

Equality Impact Assessment

<p>Name or Brief Description of Proposal</p>	<p><u>HRA Capital Digital Improvements</u>. This project is to support the delivery of the programme of work of the Housing Improvement Board. This EIA supports the Cabinet report requesting approval for the investment of HRA Capital to deliver digital improvements and ongoing revenue savings.</p>
<p>Brief Service Profile</p>	<p>This is the second phase of the Housing Service IT & Digital plan which is designed to support improvements for tenants, housing staff and the council. This investment is to support the rationalisation and subsequent development of IT systems and equipment within housing enabling streamlined and digital business processes. Improvements, efficiencies and consistent ways of working can then be designed and delivered. The plan includes migrating the existing 125 users from the old systems and equipment onto the new platform and ways of working while also extending this to include a further 125 users, resulting in one place for the co-ordination of all Housing Operations staff, a single modern system that is very nearly “always-on”.</p>
<p>Summary of Impact and Issues</p>	<p>The new digitally enabled service will extend the ways housing can update and communicate with tenants. Rather than via letter or over the telephone, the new system will include the capability to send text messages and/or emails to remind tenants about repairs appointments. Together with the new IT equipment for staff, the project supports modern, efficient and effective working and forms of communication in line with the digital strategy.</p>
<p>Potential Positive Impacts</p>	<p>Extending ways of communicating with tenants improves accessibility to information as emails / text can be read out using screen readers or similar technology.</p>

Potential Negative Impacts

The housing service are not proposing to remove any forms of communication with tenants and therefore no negative impacts that might be associated with access to technology or ability to digitally communicate have been identified. This EIA should be updated if that decision is revisited.

Impact Assessment	Details of Impact	Possible Solutions
Age	No impact	
Disability	No impact	
Gender Reassignment	No impact	
Marriage and Civil Partnership	No impact	
Pregnancy and Maternity	No impact	
Race	No impact	
Religion or Belief	No impact	
Sex	No impact	
Sexual Orientation	No impact	
Community Safety	No impact	
Poverty	No impact	
Other Significant Impacts	None identified	