

Equalities Analysis in Lambeth

Proposal Title *

Digital Lambeth

Author

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Please provide name of lead author and/or those within project team who may be required to contribute to this assessment

Who will sign off the assessment?

Dami Awobajo

Please indicate who will be involved in approving this assessment. This will need to be signed off by the Director

Q1a. What is changing?

Lambeth's Digital Vision to be a vibrant, connected, inclusive place for people and business to thrive, where everyone has access to excellent services enabled by modern technology and modern ways of working. The Digital Strategy is divided into four building blocks, which translate to the four workstreams of the Digital Lambeth strategic programme: digital access for all, creating economic advantage, sustainable digital infrastructure, and innovating public services.

The actions in the Digital Strategy relating to Digital Access for All are:

- Deliver, co-ordinate and promote a strong local digital skills offer
- Provide digital skills learning through Council funded services
- Work in partnership across sectors to develop a digital volunteer offer
- Adopt a common approach across Council services to the assessment of a resident's digital skills, confidence and level of exclusion
- Increase provision of free Wi-Fi in public and community spaces
- Promote and increase free Wi-Fi in council buildings, libraries and community buildings
- A review of the provision of digital access at all service points for homeless people and in sheltered housing
- Piloting and promoting free or low cost Wi-Fi solutions and data packages
- Convene VCS and business partners to test and develop solutions to the issue
- Increase availability of low cost and free-to-use devices in public settings through libraries and other community facilities including piloting a device loaning scheme for housebound residents
- Launch a digital inclusion fund to support the direct provision of devices to vulnerable residents through support to VCS initiatives and schools.
- Continued maintenance and support for DfE laptop scheme for children with a social worker.
- Encourage refurbishment, reuse and recycling of disused devices, including through work with local business partners.

Some of the work within this workstream has already begun, mainly as a result of the council's response to the Covid-19 pandemic: a Digital Inclusion Network has been convened to bring together VCS partners and council colleagues working on the issue of digital exclusion, and a £200k Digital Inclusion Fund was launched at the end of 2020 and has funded:

- December 2020 - £75k to 17 VCS organisations supporting adults. This supported the provision of over 300 devices.
- January 2021 - £50k made available for those children not eligible for existing support offers

In addition to further rounds of funding via the Digital Inclusion Fund, the Digital Access for All workstream is proposing to carry out the following projects, and bidding for capital funding along with the rest of the Digital Lambeth Strategic Programme.

- Digital Champions volunteer scheme and core skills assessment guide and framework

- Connectivity in council and community settings
- Device loaning scheme
- DfE laptop maintenance and support
- Recycling devices

The vision of the Creating Economic Advantage workstream is "A *digitally skilled workforce for a thriving, modern economy, creating high value jobs*". The relevant actions in the Digital Strategy are to:

- Increase the visibility of career opportunities in STEM subjects for young people
- Facilitate schools relationships with local digital companies for work experience, internships and apprenticeship opportunities.
- Provide access to training and support for people in low-paid work in the creative and digital industries to upskill and improve job prospects
- Provide access to training and support for those currently unemployed to gain skills required to access job opportunities in the creative and digital industries.
- Promote Lambeth as a digitally enabled community and economy to drive inward investment
- Engage with pan London partnership via GLA and LOTI to promote digital capacity, collaboration and opportunities in Lambeth.
- Digitise land use planning processes to facilitate investment in the borough which meets our strategic policy objectives
- Deliver programmes to support underrepresented founders to develop ideas, start-up and grow technology businesses (for example, OneTech South London delivered through the Stride Programme)
- Connect businesses with existing support provision through signposting on the council's website and in partnership with Lambeth's Business Improvement Districts
- Increasing the provision of affordable and supportive workspace across the borough, through projects such as the Brixton Rec STEM focused workspace, the council's Affordable Workspace Policy and the Future Workspaces Fund

These actions are organised into the following projects:

- Digital engagement in planning & regeneration. This project aims to create a platform to more easily collect and analyse community views around planning and regeneration, and to create a way for residents to easily access rich information around new developments by scanning QR codes on a development site.
- Reducing invalid planning applications (RIPA). This project aims to create a solution to capture planning application data from businesses, residents and other stakeholders to help reduce invalid planning applications.
- Opportunity Lambeth. This project aims to improve the Opportunity Lambeth website to better enable Lambeth anchor employers and their supply chains to connect Lambeth residents with jobs and employment support.
- Lambeth Now. This project aims to refresh the Lambeth Now website to better promote Lambeth as a digitally enabled community and economy to drive inward investment, and to create new Innovation District promotion assets.
- STEM Innovation & Learning HUB. This project aims to establish four premises across the borough to promote STEM subjects/career opportunities for young people.

The vision of the Sustainable Digital Infrastructure workstream is to "*create a world-class, borough wide digital infrastructure with full fibre connectivity and mobile technology for everyone to access, allowing us to be fit for the future*". The relevant actions in the Digital Strategy are to:

- Collaborate with broadband providers to ensure maximum coverage of 'Fibre to the premise technology' (FTTP) for residents and business.
- Ensure there is maximum 5G roll-out across the borough through engagement with providers and sufficient planning of the necessary infrastructure decisions.
- Establish a 'not-spot' elimination process with providers for broadband and mobile.
- Pilot free Wi-Fi in community spaces and to assess suitability of roll out in locations across the borough.
- Deliver a programme to expand and up-grade the availability of FTTP to council housing stock.
- Ensure standards for full fibre broadband and 5G provision are conditional in our planning guidance, with all new developments meeting modern digital standards.
- Review potential assistive tech solutions across all service user groups to provide the best outcomes for clients in a modern and independent manner.
- Pilot assistive technology in accommodation to enable more people to manage and maintain their independence with 24-hour virtual support when required.
- Undertake a pilot on the potential benefits, implications, and costs of developing smart devices to collect new data and manage the borough in a digital way.
- Pilot and roll out smart sensors within council housing to support energy efficiency, fuel poverty and improve maintenance – leading to healthy buildings for residents.

Pockets of the work within this workstream have already progressed: wayleave agreements are being offered to private companies (providers) to install fibre optic broadband cables to council housing to give access to 1GB+ broadband speeds and future-proofing internet provision. The wayleave would allow providers access to all council housing in Lambeth and there will be a phased delivery over an estimated 2-3 years to approximately 30,000 residents.

In addition to further work to upgrade broadband provision, the Sustainable Digital Infrastructure workstream is proposing to carry out the following projects, and bidding for capital funding along with the rest of the Digital Lambeth Strategic Programme:

- Smarter Borough – a project aimed at a smarter borough, using internet of things and sensors for the following example areas: Smart Parking, EV points, Smart Energy, Borough Wi-Fi, Waste/Bins, Public Transport, Traffic, football
- Adult Assistive Technology – identify areas within the adult social care pathway that benefit from assistive technology including pilot in accommodation to enable more people to manage and maintain their independence with 24-hour virtual support when required.
- Maximum 5G roll-out – ensure there is maximum 5G roll-out across the borough through engagement with providers and sufficient planning of the necessary infrastructure decisions.
- Not spot elimination – establish a 'not-spot' elimination process with providers for broadband and mobile.
- Free community Wi-Fi – pilot free community Wi-Fi schemes and assess suitability of roll out in locations across the borough.

- Fibre to the premises – deliver a programme to expand and upgrade the availability of FTTP to council housing stock.
- Smart sensors in council housing – pilot and roll out smart sensors in council housing stock following assessment of how this technology can be best used in within council housing.
- CCTV with artificial intelligence –remodelling of CCTV from analogue to digital infrastructure to enable safer places to be delivered as part of the Lambeth Made Safer action plan, and provide in-depth intelligence to stakeholders, including the police.
- Virtual reality pop up rooms – this project is focused on investment in virtual reality rooms in the borough to support outreach work and develop initiatives to give young people safe spaces and develop talent.

The vision of the Innovating Public Services workstream is *"Providing Lambeth residents with responsive, convenient, and safe digital access to information, we will be a digital council where services are data led and consistently and efficiently delivered"*. The Digital Strategy divides the actions in this workstream into three key areas of focus. The Digital Customer Experience actions are being delivered by the Customer Experience & Digital workstream within the Total Resident Services Strategic Programme. The other two areas, Data-Driven Decisions and Digital Council, cover the actions that will be delivered by this workstream, including:

- Implement all opportunities to use digital technologies to ensure more efficient council operations
- Move to a place where all Council services and operations are digitally enabled and compatible including 'back office' and front facing operations
- We will exploit emerging technology such as chatbots, artificial intelligence (AI) and automated robotic where there is benefit to our citizens
- Embed the Council's Data Strategy at the heart of Lambeth's Digital activity, adopting its best practice data management principles
- Enabling data-enabled decision making across services
- Provide a robust framework for the use of people's data widely communicated to staff and residents
- Strengthen our ability to use anonymised data and enable real-time access with partners as part of introducing a 'Smarter Cities' and 'Smart Buildings' approach
- Champion an ethical approach to data handling

To achieve these objectives, the Innovating Public Services workstream is proposing to carry out the following projects, and bidding for capital funding along with the rest of the Digital Lambeth Strategic Programme:

- **Street fault reporting** – digital solution for reporting and raising works
- **Parking permit eligibility** – automated checking via software integration
- **Housing repairs data** – digital data collection solution
- **Reporting & analytics** – introducing a service request mechanism for the Data, Analytics & Insight service; improving capability and use of Power Automate
- **Integration** – bringing together data from different council systems, creating a library of modules that assist with preprocessing of data before passing to analytics
- **Payroll workflow** – automated schools payroll data interfacing and validation with Oracle Cloud
- **Payroll portal** – moving to schools staff receiving payslips online
- **Property database** – updating to a modern database to store plans for Lambeth's non-residential property portfolio
- **ODDR and CMDR workflow automation** – automated wizard to determine clearances needed, send requests and escalations, and produce agenda packs
- **Contract management system** – development work to connect to finance and other systems
- **HR case management & recruitment** – replace and upgrade end-of-life software used for both employee relations casework and recruitment
- **Digital communication systems** – procure single system for sending email and SMS communications
- **School team account system** – streamline system to integrate schools finance data into Oracle
- **Major systems replacement & upgrade** – programme of replacement/reprocurement of systems over next 5 years including Mosaic, Northgate Housing, Rentsense, Information at work, Uniform, ArcGIS, ChildView Youth Justice, iCase Intelligence, Pentana, IEG4

What is the most significant or key change taking place? Can you indicate the type of change in your response (e.g. policy/decision/strategy/ service/procedural/ geographic/procurement etc.) so it is clear what is being equalities assessed? Why is this change happening? What do you aim to achieve? Can you clearly indicate what decision-makers are being asked to take a decision on?

Read more



Q1b. Who will be involved in approving this decision?

Cabinet

Who else will be involved in signing-off this decision?

Read more



Q2a. What do we know about the people who will be impacted by this change?

Digital exclusion is defined in three ways:

- being unable to access equipment to get online, such as a computer, tablet or smartphone – this can also include only having access to an inadequate or shared device;
- being unable to connect to the internet reliably or at all, either through lack of an internet connection in the household, lack of data allowance, or poor Wi-Fi availability in the area;
- being unable to use technology due to a lack of skills, confidence, motivation, or accessibility issues.

Data is not currently collected systematically on this issue in Lambeth, but we can draw some conclusions about the scale of the problem from a mix of local data and national measures.

- An estimated 11% of Lambeth residents do not have the internet at home (above the national average of 7.5%) and 7% of Lambeth residents have no access to the internet at all, roughly equivalent to 22,000 people (Residents' Survey 2016). National statistics suggest that this figure is unlikely to have changed significantly since 2016.
- 46% of adult social care service users in Lambeth do not have access to the Internet with a further 26% only accessing the internet via another person (Adult Social Care Survey 2020).
- Nationally, disabled people are 35% less likely to have essential digital skills for life and 25% don't have personal access to a connected device (vs. 12% of UK adults) (OFCOM Disability tracker 2020 digital exclusion analysis).
- Nationally, 34% of parents with children aged 5-16 said their child did not have their own computer or tablet (Sutton Trust) and one in five children and young people receiving free school meals had no access to internet during the lockdown (UCL).
- Lambeth has a 47% Black, Asian and Multi-Ethnic (BAME) population (Trust for London, 2020) and in areas of high deprivation, BAME representation is even higher. The pandemic has shown to have a disproportionate health and socio-economic impact on communities due to long-standing and systemic racism. This is likely to be no different for digital exclusion, with a large proportion of BAME residents falling into groups identified above as higher risk.
- Lambeth has a poverty rate of 30% and a child poverty rate of 43%, making it in this respect one of the most deprived boroughs in London (Trust for London, 2020).
- Lambeth has a high number of elderly people living in poverty. 30.2%, the sixth highest in England (The English Indices of Deprivation, 2019)

NHS Digital concludes that 11.3 million people nationally lack the basic skills to use the internet, and 4.8 million never use the internet at all. Groups most likely to be digitally excluded include:

- older people
- people in lower income groups
- people without a job
- people in social housing
- people with disabilities
- people with fewer educational qualifications excluded left school before 16
- people living in rural areas
- homeless people
- people whose first language is not English

We know that Covid-19 has exacerbated existing digital exclusion in the borough, in part because libraries are some residents' preferred or only way to get online – often with assistance from Libraries staff. Before the libraries closed in March 2020, public use of computers across libraries in the borough had on average 669 sessions booked per day (February 2020 People's Network statistics on Sharepoint). The libraries' 2016 CIPFA survey found that 35% of library visitors do so with the intention of using a computer and a further 25% to use Wi-Fi or library space to use their own computer during their visit (CIPFA survey 2016). 23% of library customers visit the library to look for jobs, so this access is important for employability. A 2018 study by Lloyds Bank found that half of connected users found a job via the internet. Lambeth has 6% unemployment, slightly higher than the 5% London average (Trust for London, 2020).

A survey of Lambeth school children was carried out in Autumn 2020, with 14% of Lambeth pupils taking part. When asked about their ability to access online learning during the first lockdown, 4% said they didn't have any access to a laptop, tablet, or smartphone at all. Extrapolated to the total pupil population this represents 1,047 children. A similar number said they did not have internet access at home. Only 74% responded that they had access to what they needed to learn online, so 22% of the population were somewhere in between, suggesting that around 6,807 students have insufficient access to a device or the internet or both. The survey covered years 3 to 13 and we would estimate another 1,856 would be needed for Years R-2, so in all, 8,663 families do not have sufficient IT to learn effectively online. 6.5% of pupils responding to the survey said they did not engage with home learning at all during the first lockdown, and almost of these pupils were from households with English as an additional language (EAL), suggesting that language barrier may be a significant factor in the home learning environment.

Each project in the Creating Economic Advantage workstream affects residents, although they have different audiences which are outlined briefly below (in the case of RIPA, a full EQIA has already been completed that provides further details as to its equality impact).

- The reducing invalid planning applications (RIPA) project has found from existing data that 80% of its users

will be planning agents and developers, with the remaining 20% divided between residents and charity applicants.

- The digital engagement in planning and regeneration project aims to provide benefits to all residents, but is targeted especially towards residents who are traditionally more difficult to reach, for example younger people or those with accessibility issues.
- The Opportunity Lambeth project will impact residents who are unemployed or otherwise seeking new or additional employment. Unemployment in Lambeth has increased considerably over the last six months due to the economic impact of Covid-19. The claimant count has increased from 8,700 in January 2020 to over 21,000 in September. Employment rate data for Lambeth shows a substantial gap of 18 percentage points between Black and white residents. This disparity of access is also found across unemployment benefit claimants, with Black residents four times more likely to be unemployed than White residents. Less than half of disabled Lambeth residents are in employment. The unemployment rate for residents aged 50+ is also disproportionately high.
- The Lambeth Now project and the STEM Innovation and Learning Hub project both aim to increase the number of residents employed in the creative and digital industries (CDI). The Lambeth Creative and Digital Industries Sector Growth Study 2018 (Study) and Lambeth Creative and Digital Industries Strategy for Growth 2018 (Strategy) identify that the sector suffers from a lack of diversity, with those from Black, Asian and Minority Ethnic (BAME) backgrounds being underrepresented overall and in senior roles. In 2014, 11% of CDI jobs were filled by people from BAME backgrounds. This compares with 42% of Lambeth's population being from BAME groups. Likewise, the Study and Strategy identify that women are underrepresented in the sector overall and in senior roles. Women are underrepresented in both the uptake of digital qualifications and in digital roles. Just 17% of people who work in the tech sector and only 9.5% of students taking computer science A level courses are female.

All residents across the borough will be generally affected by the Sustainable Digital Infrastructure projects being implemented except for the examples of the smart sensors in council housing project, which will affect residents in our council housing only, and Adults Assistive Technology which will only impact our elderly and vulnerable residents.

The Smarter Borough project is focused on projects connected to the Internet of Things. One of the lead projects, intelligent waste containers, will have an impact on all residents as we have waste containers across the whole borough. Intelligent waste containers will be used more heavily in areas with a high level of pedestrian footfall such as 'A' roads in zone two of the borough - Kennington Road, Brixton Road, Brixton Hill, Streatham Hill, Streatham High Road, London Road. Residents living in these areas of the borough will be most impacted by this change. Electric Vehicle charging points is another project which will sit under Smarter Borough, and the approach so far has been to place these points in estates in the borough which have off street parking following consultation with residents. Charging points have been requested by residents who already own electric vehicles so this will mostly impact these residents and those who live on estates, as there is a wider programme of implementation planned across our housing estates.

Adults Assistive Technology will directly impact elderly residents across the borough. Future projections predict the number of Lambeth residents aged over 65 will increase to 29,954 by 2025, an increase of 29% between 2011 and 2025. Initiatives delivered by the assistive technology project will be aimed at piloting technology which will assist these residents to live independently. From the 1st January 2020 to 12th February 2021 Lambeth received 1,044 referrals for technology enabled care solutions. Of these applications 63% were over 65 years of age and 22% were from the age range of 18-65. 48% were from a white ethnic group and 45% of referrals came from client of a Black Asian and Minority Ethnic (BAME) background. The data indicates that 15% of the clients who had a referral made within the same time frame are now deceased.

11% of Lambeth residents do not have the internet at home (above the national average of 7.5%) and 7% of Lambeth residents have no access to the internet at all, roughly equivalent to 22,000 people (Residents' Survey 2016). National statistics suggest that this figure is unlikely to have changed significantly since 2016. The 5G rollout, Fibre to the Premises, Free Community Wi-Fi project and Not Spot Elimination projects will impact all communities in Lambeth by improving internet access. 5G/Fibre to the Premise's upgrades are planned across the whole borough, the changes will mostly benefit those living in not-spots/people who can't get a good connection.

The CCTV with artificial intelligence project will impact on all residents in the borough as it will be installed across the borough. Residents from the Black community aged 10 to 25 may be impacted by additional implementation of CCTV as this demographic makes up 55% of the victims of serious youth violence and 68% of the accused perpetrators of such acts.

Many of the Innovating Public Services projects are 'back office' in nature and the impact will mainly be on specific teams of council staff, with the wider council and residents being impacted only indirectly:

- The **payroll workflow** and **school team account system** projects aim to integrate schools payroll and finance data with the council's Oracle system through more automated processes, reducing the need for manual intervention. They will impact Lambeth's Payroll Operations team, schools support staff in the Education and Finance departments, and the schools staff who compile and send this data to the council. Schools support staff in particular are likely to be operating under reduced capacity and budgets. On the council side, manual input for the finance data alone currently requires:
 - 70 schools quarterly returns approx. 1 x PO1/2 officer time for 3 weeks per quarter, plus ongoing correspondence
 - 18 schools monthly additional monitoring 1 x PO1/2 officer input for 3 days, with deficit school monitoring input time
- The **property database** project will produce a database of plans for Lambeth's entire non-residential property portfolio, which will be a resource for the Valuation and Strategic Property Services, Regeneration, Capital Projects, Facilities Management, and Fixed Asset Register teams.
- The **ODDR and CMDR workflow automation** project will impact officers writing these reports, colleagues in Legal, Finance, Procurement and Democratic Services who have to clear and publish them, and Members

who receive and read them.

- The **Contract Management System** impacts officers who carry out contract monitoring, some of whom are experienced contract managers in dedicated contract management roles and some are inexperienced and undertake contract management activity as part of a wider role. A full EIA was carried out for the original eCMS project; the system has been launched and the further development work proposed is integration with the finance system.

Some projects will impact wider groups of staff:

- The **reporting & analytics** projects will impact all council staff making requests to the DAI team and all council colleagues for whom DAI deliver services requiring bespoke applications.
- The **integration** project will impact council colleagues and potentially external stakeholders for whom DAI process, distribute and visualise data.
- The **payroll portal** project will change how all schools staff receive their payslips, changing from a paper system to an online system in line with how Council staff receive theirs, so this will impact all schools staff. This has been piloted in two schools successfully.
- The **HR case management & recruitment** project will update software used by the HR team, which will impact on all staff and applicants. We know that 59% of council staff are BAME and 61% are women. Around 9% of staff have a disability and around 8% are LGB+. The average age for staff is 46.8. 74% of staff have a religion.
- The **major systems replacement and upgrade** programme is part of the applications roadmap within ICT to maintain systems, so the capital bid costs aren't for contracts but for the staff resource to enable this. These staff are covered by the EIA that was done for the ICT reorganisation. As systems are reprocured and go through lifecycle process, they will have their own EIAs attached to these individual projects.

Some relate to services that do more directly impact residents, but the change proposed is to automate, improve, or streamline a back office process so the front end experience for residents won't change:

- The change to **parking permit eligibility** checks will mean that the parking team uses an automated process to confirm applicants' addresses against existing council data, including council tax data, instead of paying for an external check through Experian. This should save staff time and money, but the front end experience for the customer will not be affected so impact on residents is minimal. Under the data minimisation principle of GDPR, the parking service don't collect age, ethnicity, gender for applicants; just a name, DOB (for Experian check - not stored by the council) and car details.
- The project to improve **digital communication systems** includes the systems like GovDelivery and GovNotify which are used to send digital communications to residents, including email newsletters and SMS messages. An improved system should help ensure communications are sent in a more timely and cost-effective way, and that residents receive more uniform and consistent messages. The change of system will not reduce or change any existing non-digital streams of communication, and the digital communications will still use existing Lambeth templates and brand guidelines, so residents are unlikely to experience a significant difference.

Some will have a more direct impact on a resident experience:

- The **street fault reporting** digital solution for reporting and raising works will allow residents to report faults (e.g. potholes) using location data and photos. Faults reported will automatically go to the works database and residents who report will receive automated updates and notifications when repairs are carried out.
- The **housing repairs digital data collection solution** will allow residents to raise and view repairs online, selecting from multiple plain-English options which will allow for better data segmentation and analysis in reporting. It will also improve clarity of information about communal repairs listed on service charge statements. This is intended to prompt a channel shift to reporting more repairs online rather than by telephone, but residents who can't or won't get online can still report via phone. Out of just over 23,000 council tenants, about 46% are Black, 30% are white, around 3% Asian, 3% mixed, 7% other, and 11% unknown. Around 12% have a known disability and 23% are over 65. Information on sexuality and gender identity is poor because the majority of residents have chosen not to disclose. Information about leaseholders is less available because those who buy on the open market rather than as tenants exercising the right to buy are unlikely to ever provide demographic data.

Collecting more data will be a key part of the Digital Lambeth Strategic Programme, with funding set aside to carry out research to inform all workstreams. Strategy & Communications colleagues leading on the quarterly and annual Residents' Survey have consulted with the Digital Inclusion Network of 20+ partner organisations and the Council to agree wording for new questions to add to the survey to ask about digital exclusion. We will also gain insight about how different resident groups are affected, and how to best address the problem, from the organisations that received Digital Inclusion Fund grants. All organisations signed an agreement to submit detailed monitoring and evaluation questionnaires, including equalities data gathering, six months from receiving their grant.

What does your information tell you about the people who will be affected by this change? Are protected groups impacted? What information do you hold on the protected characteristics of the people affected by the change? (Age, disability, gender reassignment, pregnancy and maternity, race/ethnicity, religion or belief, gender, sexual orientation, health, socio-economic, language) Are there any gaps or missing information?

Read more



Q2b. How will they be impacted by the change?

The projects in the Digital Access for All workstream are being designed to have a positive impact on Lambeth residents, especially the most vulnerable and those with the highest need. They will have a positive impact on the council's ability to fulfil our duty to promote equality of opportunity.

The impact of the projects on residents will include:

- Improved access to and information about a coordinated range of initiatives led by the council and partners, including initiatives delivered by grassroots organisations with ties to hard-to-reach communities.
- A digital skills support offer delivered by volunteers using a skills guide and assessment framework shared across the council and VCS partners, and high-quality training and standards for volunteers
- More access to free Wi-Fi in council and community settings, including sheltered housing and service points for homeless people
- Access to a device loaning scheme targeting housebound individuals and people out of work
- Continued maintenance and support for the recipients of DfE laptops, ensuring they are able to use them to access online education (mainly children with social workers)
- Increased access to devices and connectivity through assistance funded by the Digital Inclusion Fund, and through support for device recycling schemes

The projects in the Sustainable Digital Infrastructure workstream are being designed to have a positive impact on Lambeth residents, especially the most vulnerable and those with the highest need. They will have a positive impact on the council's ability to fulfil our duty to promote equality of opportunity.

The impact of some of the key projects on residents will include:

- The Smarter Borough project will have a positive impact on residents affected by this change. New waste bins powered by the internet of things are built with a solar powered battery which enables the compacting mechanism to function, maximising capacity to five times what the container would usually hold. These bins are made from galvanised or stainless steel, making removal of graffiti and general cleaning much easier, maintaining the aesthetic design. The bins have an onboard sensor which records data on usage, monitors how full the bin is and sends an alert when it has reached a certain capacity to avoid them ever overflowing. This will bring about increased cleanliness and an improved aesthetic of the area. All bins have a foot pedal option, to enable touch free usage making them more accessible for all residents.
- Electric vehicle charging points being installed will encourage resident to opt for electric vehicles, which will contribute to Lambeth's urgent need to improve air quality and reduce emissions that cause climate change. The borough has been designated an Air Quality Management Area and on 23 January 2019 Lambeth Council declared a climate emergency. By providing EV charge points we aim to reduce emissions of carbon and nitrogen oxide. EVs produce about two thirds less carbon emissions per mile than ICE vehicles because the UK power generation sector has made good progress in switching away from fossil fuels. Unlike ICE vehicles EVs do not produce any tailpipe emissions, which affect local air quality. Residents impacted by this change will positively benefit from improved air quality.
- The Adults Assistive Technology project will positively impact residents by enabling them to lead an improved quality of life with more independence. Lambeth has a high number of elderly people living in poverty: 30.2%, the sixth highest in England (The English Indices of Deprivation, 2019). Data collected on technology such as smart boilers will help Lambeth to monitor residents who are suffering from fuel poverty and intervene earlier. It is possible that if more resource is provided through the project the rate of deceased clients as a result of late intervention may reduce. Some bench marking data from a project 'Liverpool 5G Health and Social Care Testbed' in Liverpool reported the following output from a project which implemented assistive technology for elderly residents supported by a robust 5G network demonstrates the type of outcomes that can be achieved with the use of assistive technology.
 - 28% reduction in loneliness
 - 30% reduction in the number of people who visited the GP
 - 95% medication adherence levels (national average is 55%)
 - Average hospital admissions reduced by 50%

A potential negative impact is that some assistive technology may not be fit for purpose and some clients may not have the connectivity infrastructure to support certain pieces of equipment.

- The Fibre to the Premises project will positively impact all residents in the borough. According to Ofcom, Lambeth currently holds the following stats on broadband speeds:
 - Superfast (min 30Mb/s) : 96% coverage, ranked 139th council area in UK
 - Ultrafast (min 300Mb/s) : 72.5% coverage, ranked 150th council area in UK
 - Full Fibre (>1GB/s) : 11.1% coverage, ranked 179th council area in the UK

The Fibre to the Premises project is aimed at increasing full fibre broadband speed coverage across the borough to 100%, in line with the government 2025 target which will hugely increase the performance and speed of residents' broadband services. The ultimate impact of the project will be positive as there will be greater choice of broadband access and people will be able to access more reliable and faster internet connections. As more properties are connected, competition will increase and costs will reduce. Future opportunities to support residents will be available due to the improved internet connectivity and speeds. Although some people may continue to have issues with the affordability of a broadband connection, this will not be significantly different from the current position, with non-fibre broadband that is available to 99% of residents in Lambeth. There will be a short-term impact to residents when installation work is undertaken.

- The 5G project will positively address the current state of connectivity coverage for impacted residents. Current data from leading 5G providers currently shows the following level of 5G coverage in Lambeth:

- EE: full coverage
- Three: partial coverage
- Vodafone: partial coverage
- 02: limited or no coverage

Working alongside mobile providers to maximise 5G in the borough and resolve 4G not-spots will bring full coverage to the borough for residents impacted by the changes.

- Projects to develop free community Wi-Fi will have a positive impact for affected residents as they will have basic access to services for local residents, access to education/training resources and work opportunities that they otherwise may not be able to access.
- The CCTV with AI project will have both negative and positive impacts on residents across the borough. CCTV can be a powerful force in increasing community safety for all residents. CCTV is used as a deterrent to terrorist attack in public spaces, gathers intelligence around persons of interest and can also be instrumental in gathering evidence after an episode of terrorism. ANPR which is a component of CCTV can be used to monitor vehicles which are connected to gang related activities which can help the police monitor and assist in intelligence to help arrest suspects. A potential negative impact may be present in facial recognition technology for dark skinned Black people as recent research has exposed a 34% chance of error in facial recognition accuracy in algorithms from individuals within these groups. As police may use this technology in the future, there is a risk of bias in this area against the Black community.

The projects in the Creating Economic Advantage workstream are being designed to have a positive impact on Lambeth residents, especially the most vulnerable and those with the highest need. They will have a positive impact on the council's ability to fulfil our duty to promote equality of opportunity.

The impact of the projects on residents will include:

- The RIPA project aims to make the process for submitting planning applications easier to navigate and more transparent for users, enabled through the dynamic form of its online tool. Users will no longer have to know answers to questions where the council already holds that information – such as whether they are in a flood risk area. This reflects a positive impact of the project on those affected by the change.
- The digital engagement in planning and regeneration project aims to provide benefits to all residents by increasing transparency and clarity around decision and consultation. It specifically aims in doing so to increase the diversity of consultees to include those who have been traditionally more difficult to reach, for example younger people or those with accessibility issues.
- The Opportunity Lambeth project aims to positively impact unemployed residents by making it easier for them to find employment opportunities in the borough.
- The Lambeth Now project aims to positively impact residents looking for work by increasing the number of CDI businesses in the borough, thereby creating new job opportunities for residents. This project aims to work alongside other initiatives such as the Next Generation campaign to increase the number of people from underrepresented groups working in CDI.
- The STEM Innovation and Learning Hub project aims to increase the number of residents from underrepresented groups working in STEM industries by delivering guidance, information and training on STEM related subjects such as coding and AI.

The projects in the Innovating Public Services workstream are designed to have a positive impact on the council and the borough overall by improving how the organisation delivers services, makes decisions, and uses the data we collect.

The impact of the projects will include:

- Residents will have an easier way to report repairs and receive more frequent updates about the status of repairs they report, both to streets and to their homes and estates.
- Residents applying for parking permits will receive automated updates and reminders.
- Residents' data will be protected, used appropriately, and shared with fewer third party services.
- Officers and teams will have information that enables them to plan more effectively. Issues will be reported sooner so that risks can be mitigated earlier.
- Better decision making through higher quality data, more meaningful insights, and increased accuracy of information about council assets.
- Officers completing reports through the ODDR/CMDR tool will be prompted to carry out EIAs and responsible procurement (health, sustainability, skills and employment) so potential benefits and adverse effects are more likely to be captured and mitigated.
- Effective version control in reports and fewer late papers due to clearance delays.
- Reduce manual intervention means less chance for entry errors and increased efficiency in service delivery; reduced administrative burden on staff and increased capacity for more meaningful work and skills development.
- Quicker delivery of system based services and easier to update and support systems.
- A number of opportunities for cost savings, enabling financial resources to be directed to high priority services.
- Schools staff will have easy access to their historic payslips and P60s.

Would you assess the impact as positive, adverse, neutral? Do you have any uncertainty about the impact of your proposal? Is there a likelihood that some people will more impacted than others? Can you describe the ways in which they will be affected? How might this change affect our 'general duty'?

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Q3a. How do you plan to promote and deliver any positive impacts of the proposal?

Communications are an integral component of the workstream plans, especially given that many of those who will benefit the most from the projects won't be reached by our usual online communications. Budget is being proposed for design, printing and distribution of printed communications and advertisements in local press.

For Innovating Public Services, since many of the projects will mainly impact specific internal user groups, internal communications will be utilised including the use of Sharepoint comms sites, training sessions, demonstrations, and show and tells. Communications have been sent to schools about the payslip change, including FAQs for staff to explain what will change and when and who to contact with any issues, and training webinars held for schools teams and headteachers about financial monitoring.

Strategic targets are set in the Digital Strategy and detailed benefits mapping will be carried out for each project during the planning stage. Projects in progress will be reported on monthly and benefits realisation reviews will take place at appropriate intervals. As part of project closure and handover to BAU, methods of measuring the impact of each project will be agreed, including new PIs and reporting measures and post-project reviews.

How might the principles of fairness, equality of opportunity and positive relationships be further promoted as a consequence of this proposal? How do you propose to measure your positive outcomes and the benefits outlined to find out if these have been achieved?

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Q3b How do you plan to address and mitigate any negative impacts of the proposal?

The Digital Access for All projects will be developed and delivered in close partnership with a variety of VCS partners and in consultation with residents and service users – in particular, improved insights from research, the Residents' Survey, and other service-specific surveys will help to continually target initiatives appropriately and ensure the projects are delivering the right outcomes. Many of the projects will start with a research and/or business case development phase, and some will carry out a pilot, to ensure any negative impacts are captured, understood, and mitigated before any larger rollout.

There are a few specific negative impacts to Sustainable Digital Infrastructure projects, which will be mitigated as follows:

- Negative impact of CCTV on the Black community will be mitigated by the creation of a community monitoring group, similar to the one run by the police. Residents will be a part of this group and will be allowed to scrutinise footage of high public interest.
- Negative impacts of unsuitable assistive technology will be mitigated by using a 10-step assessment framework for each piece of technology considered for a client, which will assess:
 - ◊ Future Proofing
 - ◊ Type of features and innovations it offers
 - ◊ Connectivity and Interoperability (reliability of)
 - ◊ User Benefits and outcomes
 - ◊ Useability and accessibility
 - ◊ Compliance with standards
 - ◊ Sustainability
 - ◊ Value for Money
 - ◊ Attention to ethics
 - ◊ Financial Resilience

The RIPA project, the digital engagement in planning and regeneration project, the Opportunity Lambeth project and the Lambeth Now project all entail risk of negative impact because they involve online websites for residents, which may pose accessibility issues for residents with a disability. To mitigate this risk, all projects are conducting accessibility testing to ensure the accessibility of these websites.

Part of the RIPA project's ambition is to consider accessibility needs and to encourage these groups to be involved in finding the solution. Of those surveyed in Alpha - 5% (five) reported having additional accessibility requirements and their feedback has been integrated into the ongoing development of the RIPA project's online platform. As well using the GDS standards and Hemingways apps, GOV.UK Patterns and components and guidance from the Plain English campaign and GOV.UK content guide to improve accessibility, both planning projects also plan to use organisations such Disability Lambeth, Simple Usability and Invotra for user testing.

The Opportunity Lambeth and Lambeth Now projects will include accessibility testing to ensure the website meets

the statutory WCAG 2.1 AA standards, as well as monitoring the demographics of their user groups to evaluate the diversity of their audience.

The Innovating Public Services projects will be developed with input from services and solutions fully tested before they go live. Many of the projects will start with a research and/or business case development phase, and some follow a pilot-then-rollout structure, to ensure any negative impacts are captured, understood, and mitigated before any larger rollout – for example, the change to online payslips for schools staff was piloted first at one school and is currently being piloted in a second school before full rollout in the next few months. Projects will ensure there are processes in place for capturing user feedback and improvements suggested for future development.

What impact has this evidence had on what you are proposing? What can you do differently that might lessen the impact on people within the timeframes i.e. development-implementation? Who can help you to develop these solutions?

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Q4. How will you review/evaluate your proposal, mitigating actions and/or benefits? Who will be responsible for this?

The Digital Lambeth Programme Board is ultimately responsible for ensuring delivery of the strategic outcomes and reporting on progress to Management Board.

Project leads will be accountable to the workstream steering group and the Digital Lambeth Programme Board and required to report on progress monthly, using project management tools including highlight reports, RAID (risks, actions, issues and decisions) logs, benefit profiles and benefits realisation plans.

Each project will have measures set to monitor impact and establish baselines. This will include gathering equalities monitoring data for beneficiaries, where appropriate, and the use of surveys and other forms of consultation. For some projects, measures will include existing performance indicators and some plan to establish new indicators. The impact of the projects on all relevant KPIs will be monitored and tracked over time on Pentana. Some of the projects include plans to gather feedback from stakeholders and carry out Lessons Learned reviews.

Who will you be accountable to for the above actions/outcome? How will those responsible know these actions have worked? What performance indicators will you use to demonstrate this? Are there any other forms of evidence you can use to support this assessment of their effectiveness?

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Section to be completed by Sponsor/Director/Head of Service

Outcome of equality impact assessment

- No adverse impact, no change required
- Low adverse impact, minor adjustment required
- Significant adverse impact, further action required
- Significant impact identified unable to mitigate fully
- Unlawful in/direct discrimination, stop and rethink

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Comments from Sponsor/Director/Head of Service

Submit for approval

Submit for approval

Executive Approval

Approved

Attachments

Close