Equality and Safety Impact Assessment

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people's needs. The Council's Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

Name or Brief Description of Proposal	**TRANS 1**- Digital Transformation Programme. The Digital Transformation Programme will transform the way that our customers interact with us and how our employees work with us through increased and better use of technology. This will involve changing the way staff work and increasing the amount of services which can be reported, paid for or applied for online. There will also be improvements made to how information from customers is processed, to increase efficiency and improve customer service.
Brief Service Profile (including number of customers)	All residents, customers, employees, strategic partners and businesses could be affected by the Digital Transformation Programme. Potentially this may mean that all 245,000 residents are affected by the changes as well as businesses operating within Southampton boundaries.
Summary of Impact and Issues	The Digital Transformation Programme has potential impacts on all our customers, employees and partners. We are moving towards a position of digital by default for contact with the council. This means contact with the council will be online in the main; we will provide support to those customer who really need it, to help them access online services. For the majority - our customers and employees who are already used to using online services- the move to digital by preference with simple and easy to access transactions will have a positive impact.

	For those who are not online or who find technology difficult, we will offer assistance and support to help them transact with the council to minimise any negative impact. The programme will make improvements to: - Reporting issues to the council - Paying for services from the council - Applying for services or support from the council.
Potential Positive Impacts	The digital programme will enable residents to receive quicker and improved services from the council and allow them to access services online at a time that suits them. The majority of Southampton residents are able to use online services and digital technology such as smart phones and tablets in their everyday life. We will be expanding the range of services available online and giving residents a quick and convenient way to report, request, pay and apply for services from the council by digital means.
Responsible Service Manager	Helen Saward
Date	4th November 2015

Approved by Senior Manager	Jon Dyer-Slade
Date	5th November 2015

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	Younger people are likely to be more digitally ready and therefore able to adapt to a digital council. Older people may be less digitally capable and therefore may need assistance to move to digital. For individuals of any age, it is anticipated that customers will receive a higher level of customer service.	We will target our communications to those groups who need support and encouragement to go digital. We will enable digital self-service with assistance for those most vulnerable groups.
Disability	Some of those with disabilities may not be able to access all services digitally.	Assisted self-serve will be available for the most vulnerable groups.

Gender Reassignment	No identified negative impacts.	N/A
Marriage and Civil Partnership	No identified negative impacts.	N/A
Pregnancy and Maternity	Employees on maternity and paternity leave may find keeping in touch with the organisation becomes simpler while they are away from the organisation.	Improved digital access to council systems will make it easier for employees to keep informed about relevant issues.
Race	People whose first language is not English, may have reduced confidence around using digital.	Customers can use third party online services to translate web content and interpretation services will still be provided for those deemed most vulnerable.
Religion or Belief	No identified negative impacts.	N/A
Sex	No identified negative impacts.	N/A
Sexual Orientation	No identified negative impacts.	N/A
Community Safety	No community safety impacts identified.	N/A
Poverty	Those with little or no disposable income may find it difficult to purchase IT equipment and access the internet.	The council will continue to provide free access to the internet in locations such as libraries and housing offices.
Other Significant Impacts		