



APPENDIX 2

Equality and health impact assessment

Technology and Digital Strategy 2024-2026

Section 1: Equality analysis details

Proposed policy/decision/business plan to which this equality analysis relates	Technology and Digital Strategy 2024-2026
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Strategic Director:	Clive Palfreyman		
Department	Finance	Division	Technology and Digital Services
Period analysis undertaken	January 2024		

Section 2: Brief description of policy/decision/business plan

1.1 Brief description of policy/decision/business plan

In our refreshed Digital and Technology Strategy, it is proposed to refresh the pillars, to ensure they are relevant and understandable to all audiences. The new descriptions for each pillar are set out as follows:

1. **Smart Neighbourhoods:** We are committed to making Southwark one of the best-connected boroughs in London by using emerging technology. We aim to understand how technology can be used to empower our residents, businesses, and staff to become digital-first and innovating using IoT and Smart City Technologies to help monitor and improve our borough environment. We will work with partners and learn from best practice.
2. **People Powered Digital Experience:** Our aim is to improve user experience, by reviewing how we deliver services to allow residents who choose to self-serve to have a seamless digital interaction with us. We want to create a single front door for Southwark residents with a single sign on experience where possible.
3. **Digital Inclusion Closing the Gap:** We are tackling digital exclusion and ensuring our residents have the tools, skills, and technology they need. We are providing fast, reliable internet availability throughout the Borough, and the skills to enable our residents to use digital technologies.
4. **A Well-Run Council:** We are establishing a centralised hub for Technology and Digital within our organisation to assist our staff in utilising modern workplace technology and acquiring the necessary skills to enhance service delivery efficiency. This involves a commitment to aligning our services with user requirements, making essential investments in technology to ensure accessibility and security. By fostering a digital culture and embracing innovative work methodologies, we aim to meet the evolving needs of our residents while empowering our staff to adapt to new ways of working.
5. **Data Enabled:** Prioritising the utilisation of data and insights for understanding the requirements of our communities and establishing a single customer view is a priority. We are building appropriate governance structures to facilitate the internal sharing of data and insights within the organisation, as well as with external partners. This includes the provision of tools to enhance the effective management of service areas. Additionally, we are in the process of developing open data initiatives on our website to promote the transparency and sharing of information.

The Cabinet Member for Communities, Democracy and Finance, the Strategic Director of Finance and the Chief Digital and Technology Officer are leading on the digital and technology transformation for the organisation.

The Technology and Digital Services Team will coordinate organisation wide technology transformation, whilst providing support and expertise to designing and improving digital services, ensuring efficiency savings are achieved and customer experiences improved.

This revised Digital and Technology strategy aims to establish the critical components necessary to ensure that staff can effectively execute the corporate plans and priorities for our borough and collaborate as one council.

Section 3: Overview of service users and key stakeholders consulted

2. Service users and stakeholders	
Key users of the department or service	Southwark residents, Southwark Staff, Councillors, Senior Leadership, Volunteer and Community sector organisations, Partner Local Authorities and Local Businesses.
Key stakeholders were/are involved in this policy/decision/business plan	Southwark Staff, Councillors, and Senior Leadership.

Section 4: Pre-implementation equality analysis

Age - Where this is referred to, it refers to a person belonging to a particular age (e.g. 32 year olds) or range of ages (e.g. 18 - 30 year olds).	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
<p>The Technology and Digital strategy 2024-2026 illustrates positive impact for staff and residents of all ages as it aims to renew and improve digital services for all.</p> <p>Under the People Powered Digital Experience delivery pillar, the strategy aims to include all residents in Southwark digital improvement journey.</p> <p>Resident engagement was conducted by design and technology studio Comuzi to understand how a community driven vision to support residents with connectivity, inclusion and Internet of Things can be created.</p> <p>The focus group showed that respondents from between the ages of 43-73 experienced poor usability and low confidence if an interface is too complex. This highlights that this age group is at risk of being excluded from the improvements that this strategy looks to deliver, if they are not provided with accessible user designs and skills support.</p> <p>Under Digital Inclusion Closing the Gap pillar in the strategy, one of the digital exclusion personas are 'vulnerable people over the age of 65' who are more likely to be digitally excluded. Helping this group of people get online can tackle loneliness, improve independently living and promote wellbeing. We are tackling digital exclusion and ensuring our residents have the tools, skills, and technology they need.</p>	<p>The People Powered Digital Experience pillar will support Public Health, Adult Social Care and Supporting Families to utilise digital health technologies.</p> <p>Comuzi research data showed that residents between the ages of 24 to 43 believed that 'Smart technology can be used to improve people's standard of living' which suggests that the Digital Health projects identified in the strategy would have a positive impact on residents lives.</p> <p>The strategy will use assistive technology such as wearables and motion sensors to engage and empower citizens to live independently.</p>

Equality information on which above analysis is based	Health data on which above analysis is based
<p>Of the 307,700 Southwark residents 0–14 – 48,500 (16%) 15-24 – 41,700 (13%) 25-44 – 121,700 (39%) 45-64 – 70,200 (23%) 65+ - 25,800 (8%) Census 2021</p> <p>Data from the resident engagement focus groups conducted by Comuzi and Southwark Council.</p> <p>In the consultation we asked “What kind of training or help with digital skills do you think would help people in Southwark the most?” Over 46% of respondents felt that digital training for older people would help the most.</p> <p>Focus groups were held with Young People aged between 14 and 18. The finding of these were:</p> <ul style="list-style-type: none"> • Young people continue to benefit from previous implementation of free public Wifi • Young people are developing positive relationships with smart neighbourhoods • Mobile devices are the centre of their young people’s smart device ecosystem • Young people learn new digital skills through observing their friends and through social media • Young people are willing to volunteer and contribute toward local digital improvements <p>Data from the English Longitudinal Study of Ageing on older Londoners’ use of the internet during the pandemic which shows that:</p> <ul style="list-style-type: none"> • Over 200,000 older Londoners over 75 do not use the internet at all. • One in four of older Londoners over 65 would like to use the internet more. • Just 20% aged 75+ reported using the internet more during the pandemic and 10% used it less. 	
Mitigating actions to be taken	
<p>As Southwark digitalises and makes improvements, we need to ensure that those in the older age groups are still able to access council services and support using traditional methods such as face to face and telephone support. This is because not all elderly residents may not have the capacity nor the desire to get online. We need to still be sure that they will be offered high quality customer services.</p>	

<p>Disability - A person has a disability if s/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.</p>	
<p>Potential impacts (positive and negative) of proposed policy/decision/business plan</p>	<p>Potential health impacts (positive and negative)</p>
<p>A number of projects identified in Technology and Digital strategy are focused on supporting residents to live independent lives. Data will be used to create a one council approach to prevention and early intervention to create a digital borough for the future where residents feel more engaged, have opportunities to change health outcomes and receive early support.</p>	<p>A number of the projects within Digital Pillars will have positive health outcomes identified within them for the residents of Southwark</p> <p>These projects are key in enabling Southwark's public health, NHS partnerships and voluntary sector to work together.</p>
<p>Equality information on which above analysis is based</p>	<p>Health data on which above analysis is based</p>
<p>The Commons Library Research Briefing, 23 August 2023 states that:</p> <ul style="list-style-type: none"> • An estimated 16.0 million people in the UK had a disability in 2021/22. This represents 24% of the total population. • The prevalence of disability rises with age: around 11% of children were disabled, compared with 23% of working age adults and 45% of adults over State Pension age. • Mobility is the most frequently reported impairment type (47%), followed by stamina, breathing or fatigue (35%), and mental health (32%). • As of February 2023, there were 6.3 million people claiming an extra-cost disability benefit in Great Britain, representing 9.6% of the total population. 	

Mitigating actions to be taken

As Southwark digitalises and makes improvements, we need to ensure that those in this group are still able to access council services and support using traditional methods such as face to face and telephone support. This is because not all residents may not have the capacity nor the desire to get online. We need to still be sure that they will be offered high quality customer services. Southwark Council is dedicated to ensuring its Digital offer is compliant Web Content Accessibility Guidelines 2.1 AA.

Gender reassignment - The process of transitioning from one gender to another.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
There is no specific identified impact relating to people whose gender is not the same as the one they were assigned at birth from this strategy. There is currently very little data on the number of transgender residents in Southwark so feedback of this group's experience of digital and technological services has not yet been identified.	
Equality information on which above analysis is based.	Health data on which above analysis is based
There are currently no official statistics on the number of transgender people in Southwark.	
Mitigating actions to be taken	
The strategy's main objective is to improve council services for all staff and residents. In doing this, it will be required that Southwark's Transgender and Gender Identity Guidance is upheld.	

Marriage and civil partnership – In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couple. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples and must be treated the same as married couples on a wide range of legal matters. (Only to be considered in respect to the need to eliminate discrimination.)	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
There are no specific identified impacts from the strategy relating those in marriage and civil partnerships.	

Equality information on which above analysis is based	Health data on which above analysis is based
Mitigating actions to be taken	

Pregnancy and maternity - Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
There are no specific identified impacts from the strategy relating those who qualify under pregnancy and maternity.	
Equality information on which above analysis is based	Health data on which above analysis is based
Mitigating actions to be taken	

<p>Race - Refers to the protected characteristic of Race. It refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. N.B. Gypsy, Roma and Traveller are recognised racial groups and their needs should be considered alongside all others</p>	
<p>Potential impacts (positive and negative) of proposed policy/decision/business plan</p>	<p>Potential health impacts (positive and negative)</p>
<p>Southwark is an ethnically diverse in both in the workforce and the borough. Following the launch of the Southwark Stands Together initiative, which seeks to address racism, inequality and injustice in Southwark, it was revealed that Black and other ethnic minority faced racism when accessing council services, including health services.</p>	
<p>Equality information on which above analysis is based</p>	<p>Health data on which above analysis is based</p>
<p>Organisations' equality & diversity policies</p> <p>Census 2021 Information:</p> <p>When completing the Census 2021, respondents were asked to record their specific ethnic group. In total, 282 different ethnicities were recorded by Southwark residents.</p> <ul style="list-style-type: none"> ▪ Just over half (51%) of the population identified as being from a White ethnic background, equivalent to 158,000 residents. ▪ One-third (36%) identified as 'White: English, British, Welsh, Scottish or Northern Irish' ethnicity, similar to that seen across London (37%), but substantially lower than the proportion across England (74%). ▪ The largest broad ethnic group other than White was 'Black, Black British, Caribbean or African', with one-quarter (25%) of Southwark residents reporting this as their ethnicity. Almost one-fifth (16%) reported 'African' ethnicity and 6% reported a 'Caribbean' ethnicity. ▪ A tenth (10%) of Southwark residents reported their ethnic group to be 'Asian', with the majority of these residents (8,400) identifying with a Chinese ethnic background. ▪ 22,000 (7%) of Southwark residents reported their ethnic group to be 'Mixed or multiple ethnicities'. ▪ The majority (70%) of Southwark residents recorded their national identity as English, British, or both, equivalent to 215,000 people. ▪ The most common reported non-UK identity of Southwark residents was Spanish (including 	

Canary Islander). This has changed since 2011 when the most common non-UK identity was Nigerian.

At the time of Census Day 2021, **244,000 (79%) Southwark residents reported their main language to be English**, similar to figures in 2011.

- This is comparable to London, where 76% of residents recorded English as their main language, but lower than across England (88% of the population).
- **Spanish is the most common main language other than English**, spoken by 13,000 Southwark residents and increasing in number since 2011. This differs to London where the most common spoken main language other than English is Romanian.
- 'All other Chinese' is the most common Asian language, while Somali is the most spoken African language of Southwark residents.
- Of the 53,700 Southwark residents whose main language is not English, **10,200 (19%) cannot speak English well or have no English proficiency**.
- In the 2021 Census, **43% of Southwark residents gave Christian as their religion**, equating to 133,300 people. This is down from 53% in 2011.
- A total of 111,900 Southwark residents reported having 'no religion', equivalent to around one-third (36%) of the population. This has increased substantially from 27% in 2011.

Around half (51%) of residents reported their ethnicity to be White, equivalent to 158,000 people in Southwark. This proportion is slightly lower than London and substantially below that for England.

- Southwark had a higher proportion of residents (25%) reporting their ethnicity as 'Black, Black British, Caribbean or African', compared to London (14%) or England (4%).
- The proportion of residents identifying as 'Asian or Asian British' is notably smaller in Southwark (10% of population) than it is across London as a whole (21% of the population).
- **7%** of residents reported their ethnicity as 'Mixed or Multiple ethnic groups', which is slightly higher than the proportion across London and England.
- The proportion of residents in Southwark reporting their ethnicity of 'Other' rose from 3% in 2011 to 6% in 2021, representing an increase of 10,000 people over the period.

Ward profile data also demonstrates where the wide ranging communities are located within the borough.

Data from:

- Southwark Standing Together Listening Exercise
- Southwark Standing Together Survey

<ul style="list-style-type: none"> • A higher proportion of Black ethnicity respondents reported being discriminated against occasionally (25%) and all the time (11%) and a September 2020 higher proportion of Asian ethnicity respondents reported being discriminated against occasionally (15%). <p>Data from: Office for National Statistics - Internet Users, Labour Force Survey (LFS)</p> <ul style="list-style-type: none"> • In 2011, there were wide disparities in recent internet use among the different ethnic groups, however, in 2018, this gap had narrowed. This is particularly the case for adults of Bangladeshi ethnicity. In 2011, 31.4% were internet non-users, higher than the figure for UK adults overall (20.3%). In 2018, the figure for Bangladeshi internet non-users had dropped to 8.0%, a figure that is now lower than for the UK overall (10.0%). 	
<p>Mitigating actions to be taken</p>	
<p>As a part of the review of the website and Intranet we are focussing on the language we are using to ensure that it is not only accessible but free from any prejudice.</p> <p>We are also working to ensure that the digital content is delivered in a way that allows easy translation from web browsers and devices into the language that the user has stated as their preference.</p>	

<p>Religion and belief - Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (e.g. Atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.</p>	
<p>Potential impacts (positive and negative) of proposed policy/decision/business plan</p>	<p>Potential health impacts (positive and negative)</p>
<p>It is unclear what impact the new strategy will have on this group of people because there is very little data on the relationship between those religion and belief and digital and technological services.</p>	
<p>Equality information on which above analysis is based</p>	<p>Health data on which above analysis is based</p>
<p>The religious make up of Southwark is 43% Christian 36% No religion 10% Muslim</p>	

7% Not Stated 1% Buddhist 1% Hindu 1% Other <1% Jewish <1% Sikh (Census 2021)	
Mitigating actions to be taken	
The strategy's main objective is to improve council services for all staff and residents. In doing this, it will be required that Southwark's policy on religion is upheld throughout all programmes and projects.	

Sex - A man or a woman.	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
It is unclear what impact the new strategy will have on this group of people because there is very little data on the relationship between sex and digital and technological services.	
Equality information on which above analysis is based	Health data on which above analysis is based
Of the 307,700 Southwark residents 158,600 Women 149,000 Male (Census 2021)	
Mitigating actions to be taken	
As a part of the review of the website and Intranet we are focussing on the language we are using to ensure that it is not only accessible but free from any prejudice.	

Sexual orientation - Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
It is unclear what impact the new strategy will have on this group of people because there is very little data on the relationship between sexual orientation and digital and technological services.	
Equality information on which above analysis is based	Health data on which above analysis is based
<p>We were unable to obtain any data on the sexual orientation of the residents of Southwark</p> <p>Of the 307,700 Southwark Residents: Straight or Heterosexual (number) - 211,847 (82.71%) Gay or Lesbian (number) - 11,596 (4.52%) Bisexual (number) - 6,586 (2.57%) Pansexual (number) - 1,726 (0.67%) Asexual (number) - 192 (0.07%) Queer (number) - 446 (0.17%) All other sexual orientations (number) - 152 (0.06%) Not answered (number) - 23,592 (9, 21%) <i>(Census 2021)</i></p>	
Mitigating actions to be taken	
As a part of the review of the website and Intranet we are focussing on the language we are using to ensure that it is not only accessible but free from any prejudice.	
<p>Socio-economic disadvantage – although the Equality Act 2010 does not include socio-economic status as one of the protected characteristics, Southwark Council recognises that this continues to be a major cause of inequality in the borough.</p> <p>Socio economic status is the measure of an area's, an individual's or family's economic and social position in relation to others, based on income, education, health, living conditions and occupation.</p>	
Potential impacts (positive and negative) of proposed policy/decision/business plan	Potential health impacts (positive and negative)
Digital poverty is a major contributing factor to digital exclusion and may prevent some residents from benefiting from the outcomes of this strategy. Residents facing socio-economic disadvantages may be unable to afford devices and a regular broadband connection to connect to the internet and access council services online. In addition to this, residents may lack the digital skills to engage which may lead to future exclusion.	

<p>Equality information on which above analysis is based</p>	<p>Health data on which above analysis is based</p>
<p>Citizens Advice found that 1 in 6 broadband customers struggled to pay their bill between March 2020 and January 2021. And in 2018, Ofcom found that only 63% of the ‘most financially vulnerable’ group had fixed-line broadband, compared with 82% of the overall UK population.</p> <p>Devices: Digital poverty plays a key part of digital exclusion as many residents are unable to afford devices that allow them to connect to the internet. Providing access to smart phones, tablets, laptops, or computers is an essential part of achieving the goals of the strategy overall. An Ofcom survey from Jan–March 2020 found that 9% of households containing children did not have home access to a laptop, desktop PC or tablet.</p> <p>Digital Skills: As part of our digital journey, it is important to provide support for those that are not able to use the internet. The Lloyds 2021 Essential Digital Skills Report estimates that one- fifth of the UK population lacks essential digital skills for life. This includes the ability to connect a device to WiFi, and open an internet browser, to access websites. This aspect focuses on residents in the borough that are digitally excluded, lack basic digital skills and the work we will do to support them.</p> <p>A digitally inclusive society relies on individuals entering the profession and having the right skills to be able to take forward the necessary work. It is predicted that 75% of jobs will require advanced digital skills by 2030. Current research shows 82% of advertised openings requires some level of digital skills. This channel focuses on the promotion of jobs and training for our residents, helping to ensure nobody is left behind.</p>	
<p>Mitigating actions to be taken</p>	
<p>The strategy incorporates inclusion via the Digital Inclusion Closing the Gap pillar which will look to tackle digital exclusion to ensure that as many residents as possible benefit from the improvements and projects from the Technology and Digital Strategy.</p> <p>The Digital Inclusion strategy will focus on the following:</p>	

1. Affordable Broadband
2. Devices
3. Jobs and Training
4. Digital Skills (Residents)
5. Digital Skills (Businesses)
6. Digital Education (For All)

Human Rights

There are 16 rights in the Human Rights Act. Each one is called an Article. They are all taken from the European Convention on Human Rights. The Articles are The right to life, Freedom from torture, inhuman and degrading treatment, Freedom from forced labour, Right to Liberty, Fair trial, Retrospective penalties, Privacy, Freedom of conscience, Freedom of expression, Freedom of assembly, Marriage and family, Freedom from discrimination and the First Protocol

Potential impacts (positive and negative) of proposed policy/decision/business plan

When implementing a digital strategy, especially in the context of a local government entity like Southwark Council, there are several aspects to consider in relation to the ECHR:

1. Privacy Rights:

The Technology and Digital Strategy prioritises the protection of individuals' privacy and secure handling of personal data and adherence to data protection laws.

2. Access to Information:

The Technology and Digital Strategy will improve access to information, making services and resources more readily available to the public. This aligns with the right to access information, promoting transparency and accountability.

3. Equality and Non-discrimination:

The Technology and Digital Strategy will reduce disparities in service delivery and ensure that all residents, regardless of background, can benefit equally. This supports principles of equality and non-discrimination.

4. Freedom of Expression:

The Technology and Digital Strategy will ensure our digital platforms can provide citizens with new avenues for expressing their views and participating in civic processes, supporting the right to freedom of expression.

5. Ethics:

The Technology and Digital Strategy outlines how Southwark will ethically use data in its digital initiatives by implementing transparent governance, privacy-centric practices, and community engagement to ensure responsible data collection, storage, and utilisation while upholding ethical principles and respecting individual rights.

In summary, a Technology and Digital Strategy for Southwark Council has been designed with a human rights-centred approach, ensuring that it enhances efficiency while respecting and protecting the fundamental rights of its residents. Regular assessments and consultations with diverse stakeholders can help identify and mitigate potential human rights impacts.

Information on which above analysis is based
European Convention on Human Rights. 7 principles of GDPR: Lawfulness, fairness, and transparency, Purpose limitation, Data minimisation, Accuracy, Storage limitation, Integrity and confidentiality, and Accountability
Mitigating actions to be taken
Enforcement of the Applications Procurement Standards and Software Asset Management Policy Continued Liaison with Information Governance Teams when processing data Centralisation of IT services

Section 5: Further actions and objectives

5. Further actions			
Based on the initial analysis above, please detail the key mitigating actions or the areas identified as requiring more detailed analysis.			
Number	Description of issue	Action	Timeframe
1	No further actions required		
2			
3			
4			
5			
6			
7			

5. Equality objectives (for business plans)				
Based on the initial analysis above, please detail any equality objectives that you will set for your division/department/service. Under the objective and measure column please state whether this objective is an existing objective or a suggested addition to the Council Plan.				
Objective and measure	Lead officer	Current performance (baseline)	Targets	
			Year 1	Year 2
No further actions required				

5. Health objectives (for business plans)

Based on the initial analysis above, please detail any health objectives that you will set for your division/department/service. Under the objective and measure column please state whether this objective is an existing objective or a suggested addition to the Council Plan.

Objective and measure	Lead officer	Current performance (baseline)	Targets	
			Year 1	Year 2
No further actions required				