

Equality Impact Assessment Report	Please enter responses below in the right hand columns
Date to EIA panel, department, DLT or DMT	20 February 2018
Sign-off path for EIA (please add/delete as applicable)	Corporate EIA Panel
Title of Project, business area, policy/strategy	Accessibility of Council Digital Services Scrutiny Commission
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London Borough of Lambeth Full Equality Impact Assessment Report

Please enter responses below in the right hand columns.

1.0 Introduction

1.1 Business activity aims and intentions

In brief explain the aims of your proposal/project/service, why is it needed? Who is it aimed at? What is the intended outcome? What are the links to the cooperative council vision, corporate outcomes and priorities?

The Accessibility of Council Digital Services Scrutiny Commission was established in early 2016. The commission's key aims were to investigate how well Lambeth performs with regards to meeting accessibility standards and make recommendations for further development in order that the borough's digital service provision is seen as the gold standard. The commission makes recommendations in relation to the website user interface but also on frontline access and support, and procedures and processes that underpin digital accessibility.

The commission's work resonates with a number of Borough Plan objectives under the *Reducing Inequality* theme – these include “providing high quality universal services so that families have the resources and opportunities to give their child the best start in life”, and “protecting and supporting our most vulnerable children and adults, supporting them to be resilient and to have fulfilling lives”.

The commission also sought to align its work with the Lambeth Equality Commission and indeed adopts some of their recommendations (see recs 5, 6 and 16).

This EIA is predicated on the commission's recommendations being fully adopted and is therefore designed to act as a 'baseline'; it is envisaged that the EIA will then develop over time as the action plan – which outlines the organisation's response to the recommendations made – evolves.

2.0 Analysing your equalities evidence

2.1 Evidence

*Any proposed business activity, new policy or strategy, service change, or procurement must be informed by carrying out an assessment of the likely impact that it may have. In this section please include both data and analysis which shows that you understand how this decision is likely to affect residents that fall under the protected characteristics enshrined in law and the local characteristics which we consider to be important in Lambeth (language, health and socio-economic factors). **Please check the council's equality and monitoring policy and your division's self assessment. Each division in 2011/12 reviewed its equality data and completed a self assessment about what equality data is relevant and available?***

IF YOUR PROPOSAL ALSO IMPACTS ON LAMBETH COUNCIL STAFF YOU NEED TO COMPLETE A STAFFING EIA.

<p>Protected characteristics and local equality characteristics</p>	<p>Impact analysis For each characteristic please indicate the type of impact (i.e. positive, negative, positive and negative, none, or unknown), and: <i>Please explain how you justify your claims around impacts.</i> <i>Please include any data and evidence that you have collected including from surveys, performance data or complaints to support your proposed changes.</i> <i>Please indicate sources of data and the date it relates to/was produced (e.g. 'Residents Survey, wave 10, April 12' or 'Lambeth Business Survey 2012' etc)</i></p>
<p>Race</p>	<p>Positive.</p> <p>The Lambeth Equality Commission report identifies African-Caribbean, Portuguese and Somali residents as target groups, and states that people from these communities are known to be more likely to experience the greatest inequalities in a number of areas including income and employment. Residents from these groups are therefore more likely to live in social housing – a group which the Mayor of London's 2015 Digital Inclusion Strategy for London identifies as among the most likely to be digitally excluded. It is therefore envisaged that the proposals contained within recommendation 13 will have a positive impact by better coordinating support around digital inclusion and helping more people from these groups to get online, with all of the benefits that entails (see Commission report para. 2.5).</p>

Sex	None.
Gender re-assignment	None.
Disability	<p>Positive.</p> <p>This commission is focused primarily on improving digital access for disabled residents, particularly those with sensory impairments and/or learning disabilities/difficulties, and all of the recommendations made would, if adopted, have a positive impact.</p> <p>Further detail/evidence is cited in the commission report.</p>
Age	<p>Positive.</p> <p>The Lambeth Residents Survey 2016 states that there are correlations between disability and age, socio-economic factors and health; therefore all recommendations would be likely to have a positive effect (as per Disability section above).</p> <p>In particular older residents are more likely to have problems with hearing or sight, and digital access for those with sensory impairments is at the heart of many of the recommendations (see particularly recs 1, 2, 5, 10, 11, 12, 16, 17, 18)</p>
Sexual orientation	None
Religion and belief	<p>Positive.</p> <p>It is likely there are correlations between Religion and Belief, and Race (see Race section above).</p>
Pregnancy and maternity	None
Marriage and civil partnership	None

Socio-economic factors	<p>Positive.</p> <p>The Lambeth Residents Survey 2016 states that there are correlations between disability and age, socio-economic factors and health; therefore all recommendations would be likely to have a positive effect (as per Disability section above).</p> <p>The comments under Race above in relation to income and employment, housing tenure and digital exclusion are also relevant here.</p>
Language	<p>Positive.</p> <p>Those who speak English as an additional language would benefit from wider use of plain English (see rec 3) as well as use of subtitled content (see rec 5). Recommendation 1 also calls for the council to strive to improve its WCAG rating and included within this is 'clarifying natural language usage' (WCAG guideline 4) and 'ensuring documents are clear and simple' (WCAG guideline 14).</p> <p>Furthermore there are likely correlations here with Socio-Economic Factors, Race, and Religion & Belief.</p>
Health	<p>Positive.</p> <p>The Lambeth Residents Survey 2016 states that there are correlations between disability and age, socio-economic factors and health; therefore all recommendations would be likely to have a positive effect.</p>
2.2 Gaps in evidence base <i>What gaps in information have you identified from your analysis? In your response please identify areas where more information is required and how you intend to fill in the gaps. If you are</i>	

<p><i>unable to fill in the gaps please state this clearly with justification.</i></p>	
<p>3.1 Coproduction, involvement and consultation <i>Who are your key stakeholders and how have you consulted, coproduced or involved them? What difference did this make?</i></p>	<p>While the commission did not specifically target external groups as much of its work involved working with and influencing officers internally, the three members of the commission have fed in their own considerable experience in terms of IT and disabilities throughout the course of the commission’s investigations to ensure the views and concerns of service users with whom they have links could be properly reflected.</p> <p>Furthermore the Digital Accessibility Centre’s audit of the Lambeth website – a key plank of the commission’s evidence base – involved consultation with professionals with technical expertise in the relevant field.</p>
<p>3.2 Gaps in coproduction, consultation and involvement <i>What gaps in consultation and involvement and coproduction have you identified (set out any gaps as they relate to specific equality groups)? Please describe where more consultation, involvement and/or coproduction is required and set out how you intend to undertake it. If you do not intend to undertake it, please set out your justification.</i></p>	<p>The commission report acknowledges that, while the commission Members all have areas of particular interest and expertise which means they were able to bring to bear their personal experience and links with service users to inform the findings, further co-production is desired. This particularly relates to recommendations 5, 12 and 16.</p>

4.0 Conclusions, justification and action	
4.1 Conclusions and justification <i>What are the main conclusions of this EIA? What, if any, disproportionate negative or positive equality impacts did you identify at 2.1? On what grounds do you justify them and how will they be mitigated?</i>	<p>The main conclusions are that the Accessibility of Council Digital Services commission report's recommendations would, if adopted, have positive equalities implications for most groups, with a particular positive impact on disabled residents. There is no impact envisaged for five of the protected characteristics and no groups are expected to be negatively affected.</p>
4.2 Equality Action plan <i>Please list the equality issue/s identified through the evidence and the mitigating action to be taken. Please also detail the date when the action will be taken and the name and job title of the responsible officer.</i>	
Equality Issue	Mitigating actions
5.0 Publishing your results	
<p>The results of your EIA must be published. Once the business activity has been implemented the EIA must be periodically reviewed to ensure your decision/change had the anticipated impact and the actions set out at 4.2 are still appropriate.</p>	
EIA publishing date	To be published 09.03.18 for 19.03.18 Cabinet meeting
EIA review date	
Assessment sign off (name/job title):	

All completed and signed-off EIAs must be submitted to equalities@lambeth.gov.uk for publication on Lambeth's website. Where possible, please anonymise your EIAs prior to submission (i.e. please remove any references to an officers' name, email and phone number).