey found that 76% of respondents who received state benefits and allowances had access to the internet, compared to 94% of all respondents.

People with any of the protected characteristics may be more vulnerable to poverty, and may therefore be at greater risk of digital exclusion, which may be exacerbated by inter-sectionality between their characteristics and their income.

If the Council failed to provide non-digital means of engaging with it, that could be to the detriment of people who do not have the skills or capabilities to engage online.

The mitigation of this will include both projects delivered under the Council's Digital Access Strategy (which supports both this Digital Transformation Strategy and the Anti-Poverty Strategy), but also the retention/development of assisted digital approaches and, where necessary for those who cannot engage digitally, more traditional channels.

The objectives for the Council's future work in 2018/19 and 2019/20 on digital access are:

1. Increasing access to the internet and digital skills for residents in Cambridge, with a particular focus on older people, people with disabilities, social housing tenants and residents on low incomes, who are more likely to be digitally excluded.
2. Ensuring that Council services are accessible to all residents, including those who are online and offline
3. Developing and strengthening partnerships with others organisations, including Cambridgeshire County Council, community and voluntary organisations, and businesses to ensure that services are co-ordinated and to maximise the collective impact of projects and resources.

11. Action plan – New equality impacts will be identified in different stages throughout the planning and implementation stages of changes to your strategy, policy, plan, project, contract or major change to your service. How will you monitor these going forward? Also, how will you ensure that any potential negative impacts of the changes will be mitigated? (Please include dates where possible for when you will update this EqlA accordingly.)

The strategy sets out a high level of ambition, and some indicative potential benefits, rather than detailing specific projects and actions. The impacts of such projects that have major change for service users may need to be assessed separately.

The high level ambition will be reviewed periodically, and the range of projects and initiatives designed to implement the strategy will evolve over time as we learn more about the potential of digital technologies and approaches, as we build our skill sets, experience and analytical capabilities.

12. Do you have any additional comments?

As technology evolves, (and is adopted by different communities differentially) the ways in which people can be excluded or disadvantaged will change too – we will need to review our digital access strategy to identify these changes and adapt our mitigation strategy.

13. Sign off

Name and job title of lead officer for this equality impact assessment: Andrew Limb, Head of Corporate Strategy

Names and job titles of other assessment team members and people consulted: David Kidston, Strategy & Partnerships Manager. Also circulated to members of the City Council's Digital Programme Board.

Date of EqlA sign off: 15 June 2018

Date of next review of the equalities impact assessment: 31 July 2021

Sent to Helen Crowther, Equality and Anti-Poverty Officer?

☒ Yes

☐ No

Date to be published on Cambridge City Council website (if known): 20 June 2018, as part of Strategy & Resources Scrutiny Committee agenda.