

Equality Impact Assessment (EIA) Form

Please use in conjunction with the [EIA toolkit](#), which has been designed to guide you through completing your EIA form.

Service Area:	Digital
Name of service/policy/project being assessed:	Digital projects
Officer leading on assessment:	Nada Hassanatou, Digital and Improvement Delivery Lead Officer
Other officers involved:	Jabed Hussain, Head of Business Support and Digital Transformation; Tom Chapman, Head of Business Systems; Henry Kilpin, Head of Strategy and Programmes

1. Briefly describe the service/policy/project:

Achieving for Children face the challenge of providing improved services, whilst coping with reduced funding and changes in expectations and demands. The BeDigital programme is designed to meet these ever increasing challenges and demands, through implementing a digital approach and transforming the way we work and communicate. This approach is intended to enable us to meet our strategic priorities, which are resilience, capacity, inclusion, resources and independence.

The projects within the BeDigital programme span across different service areas within the organisation (e.g. Emotional Health Service, Special Educational Needs and Disabilities, School Admissions, Social Care etc.). The ambition behind the programmes is to propel Achieving for Children's digital and technology usage to ensure its fit for purpose in this modern world.

2. What sources of information have been used in the preparation of this equality assessment? (e.g national research, JSNA, user feedback)

<i>Information Source</i>	<i>Description and outline of the information source</i>
Consultation with main stakeholders	We consulted with service users, staff and partners about their digital needs and attitudes. This was through a survey and some small focus group discussions.
Local council digital strategies	https://cabnet.richmond.gov.uk/documents/s82673/Digital%20Strategy%202019-7.pdf https://www.kingston.gov.uk/download/downloads/id/2937/our_digital_strategy_2018-2021.pdf
Local digital declaration	https://localdigital.gov.uk/declaration/ - the Local Digital Declaration commits us to working on a new scale to design services that best meet the needs of citizens.

3. Analysis of Impact

<i>Protected Group</i>	<i>Impact (mark with an 'X')</i>			<i>Include Data and Analysis</i>
	Positive	Negative	None	
Age	x			<p>Many of our service users, who are young people, operate in more digital ways. Our digital projects aim to align with the way they access information and services.</p> <p>We are aware that some older people who come into contact with our services may not be as comfortable using technology. To counter this we are ensuring that with every service/provision that goes digital, that there is also a non-digital route (e.g. phone) to provide accessibility.</p>
Disability	x			<p>Service users, who have a disability, may be able to access services with greater ease. Part of our digital programme is to ensure that accessibility features are considered and implemented with every project (e.g. read aloud feature on website).</p>
Gender (Sex)			x	Gender is considered of low relevance to this assessment.
Gender reassignment			x	Gender reassignment considered of low relevance to this assessment.

Marriage and civil partnership			x	Marriage and civil partnership is considered of low relevance to this assessment.
Pregnancy and maternity			x	Pregnancy and maternity is considered of low relevance to this assessment.
Race/ethnicity			x	Race/ ethnicity is considered of low relevance to this assessment.
Religion and belief including non-belief			x	Religion and belief is considered of low relevance to this assessment.
Sexual orientation			x	Sexual orientation is considered of low relevance to this assessment.
Other i.e. carer, or those on a low income			x	Those on a low income may not have access (or regular access) to the internet and so may not be able to access some of the transformed services that are going digital. However, to counter this we are ensuring that with every service/provision that goes digital, that there is also a non-digital route (e.g. phone) to provide accessibility. We will also ensure that customer facing solutions which are developed are “mobile friendly”, meaning they are accessible from a smartphone and only require a web browser to operate. This removes the requirement of having a traditional computer and fixed line internet connection which will help mitigate any negative effect on low income groups.

What consultation have you undertaken in the development of this policy/ project or with stakeholders or critical friends?

Outline the consultation method and what feedback has been received

We consulted with service users, staff and partners about their digital needs and attitudes. This was through a survey and some small focus group discussions.

The main findings were:

- The majority of service users (64%) indicated that they prefer to communicate with AfC via text message and 47% saying that they would like to communicate with AfC via text messages and Whatsapp.
- 25% of service users felt not able to communicate with AfC services quickly and 32% felt they were unable to access the services easily.
- 47% of AfC staff indicated that they work regularly out of the office
- 63% of AfC staff said that they were open to mobile data collection methods whilst on visits and working on the go.
- The most common challenges cited by AfC staff was sharing information and secure email.
- 65% of AfC staff believe that digital transformation can help their team’s productivity and workflow processes.
- 30% of partners felt that AfC’s services were not very accessible
- The most common challenges cited by partners was secure email and sharing information.

Summary of findings

The BeDigital programme aims to utilise digital solutions to improve accessibility for the children, young people and families we support, and to improve our efficiency so we can direct our resources where they are most needed so we can achieve the best value for money.

As part of the BeDigital programme there will be a number of projects and workstreams. Individual EIAs will be completed for these as required.

Progress with digital innovation will be reported as part of the annual report and impact report that is produced each year.

ACTION PLANNING

What consultation have you undertaken with stakeholders or critical friends about the key findings? Include any identified data gaps.

<i>Issue identified</i>	<i>Planned action</i>	<i>Lead officer</i>	<i>Completion Date</i>
Secure email and information sharing	Exploring secure information sharing platforms (e.g. Egress Workspace).	Tom Chapman, Head of Business Systems	August 2020
Better and efficient mobile working practices	Piloting the use of Chromebook Spins with social workers.	Nada Hassanatou, Digital and Improvement Delivery Lead Officer	June 2020
Need to communicate better with service users, e.g. via text messages	Implementing the Notify Service from gov.uk within different service areas across AfC.	Nada Hassanatou, Digital and Improvement Delivery Lead Officer	Ongoing

Need to help improve team productivity and efficiency	<ol style="list-style-type: none"> 1. Launching a Robotic Process Automation project, identifying where service areas can benefit from this, allowing team members to focus on high value tasks. 2. Implementing voice recording at meetings to reduce the need for minute takers. 	Jabed Hussain, Head of Business Support and Digital Transformation	August 2020
More efficient bulk email saving	SEND Team approached Digital Team looking for a solution to save time on saving bulk emails to PDF. Now using the CloudHQ software to help them do this efficiently.	Jabed Hussain, Head of Business Support and Digital Transformation	January 2020
More efficient processes in the Educational Psychology Service	<p>Principal Educational Psychologist (EP) approached Digital Team about making the EP service processes more streamlined and efficient - moving away from being a paper-based service to a more digital service. Solutions identified are:</p> <ol style="list-style-type: none"> 1. Using chromebooks whilst on visits (tethering to mobile phone - where there is no wifi): mobile phones are being ordered for EPs. 2. Taking photos of documents/children's work, using mobile phone, to be stored and saved digitally. 3. Using a shared Google drive to store documents electronically. 4. Digitising consent forms. 5. Exploring an alternative CRM system. 	Jabed Hussain, Head of Business Support and Digital Transformation	December 2020

PUBLISHING THE COMPLETED ANALYSIS

Completed Date:	7 April 2020
Lead Officer:	Nada Hassanatou, Digital and Improvement Delivery Lead Officer
Signed off by (Director level):	Jabed Hussain, Head of Business Support and Digital Transformation

Please send your completed EIA to henry.kilpin@achievingforchildren.org.uk or edwina.gregory@achievingforchildren.org.uk for publication.