

## **Appendix C - Integrated Impact Assessment (IIA) Report**

This form should be completed when a screening form has indicated a full Integrated Impact Assessment is required and found to be relevant to Equality Act 2010, Socio-economic Duty and Well-being of Future Generations (Wales) Act 2015

**Please refer to the 'IIA Report Form Guidance' while completing this form. If you need further support, please contact [accesstoservices@swansea.gov.uk](mailto:accesstoservices@swansea.gov.uk).**

### **Which service area and directorate are you from?**

Service Area: Digital & Customer Services

Directorate: Corporate Services

### **Q1(a) What are you assessing?**

- New and revised policies, practices or procedures
- Service review, re-organisation or service changes/reductions, which affect the wider community, service users and/or staff
- Efficiency or saving proposals
- Setting budget allocations for new financial year and strategic financial planning
- New project proposals affecting staff, communities or accessibility to the built environment, e.g., new construction work or adaptations to existing buildings, moving to on-line services, changing location
- Large Scale Public Events
- Local implementation of National Strategy/Plans/Legislation
- Strategic directive and intent, including those developed at Regional Partnership Boards and Public Services Boards which impact on a public bodies functions
- Medium to long term plans (for example, corporate plans, development plans, service delivery and improvement plans)
- Setting objectives (for example, well-being objectives, equality objectives, Welsh language strategy)
- Major procurement and commissioning decisions
- Decisions that affect the ability (including external partners) to offer Welsh language opportunities and services
- Other

### **(b) Please name and fully describe initiative here:**

An updated Digital Strategy from 2023-28. The strategy proposes the vision, roadmap, and priorities for Digital for the next five years and is informed by internal and external drivers and strategies. The strategy contributes to the delivery of the Transformation and Financial Resilience well-being objective in the Corporate Plan.

### **(c) Will this initiative result in any changes needed to the external or internal website?**

- Yes**       **No**      **If yes, please provide details below**

(d) It was initially screened for relevance on: 17<sup>th</sup> October 2022

(e) **Lead Officer**  
**Name:** Sarah Lackenby  
**Job title:** Head of Digital & Customer Services  
**Date:** 17<sup>th</sup> October 2022

(e) **Approved by Head of Service**  
**Name:** Ness Young  
**Job title:** Interim Director of Corporate Services  
**Date:** 20<sup>th</sup> October 2022

## Section 1 - Aims

### What are the aims of the initiative?

To transform customer service and operational efficiency of Council services by utilising digital tools and technology. To increase the skills and confidence and overall digital capability of the Council's workforce and Swansea residents. To maximise the use of data and information to inform decision-making. To improve services through the use of smart technology across the city and county area, and work with providers to improve infrastructure and broadband. The vision is:

**To use digital technology to improve people's lives, to enable digital access to services 24 hours a day, and to improve operational efficiency**

### Who has responsibility?

All Heads of Service are responsible for driving and implementing digital capability and innovation in their services, utilising co-production wherever possible. The overarching Strategy will be delivered by a series of digital transformation projects overseen by a Board comprising Heads of Service from both services and digital services, sponsored by the Interim Director of Corporate Services, and chaired by the Cabinet Member for Service Transformation (Deputy Leader).

### Who are the stakeholders?

- 50+ network - Older people's use of all the Council's access channels, telephone, face-to-face, email and online
- The Poverty Forum – to consider the financial benefits to residents of being online
- Disability Liaison Group – to consider accessibility of Council services
- Organisations that support Welsh Language
- Partner organisations, e.g. Health, Universities, other Councils, Welsh Government, WLGA
- Internal stakeholders: Senior management, staff and Councillors across the organisation to consider the benefits, risks, and costs of any projects.

## Section 2 - Information about Service Users (See guidance)

In order to complete this section you will need to look to data such as Census data, research and performance management information, surveys, future trends, service user data, socio-economic data from recent consultations, engagement and research

Children/young people (0-18) .....	<input checked="" type="checkbox"/>	Sexual orientation.....	<input checked="" type="checkbox"/>
Older people (50+).....	<input checked="" type="checkbox"/>	Gender reassignment.....	<input checked="" type="checkbox"/>
Any other age group .....	<input checked="" type="checkbox"/>	Welsh language.....	<input checked="" type="checkbox"/>
Future generations (yet to be born) .....	<input type="checkbox"/>	Poverty/social exclusion .....	<input type="checkbox"/>
Disability .....	<input checked="" type="checkbox"/>	Carers (including young carers).....	<input checked="" type="checkbox"/>
Race (including refugees) .....	<input checked="" type="checkbox"/>	Community cohesion .....	<input checked="" type="checkbox"/>
Asylum seekers .....	<input type="checkbox"/>	Marriage & civil partnership .....	<input checked="" type="checkbox"/>
Gypsies & Travellers.....	<input type="checkbox"/>	Pregnancy and maternity.....	<input checked="" type="checkbox"/>
Religion or (non-)belief.....	<input checked="" type="checkbox"/>		
Sex .....	<input checked="" type="checkbox"/>		

### Please provide details of the information you hold in relation to the groups above:

The 2021 Census reported that the usually resident population of Swansea was **238,500**; approximately 500 or 0.2 per cent less than the 2011 Census total.

Over one in five (22 per cent, 52,600) of Swansea residents were aged under 20, with around 21% (48,900) aged 65 and over. Further information and analysis will follow as additional data is published.

Background information about the 2021 Census is available via [www.swansea.gov.uk/2021census](http://www.swansea.gov.uk/2021census).

Information for small areas (below local authority level) and on specific population characteristics is not available from the first 2021 Census release.

Characteristic:	Description	Swansea	Wales	Reference population	Source and date
Age	0 to 15 years	17.0%	17.9%	All people (Swansea: 246,500)	Mid-year population estimates 2018, Office for National Statistics (ONS)
	16 to 64	63.5%	61.3%		
	65 and over	19.5%	20.8%		
	85 and over	2.6%	2.6%		
Disability	With long-term health problem or disability	23.3%	22.7%	All people	2011 Census, ONS
	Equalities Act Core or Work-limiting disabled	26.2%	24.0%	Working age (16-64)	Annual Population Survey 2018-19, ONS
	<i>Registered disabled:</i> with Learning disability	0.5%	0.4%	All people	LA registers (March 2019), Welsh Government
	Physical/sensory disability	1.0%	1.7%		
	Disability benefit claimants	11.8%	11.2%	All people	DWP, August 2018 <sup>3</sup>
Marital and civil partnership status	Single	36.7%	33.5%	People aged 16 & over	2011 Census, ONS
	Married	43.8%	46.6%		
	Same-sex civil partnership	0.2%	0.2%		
	Separated	2.3%	2.2%		
	Divorced	9.5%	9.7%		
	Widowed <sup>4</sup>	7.7%	7.9%		
Pregnancy & maternity	Conception rate	67.2	71.8	R / 1,000 fem 15-44	ONS conceptions and births including rates, 2018 <sup>5</sup>
	Fertility rate (GFR)	50.8	56.3		
	Crude birth rate	9.6	10.0	R / 1,000 p	
Race - population by ethnic group	White - British	91.5%	93.2%	All people	2011 Census, ONS
	White - Other	2.5%	2.4%		
	Mixed/multiple ethnic grp	0.9%	1.0%		
	Asian/Asian British	0.6%	0.6%		
	Black/Black British	0.7%	0.4%		
	Other ethnic group	0.7%	0.3%		
Religion	Christian	55.0%	57.6%	All people	2011 Census, ONS
	Non-Christian religion <sup>6</sup>	3.6%	2.7%		
	No religion	34.0%	32.1%		
	Not stated	7.5%	7.6%		
Sex	Male	49.9%	49.3%	All people	Mid-year estimates 2018, ONS
	Female	50.1%	50.7%		

## Welsh Language

### 2011 Census Key Statistics: Table QS207WA: Welsh language skills (detailed)

#### All usual residents

W06000011: SWANSEA	WALES
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All categories: Welsh language skills	239,023	100	3,063,456	100
No skills in Welsh	193,938	81.1	2,263,975	73.9
Can understand spoken Welsh only	12,906	5.4	162,859	5.3
Can speak Welsh: Total	26,532	11.1	568,500	18.6
Can speak but cannot read or write Welsh	4,839	2.0	85,605	2.8
Can speak and read but cannot write Welsh	2,703	1.1	45,767	1.5
Can speak, read and write Welsh	18,668	7.8	431,759	14.1
Can speak and other combinations of skills in Welsh	322	0.1	5,369	0.2
Can read but cannot speak or write Welsh	3,969	1.7	44,327	1.4
Can read and write but cannot speak Welsh	1,372	0.6	18,742	0.6
Can write but cannot speak or read Welsh	306	0.1	5,053	0.2

| Numbers | Percentage | Numbers | Percentage |

Our use of the Welsh language is governed by legislation and monitored by the Office of the Welsh Language Commissioner. Council services are available in English and Welsh and we welcome contact in either language.

There are around 45,000 residents of the City and County of Swansea who speak, read or write Welsh. Welsh speakers live throughout the area, although there are some areas with a much higher percentage of skills than others (around 40% in Pontarddulais and Mawr compared with just under 10% in St Thomas and Townhill). The Welsh Language Act stipulates the Welsh Language Standard requirements for online services.

## Age

Swansea has the second highest population of Wales' local authorities, the fifth highest population density, and a growing total population – averaging over 1,000 additional people per year during the last ten years.

In terms of age profile, Swansea currently has a higher proportion (than the Wales and UK average) of young people aged 16-24, in part

reflecting the high number of resident students, but slightly lower proportions aged 0-15 and 45-74.

Over the last ten years, most of Swansea's population growth has been in the number of people aged 65 and over; a trend which the current official population projections suggest will continue in the next ten years.

However, revised local authority population projections (2018-based) are due to be published in early 2020, based on revised component data and assumptions, which may change the level of projected population change in Swansea and its impact on particular age groups.

### Disability

Disability data is perhaps the most complex of the protected characteristics to analyse, with no single source providing a comprehensive overview in line with the Equality Act (EA) definition. However, there are a number of indicators available which can provide a measure of disability including administrative (benefits, LA registers) and survey sources (Census, APS).

The Census is probably the most relevant measure in terms of definition; although the usefulness of the source is compromised by the long gap between Censuses (the latest data is now nearly nine years old) and that it is based on self-assessment rather than any medical diagnoses.

On the survey-based measures, around a quarter of Swansea's population can be considered disabled; with inter-Censal (2001-2011) trends being relatively unchanged, but more of an increase recently (between 2014 and 2019) in the APS estimates.

For the administrative measures, numbers recorded (and percentages) are far lower; indicating that requests for assistance and the claiming of benefits is likely to be generally lower than need.

The trend in the last ten years is mixed, with an overall drop in registered physically/sensory disabled people and DWP benefit claims (although rising in the latest year), but increases in people registered with learning disabilities (placed in the community) and people who are sight and hearing impaired.

### Marriage and Civil Partnerships

In common with many urban areas and university cities, Swansea currently has a higher proportion of single adults (never married or in a registered same-sex civil partnership) than equivalent national averages.

Against the backdrop of a rising overall adult population, this picture and trend has been reinforced in recent years with a growth in adults who are not married or in a registered same sex civil partnership (in simple terms the categories: never married, divorced and widowed) and a fall in the number of married adults.

In Swansea, the annual number of marriages (opposite and same-sex) has been steadily increasing in recent years, in part against national

trends. There is also an increasing proportion of civil rather than religious ceremonies, as elsewhere.

The 2021 Census results will provide the next major benchmark of societal trends around marriage. In light of the Marriage (Same Sex Couples) Act 2013, the response categories for the marital status question will be reviewed. In 2022 therefore, local data on same-sex marital status will be available for the first time.

In view of the Civil Partnerships, Marriages and Deaths (Registration etc.) Act 2019, which will make couples of the opposite sex eligible to form civil partnership.

### Pregnancy and Maternity

Recent conception rates, live birth rates and fertility rates in Swansea are below those for Wales and England & Wales, ultimately reflected in lower numbers of average children born to women in Swansea.

Over the last five years, numbers of conceptions and births have fallen slightly, both in Swansea and nationally.

In Swansea, fertility rates are above national averages for women aged under 20 and those over 35, but lower than average in the 20-34 age groups.

There are considerable variations in birth and fertility rates within Swansea, with lower rates in areas with an older age profile or higher proportions of students, and higher rates tending to be in the less affluent urban wards or near areas of recent housing expansion.

At a local level, it may be possible to estimate future area differences within Swansea by looking at planned new housing developments identified in the Local Development Plan monitoring process (new-build housing units, commitments and allocations).

### Race

Whilst the Census is a key data source, its infrequent publication (every ten years) cannot fully capture the dynamics of local change in population characteristics related to race and ethnicity. In 2011, Swansea had a higher proportion of people in non-White and non White-British ethnic groups than Wales (although lower than the England & Wales average).

In Swansea (2011), there were between 1,500 and 2,000 residents (approximately) in each of the ethnic groups: Chinese, Bangladeshi, Other Asian, African, Arab and Indian. The number and percentage of people in Swansea in each of these groups has increased since the 2001 Census.

More recent research (ONS estimates, 2016) and survey/administrative statistics (APS and Schools Census, 2018/2019) suggest that the number and proportion of people from non-White ethnic groups has increased further since 2011

## Religion or Belief

Whilst over half of Swansea's population identified as Christian (2011 Census), this proportion is lower than it is in Wales and England & Wales, and the number has decreased since 2001.

The number of people in Swansea affiliated with a minority religion increased between 2001 and 2011; the largest groups being Muslim, Buddhist and Hindu respectively. The number of people stating they had no religion also increased significantly between Censuses.

The next local data on population by religion will be provided by the 2021 Census results in 2022.

ONS are currently testing questions and response categories for the next Census.

## Sex

In Swansea, male and female populations are currently in balance, with faster growth in the overall number of males than females in recent years.

Male: female ratios in Swansea change at different life stages, with more males than females in Swansea at ages 0-15 and 16-64, and the reverse at 65+ and (even more pronounced) at 85+

## LGBT in Britain

### **Sexual orientation**

Sixty one percent of respondents identified as gay or lesbian and a quarter (26%) identified as bisexual. A small number identified as pansexual (4%), asexual (2%) and queer (1%)<sup>2</sup>.

These figures varied by age. For example, younger respondents were more likely to identify as bisexual, asexual, pansexual, queer or 'other' (39% of cisgender respondents under 35 compared to 14% of cisgender respondents over 35).<sup>3</sup> This reflects work undertaken by the Office for National Statistics (ONS) that shows younger people are more likely to be bisexual than older people.<sup>4</sup>

### **Gender Identity**

Thirteen percent of the respondents were transgender (or trans). Of the total sample, 6.9% of respondents were non-binary (i.e. they identified as having a gender that was neither exclusively that of a man nor a woman), 3.5% were trans women (i.e. they had transitioned from man to woman at some point in their life) and 2.9% were trans men (i.e. they had transitioned from woman to man).

Younger trans respondents were more likely than older respondents to identify as non-binary. For example, 57% of trans respondents under



35 were non-binary compared with 36% of those aged 35 or over. Younger respondents were also more likely to be trans men (26% of trans respondents under 35 were trans men compared with 10% aged 35 or over) and less likely to be trans women (17% of trans respondents under 35 were trans women compared with 54% aged 35 or over). This age profile partly accords with the referral figures to the children and adolescent gender identity services where the majority of referrals in 2016-17 were for people assigned female at birth (1,400 of the 2,016 referrals – 69%).<sup>5</sup>

## **Other demographics**

Respondents were younger, on average, than the general UK population. Over two thirds (69%) of respondents were aged between 16 and 34; this compares with just under a third (31%) for the UK population as a whole.<sup>6</sup> This is consistent with findings by the ONS that younger people are more likely to identify as LGB. In 2016, the ONS estimated that 2% of the UK population, or just over 1 million people, identify as having a minority sexual orientation. The proportion was higher for younger people (e.g. 4.1% of 16-24 year olds) than older people (e.g. 2.9% of 25 to 34 year olds and 0.7% of those aged 65 and over).<sup>7</sup> These figures are about sexual orientation only, and not gender identity.

Respondents were most likely to be resident in London (19% of respondents), the South East (15%) or the North West (12%) of England. 8% of respondents were from Scotland, 4% were from Wales and 2% were from Northern Ireland. The geographical distribution broadly replicates estimates from the ONS of where LGB people live that show, for example, that London has the highest proportion of LGB people in the UK.<sup>8</sup> The ONS figures also estimate that 9% of the LGB population live in Scotland, 4% live in Wales and 2% live in Northern Ireland.

## **Life in the UK**

### **Life satisfaction**

On average, respondents were less satisfied with their life nowadays than the general population, scoring it 6.5 out of 10, compared with 7.7 for the general UK population.<sup>9</sup> Among cisgender respondents, gay/lesbian people had the highest scores (6.9) and pansexual or asexual people had the lowest scores (both 5.9). Trans people had low scores: trans men scored 5.1, trans women scored 5.5 and non-binary people scored 5.5.

### **Average life satisfaction (out of 10)**

UK Population	7.7
Gay/Lesbian	6.9
Bisexual	6.3
Pansexual	5.9
Asexual	5.9
Trans woman	5.5
Non-binary	5.5
Trans man	5.1

## Feeling comfortable

Over half of the respondents (56%) felt comfortable being LGBT in the UK, rating their comfort as a 4 or 5 out of 5. Amongst cisgender respondents, gay and lesbian people were the most comfortable (63% comfortable) and asexual people were the least (49% comfortable). As with life satisfaction, trans people generally felt less comfortable. 37% of trans women, 34% of trans men and 38% of non-binary people felt comfortable being LGBT in the UK. Only 5% of all trans respondents aged under 25 said they felt very comfortable (scoring 5 out of 5), rising to 15% of those aged 55-64 and 31% of those aged 65+.

The Older People's Commissioner for Wales issued guidance to local authorities and health boards in November 2021 – 'Ensuring access to information and services in a digital age' The guidance was developed in partnership with older people and key stakeholders and has been issued under Section 12 of the Commissioner for Older People (Wales) Act 2006, which means that local authorities and health boards must have regard for the guidance in discharging their functions. Within the Guidance, the Commissioner identified that the right to access information is a key element of the broader right to freedom of expression and is protected across several human rights instruments, including the UN International Covenant on Civil and Political Rights, the European Convention on Human Rights, and the Human Rights Act 1998. The Guidance clarifies that any move to digital services must be accompanied by measures to ensure that the human rights of older people are protected and that they are enabled to access information and get to the services they need by offline channels, or should they choose, are supported to gain the skills and confidence to be able to connect online.

Our digital strategy supports our services, including our apps and websites, to be accessible to everyone who needs them. We comply with WCAG2.1 accessibility standards and test:

- Text alternatives on images (good for search engines).
- Video, audio and captions (good for search engines).
- Adaptability and semantic mark-up (essential for search engines).
- Colours and contrast.
- Keyboard controls (can you navigate using keys, for example the tab and arrow keys) (good for search engines).
- Timing and interruptions (for example, pop ups or timing out for security too soon from forms - we use 20 minute timeouts for forms and ensure users have a list of what they'll need to provide before they start the form).

- Seizure prevention (can be triggered by flashing images, sliders set at a high rate, certain logos, colour combinations or images).
- Navigation and titles (essential for search engines).
- Readability and language (essential for search engines).
- Predictability and consistency (essential for search engines, includes things like having header tags correctly set in descending order).
- Error identification and help.
- Compatibility (essential for search engines).

The National Survey for Wales 2021-222 highlights that 93% of households have access to the internet and 89% use the internet (including Smart TVs and handheld devices).

We can see that use and access to the internet is growing in how residents responded to the Census. In Swansea, 43% of households in 2021 were paper first (Wales 50%). The Swansea figures for online share of responses in 2021 were as follows:

- Paper first – responded online: 44% (Wales 42%)
- Digital first – responded online: 93% (9<sup>th</sup> highest of Wales LAs, average 93%).

Comparisons with the 2011 Census, which provided users with the opportunity to complete their questionnaire on-line for the first time, are striking. The 2011 on-line response rate in Swansea was only 15.0%, above the Wales average of 13.4% (England & Wales: 16%).

The ONS Internet Users 2019 data suggests that around 6% of adult residents in Swansea have never used the internet. The research also indicates that:

- In Wales (2019), almost 8% of men and 11% of women had never used the internet;
- In addition, a further 1% of both men and women had not used the internet within three months of the survey;
- The percentage of non-users increases sharply amongst those aged 75+ (48% in Wales) and also 65-74 (17%);
- In 2011, there were wide disparities in recent internet use by ethnic group (ranging from 68% to 93% nationally); however, by 2019 the gap in use between ethnic groups had narrowed (range 90-99%);
- The percentage of non-users increases significantly for residents with a disability and who are aged 65+, particularly those people over 75;
- A higher percentage of disabled respondents reported a lack of skills or knowledge as a reason for not buying goods and services online than non-disabled respondents;
- Across all age groups, disabled adults make up a large proportion of adult internet non-users;
- The percentage of households with internet access increases with income;
- A higher percentage of lone households with an adult aged 65 and over do not have an internet connection;
- The most common reason for not having internet access in the household is a perceived lack of need, followed by a lack of skills. A lack of inclination is particularly prevalent among the older age groups.
- Among those of working age, economically inactive adults on long-term sick leave or disabled are the most likely not to use the internet.

### Any actions required, e.g. to fill information gaps?

The Council recognises that not all residents have the means or skills to take-up digital. Therefore, Digital is not applied to everything; digital and non-digital approaches (telephone, face to face, paper, email and online) are connected and not separate. In addition, the Council aims to grow and develop its digital inclusion work to provide residents and staff with the skills and confidence in this area, for those people most likely to use and deliver Council services.

### Section 3 – Assessing the Impact (See guidance)

Please consider the possible impact on the different protected characteristics and statutory considerations:

The first layer of the strategy concerns end customers: residents, businesses, communities, staff, visitors, students and Councillors – those setting the expectations for digitally-enabled services. On the whole ICT and Digital enablers will significantly improve outcomes for residents and the workforce.

	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
<b>Race</b>	Digital information, services, advice, and guidance will be available to everyone. Digital services will meet accessibility guidelines	Positive. Browsers can be set to any language	Ethnicity Nationality Gypsies / Travellers Language: interpreter provision Refugee / Asylum Seekers Migrants Awareness events <a href="#">United Nations Convention on the Elimination of All Forms of Racial Discrimination (UNCERD)</a>

	<b>Potential Impacts</b>	<b>Positive / Negative/Neutral Impact/Needs further investigation</b>	<b>Prompts</b> (not an exhaustive list) <b>Consider:</b>
<b>Disability</b>	<p>Any digital solutions as a result of this strategy will be fully accessible for people with a disability. We will also provide solutions that enable carers and family members to get involved.</p> <p>The 2019 ONS data suggests that adults with a disability makes up the group of non-internet users. The Digital Strategy is not digital only, digital channels are supported by telephone and face-to-face access.</p>	Positive	Mobility / Dexterity Blind or Visually impaired Deaf or Hearing impaired Mental Health Learning Disabilities Dementia Neurological difference / Autism Access to buildings/ facilities Access to communication methods Dietary requirements Other Long Term Health Conditions <a href="#">United Nations Convention on the Rights of Persons with Disabilities (UNCRPD)</a>
<b>Carers</b>	<p>Any digital solutions as a result of this strategy will be fully accessible for people with a disability. We will also provide solutions that enable carers and family members to get involved.</p>	Positive	Providing unpaid and informal care A child caring for a disabled parent An older person caring for a friend who has a mental health issue A young adult caring for a sibling with substance misuse difficulties An adult caring for an older relative who is elderly, frail or experiencing dementia
<b>Sex</b>	<p>Digital information, services, advice, and guidance will be available to everyone. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible</p>	Positive	Men / Women Gender Identity Childcare Gender Pay Gap Domestic abuse <a href="#">United Nations Convention on the Elimination of All Forms of Discrimination against Women (UNCEDAW)</a>

	<b>Potential Impacts</b>	<b>Positive / Negative/Neutral Impact/Needs further investigation</b>	<b>Prompts</b> (not an exhaustive list) <b>Consider:</b>
<b>Age</b>	The Digital Strategy specifically aims to continue and grow the level of digital skills, training, and advice for residents. This includes courses and advice and options on devices.	Positive	Older People including citizens with dementia. Could the initiative contribute to the 'age friendly' agenda or improve the experience of getting older in Swansea Children, Young People Cross-generational working offers a wide variety of benefits Working Age People, Young Families Demographics NB: Where children / young people are affected complete the <a href="#">Childrens Rights Checklist</a> <a href="#">United Nations Convention on the Rights of the Child (UNCRC)</a> Caring responsibilities
<b>Future generations (yet to be born)</b>	Digital information, services, advice, and guidance will be available to everyone. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible	Positive	We must ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs
<b>Religion &amp; Belief</b>	Digital information, services, advice, and guidance will be available to everyone. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible	Neutral	Faith Communities Non Beliefs Dietary requirements Vegetarianism/Veganism Other philosophical beliefs Dress code/uniforms Religious festivals/activities, agile working

	<b>Potential Impacts</b>	<b>Positive / Negative/Neutral Impact/Needs further investigation</b>	<b>Prompts</b> (not an exhaustive list) <b>Consider:</b>
<b>Sexual Orientation</b>	Digital information, services, advice, and guidance will be available to everyone. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible	Positive	Gay Lesbian Bi-sexual Heterosexual Terminology Confidentiality about sexuality <a href="https://www.stonewall.org.uk/">https://www.stonewall.org.uk/</a>
<b>Gender Reassignment</b>	Digital information, services, advice, and guidance will be available to everyone. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible	Positive	A person who proposes to, starts or has changed their gender identity Transgender Appropriate language use, ie, appropriate pronouns
<b>Marriage &amp; Civil Partnership</b>	Digital information, services, advice, and guidance will be available to everyone. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible	Positive	Marital status Civil Partnership status
<b>Pregnancy &amp; Maternity</b>	Digital information, services, advice, and guidance will be available to everyone. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible	Positive	Pregnant mothers Those entitled to maternity and paternity leave Foster/Adoption Breastfeeding mothers

	<b>Potential Impacts</b>	<b>Positive / Negative/Neutral Impact/Needs further investigation</b>	<b>Prompts</b> (not an exhaustive list) <b>Consider:</b>
<b>Welsh Language</b>	We have an active offer for 'Welsh or English' on the front page of our websites. All online channels are designed as bilingual in line with Welsh Language Standards.	Positive	Ensuring equal status of both Welsh and English languages. Availability of and access to services, activities and information. Rights of individuals to ask for WL services. Impact on Welsh speaking communities, including: Positive / negative effects on opportunities to use the WL. Possible changes to number/percentage of Welsh speakers Job opportunities / Staffing changes. Training needs and opportunities Availability of Welsh medium education
<b>Socio Economic Considerations</b>	The Digital Strategy specifically aims to continue and grow the level of digital skills, training, and advice to help residents with employment. Research shows this can give people access to more choice, information and discounts online.	Positive	People living in less favourable social and economic circumstances than others in the same society. Disadvantage may be exacerbated by many factors of daily life, not just urban or rural boundaries. The impact on limited incomes are significant but also consideration needs to be given to service accessibility and barriers to participation. 'Intersectionality' issues - where identity compounds socio-economic status, e.g., single parents (often women), disabled people, some BAME groups.
<b>Human Rights</b>	Digital information, services, advice, and guidance will be available to everyone. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible	Positive	See <a href="#">Human Rights Articles</a> .



	Potential Impacts	Positive / Negative/Neutral Impact/Needs further investigation	Prompts (not an exhaustive list) Consider:
<b>Intersectionality</b>	Digital information, services, advice, and guidance will be available to everyone. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible	Positive	The way in which power structures based on factors such as gender, race, sexuality, disability etc. interact with each other and create inequalities, discrimination and oppression. (the multiple layers of discrimination)
<b>Community Cohesion</b>	Digital channels are available in arrange of languages through browser settings	Positive	Think about relationship between people from different backgrounds, community tensions, community facilities  <a href="http://gov.wales/topics/people-and-communities/communities/communitycohesion/?lang=en">http://gov.wales/topics/people-and-communities/communities/communitycohesion/?lang=en</a>
<b>Other (please state)</b>	Digital information, services, advice, and guidance will be available to everyone. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible		Eg, Modern Slavery, Safeguarding, Other Covid effects, Ex-offenders, Veterans, Care Leavers, Substance Abuse, Homeless

<p><b>Human Rights Act 1998</b></p> <ul style="list-style-type: none"> <li>• Article 2 Right to life</li> <li>• Article 3 Freedom from torture and inhuman or degrading treatment</li> <li>• Article 4 Freedom from Slavery and forced labour</li> <li>• Article 5 Right to liberty and security</li> <li>• Article 6 Right to a fair trial</li> <li>• Article 7 No punishment without law</li> <li>• Article 8 Respect for private life, family, home and correspondence</li> <li>• Article 9 Freedom of thought, belief and religion</li> </ul>	<ul style="list-style-type: none"> <li>• Article 10 Freedom of expression</li> <li>• Article 11 Freedom of Assembly and association</li> <li>• Article 12 Right to marry and start a family</li> <li>• Article 13 Right to access effective remedy if rights are violated</li> <li>• Article 14 Protection from discrimination</li> <li>• Protocol 1, Article 1: Right to a peaceful enjoyment of your property</li> <li>• Protocol 1, Article 2: Right to education</li> <li>• Protocol 1, Article 3: Right to participate in free elections</li> <li>• Protocol 13, Article 1: Abolition of the death penalty</li> </ul>
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**If you have identified any areas which need further investigation, these will need to be added to your action plan**

## Section 4 - Involvement

Please consider all of your involvement activities here, e.g. participation, consultation, engagement, co-productive approaches, etc.

**What involvement has been undertaken to support your view? How did you ensure this was accessible to all?**

The consultation and engagement activities sought input and feedback from:

- All residents via a public consultation survey
- 50+ network
- Poverty Forum
- Disability Liaison Group and Parent Carer's Group
- Organisations that support Welsh Language
- Partner organisations, e.g. Health, Universities, other Councils, WLGA
- Internal stakeholders.

Consultation and engagement activities were undertaken via online and paper-based surveys, face-to-face and online meetings, and over email.

**What did your involvement activities tell you? What feedback have you received?**

The consultation and engagement activities highlighted the following:

- Responses ranged from a broad demographic of respondents including those aged 26 up to 85 years old
- The majority of respondents agreed with the Digital Strategy vision
- The majority of respondents agreed with the Digital Strategy goals
- One comment requested clearer support for older people accessing digital services online, an aspect that forms a key plank of the first goal "excellent customer service aligned with our service standards". In this goal we have therefore added, "Support for older people when applying for/accessing public services" in response to this feedback.

**How have you changed your initiative as a result?**

One comment requested clearer support for older people accessing digital services online, an aspect that forms a key plank of the first goal "excellent customer service aligned with our service standards". In this goal we have therefore added, "Support for older people when applying for/accessing public services" in response to this feedback.

**Any actions required (e.g. further engagement activities, mitigation to address any adverse impact, etc.)?**

Each project will undertake its own IIA screening or full report as required moving forward through the programme.

## **Section 5 – Duties (please see guidance)**

**Please consider how the initiative might address the following issues. How will the initiative impact on the duties set out below?**

**Think about what work you have already done to improve the outcomes.**

<b>Public Sector Duty – how will the initiative address the below?</b>	
Foster good relations between different groups	We are using digital solutions (e.g., assistive technology to support independent living) and working with health colleagues and other partner organisations to integrate services and systems
Elimination of discrimination, harassment and victimisation	Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible. For example: we will work to ensure that older people are valued and no-one is left behind. The older people’s rights, ageism, abuse and ageing well agenda in line with the Older People’s Commissioner for Wales have been considered as part of the Digital Strategy.
Advance equality of opportunity between different groups	
<b>Socio-economic Duty - Describe any issues identified as a result of the initiative for those people experiencing and living in poverty</b>	
a) Communities of place	There is sound evidence that it is more costly for those citizens who are digitally excluded where they have to interact with public services face-to-face. Government estimates suggest that an hour spent interacting with government costs the average citizen £14.70. Taking time off work, travel and other expenses associated with face-to-face increase the cost and inconvenience for citizens compared with digital channels. We are increasing digital skills and digital inclusion to improve people’s access to employment, online retail discounts, reduce isolation, increase outcomes for young people, and save time when dealing with the Council. The Digital Strategy will be delivered in line with our Digital Inclusion Strategy framework which provides the context, aims, principles and action plan to improve digital inclusion in Swansea. It draws on Wales and UK research and is informed by the outcomes of the Scrutiny Working Group and both the UK1 and Welsh Government Digital Inclusion2 Frameworks.
b) Communities of interest	
<b>How does your proposal ensure that you are working in line with the requirements of the Welsh Language Standards (Welsh Language Measure (Wales) 2011)? (beyond providing services bilingually)</b>	

a) To ensure the Welsh language is not treated less favourably than the English language	All digital solutions will be developed so that Welsh Language options are available first and Welsh is the language of choice. In general, everything which is produced by or for the council, and which is provided to or visible to members of the public should treat Welsh and English equally and this applies equally to computer or paper based information, social media, adverts, logos, signage and anything else.
b) That every opportunity is taken to promote the Welsh language	We have engaged with organisations that promote the Welsh Language. The new Council website went live in August 2021, which has improved access to information, online forms, and payments for residents. It has undergone a review to ensure it is available in Welsh and English.
c) Increase opportunities to use and learn the language in the community	Work will continue to ensure the Welsh Government Language Strategy is considered as digital transformation projects develop and progress.

**United Nations Convention on the Rights of the Child (UNCRC): Many initiatives have an indirect impact on children and you need to consider whether the impact is positive or negative in relation to both children's rights and their best interests**

**Will the initiative have any impact (direct or indirect) on children and young people (think about this age group holistically e.g. disabled children, those living in poverty or from BME communities)?**

We are increasing digital skills and digital inclusion to improve people's access to employment, online retail discounts, reduce isolation, increase outcomes for young people, and save time when dealing with the Council.  
We are providing virtual learning, teaching communities, online networks, development portals and open data; and sustainable digital solutions for schools.

**All initiatives must be designed / planned in the best interests of children and young people.**

*Best interests of the child (Article 3): The best interests of children must be the primary concern in making decisions that may affect them. All adults should do what is best for children. When adults make decisions, they should think about how their decisions will affect children. This particularly applies to budget, policy and law makers.*

**Please explain how you meet this requirement:**

Digital information, services, advice, and guidance will be available to everyone including children and young people. Digital channels will evolve in response to the needs of service users and they will be involved in their design and development wherever possible. Each project as a result of the strategy will undertake its own integrated impact assessment.

## Section 6 - Sustainable Development

The Well-being of Future Generations Act (Wales) 2015 places a well-being duty on Swansea Council to carry out sustainable development. This is in line with the Council's Sustainable Development Policy and our Corporate Plan's Well-being Objectives. We must work in a way that improves the economic, social, environmental and cultural well-being of Wales, by taking action, in accordance with the sustainable development principle, aimed at achieving the well-being goals.

The sustainable development principle means we must act in a manner, which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. We do this by applying the five ways of working.

### 6a) The Sustainable Development Principle's Ways of Working

The Five Ways of Working	Examples or summary of how applied
<b>Long term</b> - The importance of balancing short-term needs while safeguarding the ability to also meet long-term needs	The strategy adheres to the transformation and financial resilience well-being objective in the Corporate Plan, so that we and the services that we provide are sustainable and fit for the future. People now expect to be able to access council services on any smart phone or computer device at a time to suit them. We therefore need to design our services around the needs of our citizens, communities, and businesses, using technology to make them as accessible and inclusive as possible. Digital channels are supported by wraparound support face-to-face, over the telephone, or by email should residents require it. The future trends and vision for all Council Services highlights the importance of shared services as well as digital innovation for people, service delivery, and business improvement as the central drivers for our future as a Council. A Digital business strategy is a critical capability. It means we are more likely to thrive and survive in an increasingly digital world. This is true across all sectors including local government, particularly with the ever changing and increasing economic, technology, legal and social demands on the Council. The Digital strategy and subsequent Digital Transformation programme aim to combine and utilise technology, people's skills, communications, and knowledge more effectively and work together, in a way that is sustainable, joined up, and fit for the future.

<p><b>Prevention</b> - Acting to prevent problems occurring or getting worse</p>	<p>The Council recognises that not all residents have the means or skills to take-up digital. Therefore, Digital is not applied to everything; digital and non-digital approaches are connected and not separate. In addition, the Council aims to grow and develop its digital inclusion work to provide residents and staff with the skills and confidence in this area, for those people most likely to use and deliver Council services. Digital inclusion work will be equally important for young people, in ways that increase employment opportunity, life chances, and reduce poverty.</p> <p>In addition, online services, and information, supported by face-to-face and telephone channels, aim to help people early before issues become a crisis.</p> <p>Taking an outcome-based approach is one of the ways that we can adapt business processes in line with the Act. It is about how we plan and track delivery, in the context of outcomes rather than organisational (performance) level outputs.</p> <p><b>Key desired outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Citizens are supported to develop digital skills that can enhance their lives</li> <li>▪ Digital services are designed and delivered around people’s needs</li> <li>▪ Digital infrastructure and systems are safe, efficient and support the achievement of the council’s priorities</li> <li>▪ Evidence that decision-making and performance has been improved through improved business intelligence</li> <li>▪ The Council has the capacity and capability it needs to deliver the digital strategy</li> <li>▪ Swansea is on the journey to becoming a Smart city with digital infrastructure that supports the local economy.</li> </ul>
<p><b>Integration</b> - Considering impacts upon each of the well-being goals, well-being objectives, local well-being objectives, or on the objectives of other public bodies</p>	<p>The Digital Strategy promotes the use of digital solutions (e.g. assistive technology to support independent living) and working with health colleagues to integrate services and systems. Services across the Council have a range of digital priorities and aspirations to help improve access and operational efficiency. The strategy includes an organisation wide Digital Transformation programme and business case for investment. This includes key projects that will have the greatest impact on the residents, businesses, and communities as well as our Council’s corporate priorities and digital goals. The initial programme includes a prioritised list, with a pipeline of further projects for the next five years, subject to funding becoming available.</p>

<p><b>Collaboration</b> - Acting together with other services or external organisation towards our well-being objectives</p>	<p>This Digital Strategy 2023-28 builds on what has already been achieved and aims to contribute to wider partnership strategies. There are several all-Wales solutions in flight including: Superfast Cymru broadband, and single systems for: social services and health, libraries, building control, and land charges. There is a growing interest for shared services across Wales driven by: the need to make savings, current partnerships and collaborations, and future potential local government re-organisation. Some collaboration work is driven by new Government policies, e.g., Social Services and Health as part of the Social Services and Well-being (Wales) Act. This is being delivered by the Western Bay partnership. Developing the digital infrastructure, skills, and digital culture of Swansea is being driven at regional level supported by all partners, including the Universities. There are already many services collaborating and innovating together and established local authority collaborations and partnerships at regional, South / West Wales and all-Wales levels.</p>
<p><b>Involvement</b> - Involving people with an interest in achieving the well-being goals (everybody), and ensuring that those people reflect the diversity of the area served</p>	<p>We are using the latest digital tools and technologies to support innovation and efficiency, increasing e-democracy and re-designing services to improve effectiveness and accessibility, including involving our service users wherever possible.</p> <p>The methodology used for this strategy has a high focus on stakeholders and their involvement and inclusion from the start of the Strategy.</p> <p>Input and feedback have been sought from our key partners, e.g. Partner Councils, the Health Board, and voluntary sector partners. Consultation and engagement will continue, including with resident networks, e.g. 50+ Network, Disability Liaison Group, Poverty Forum, and organisations that support and promote the Welsh Language. The strategy will continue to be updated to reflect the changing environment.</p> <p>Advice has been sought from Co-production specialists (Copro lab) as well as undertaking a public consultation and engagement on the draft Strategy. We have used the survey as an opportunity to pull together a database of individuals and groups who wish to be involved in future engagement activity around the strategy and digital projects going forward.</p> <p><i>*Stakeholders – Anyone who has or believes that they have the right to a level of involvement in the project, either because they are: affected by it, will use the service, or have an interest in the progress of work.</i></p>

## 6b) Contribution to Swansea Council's Well-being Objectives

Our Corporate Plan's Well-being objectives	Are directly supported by this initiative	Are not directly impacted by this initiative	May be in conflict or adversely impacted by this initiative
Safeguarding People from harm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving Education and Skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tackling Poverty and Enabling Communities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Transforming our economy and infrastructure	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nature Recovery and Climate Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transformation and Financial Resilience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**6c) Thinking about your answers above, does the initiative support our Corporate Plan’s Well-being Objectives when considered together?**

Our vision for Swansea Council Digital Strategy is:

“To use digital technology to improve people’s lives, to enable digital access to services 24 hours a day, and to improve operational efficiency”

The digital approach will support services to deliver against the corporate priorities and key policies:

- **Safeguarding people from harm** – so that our citizens are free from harm and exploitation.
- **Improving Education and Skills** – so that everyone in Swansea gains the skills and qualifications they need to succeed in life.
- **Transforming our Economy and Infrastructure** – so that Swansea has a thriving mixed use City Centre and a local economy that will support the prosperity of our citizens.
- **Tackling Poverty and Enabling Communities**– so that every person in Swansea can achieve their potential.
- **Delivering on Nature Recovery and Climate Change** – so that we maintain and enhance nature and biodiversity in Swansea, reduce our carbon footprint and tackle climate change.
- **Transformation and Financial Resilience** – so that we and the services that we provide are sustainable and fit for the future.

**d) How is contribution to the National Well-being Goals maximised? Where can you add value? Consider the full goal description not just the title.** Consider relevant [Journey Checkers](#). Complete the table below



Well-being Goal (click to view definition)	Primary Goals - tick if key	Any significant positive and/or negative impacts/contributions considered/mitigated
<p><a href="#">A Prosperous Wales:</a> An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change); and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work</p>	<input type="checkbox"/>	<p>Swansea can benefit from a workforce and communities that have the skills and the confidence to make the most of the opportunities that are constantly emerging from new digital technologies. We need to keep abreast of new developments and to be able to embrace them with confidence.</p> <p>This means building the right technical expertise in the organisation as well as ensuring the leadership and workforce have the digital and change management skills they need to work digitally and to support individuals and communities to do the same.</p> <p>Helping citizens to embrace technology can significantly improve their life chances by:</p> <p>Helping people find work and increase their earning potential</p> <ul style="list-style-type: none"> <li>• Offering improved learning opportunities</li> <li>• Getting access to cheaper goods and services online</li> <li>• Reducing loneliness and isolation, especially for the most vulnerable</li> <li>• Being part of digital communities and participating in co-ordinated activities and initiatives.</li> </ul>
<p><a href="#">A Resilient Wales:</a> A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).</p>	<input type="checkbox"/>	<p>Without a resilient digital infrastructure and systems our digital ambitions would be undeliverable. Our customers and our workforce need to have the right tools and access to the right systems and data when they need them. We also need to ensure these systems and personal data are always kept safe. The Strategy recognises that accessible, accurate, meaningful, and timely data are essential in providing an understanding of people's needs and expectations as well as informing decision making and service design. High performing organisations use data and business intelligence to obtain feedback on customer experience and citizen needs / demand to inform policy and service design and development, as well as for self-assessment and performance management. Moving to more efficient digital processes rather than paper processes will support the reduction of our carbon footprint.</p>

<p><a href="#">A Healthier Wales</a> A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.</p>	<input type="checkbox"/>	<p>The strategy and Digital Transformation programme can help to make Council services more effective and efficient. We have significantly improved and expanded the way residents and businesses can report, request, apply, and pay for services via its website. Therefore, supporting community health and well-being.</p> <p>We are providing virtual learning, teaching communities, online networks, development portals and open data, as well as sustainable digital solutions for schools.</p> <p>For staff, the use of automation has significantly helped those services that have piloted this new technology, one example has saved over 600 hours of back-office time within a service going paperless freeing the staff up to do more meaningful value work.</p>
<p><a href="#">A More Equal Wales</a> A society that enables people to fulfil their potential no matter what their background or circumstances.</p>	<input type="checkbox"/>	<p>People now expect to be able to access council services on any smart phone or computer device at a time and in a way that suit them. We therefore need to design our services around the needs of our citizens, communities, and businesses, using technology to make them as accessible and inclusive as possible.</p> <p><b>What we will do by 2027:</b></p> <ul style="list-style-type: none"> <li>▪ Support the most vulnerable when applying for / accessing public services</li> <li>▪ Design access channels based on customers' experiences and feedback and through the involvement of our service users</li> <li>▪ Make it easier for everyone to contact us</li> <li>▪ Review and publish our service standards so residents and businesses know what to expect when they contact the Council.</li> </ul>

<p><a href="#">A Wales of Cohesive Communities</a> Attractive, viable, safe and well-connected communities.</p>	<input type="checkbox"/>	<p>The provision of digital services can drive economic growth and support social inclusion and cohesion. As part of this, Swansea is aiming to develop smart urban areas to improve operations and services for residents (subject to funding), not only in the city centre but across high streets. Working with our partners and communities, this ambition aims to attract inward investment and improve connectivity for residents.</p> <p>Helping citizens to embrace technology can significantly improve their life chances by:</p> <ul style="list-style-type: none"> <li>• Helping people find work and increase their earning potential</li> <li>• Offering improved learning opportunities</li> <li>• Getting access to cheaper goods and services online</li> <li>• Reducing loneliness and isolation, especially for the most vulnerable</li> <li>• Being part of digital communities and participating in co-ordinated activities and initiatives.</li> </ul>
<p><a href="#">A Wales of Vibrant Culture &amp; Thriving Welsh Language</a> A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, sports and recreation.</p>	<input type="checkbox"/>	<p>The Council continues to promote the Welsh Language as a whole and the strategy will support the new Community Hub model. The new Council website went live in August 2021, which has improved access to information, online forms, and payments for residents. It has undergone a review to ensure it is available in Welsh and English. Work will continue to ensure the Welsh Government Language Strategy is considered as digital transformation projects develop and progress.</p>
<p><a href="#">A Globally Responsible Wales</a> A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.</p>	<input type="checkbox"/>	<p>We are aware that global influences on digital technology may lead to pressure from customers to embrace new digital solutions more quickly than is affordable.</p> <p>We are implementing new digital technologies and hardware that will support the natural environment and reduce the Council's carbon footprint, e.g. Removal of paper processes and reduction in paper especially those that require vehicle delivery each month is contributing towards a greener Wales.</p> <p>The Council's disposal of hardware is via sustainable means so that components can be re-used and recycled.</p>

## Section 7 - Cumulative Impact/Mitigation

### **What is the cumulative impact of this proposal on people and/or communities when considering all the impacts identified within the IIA and any other key decisions affecting similar groups/ service users made by the organisation?**

(You may need to discuss this with your Service Head or Cabinet Member to consider more widely if this proposal will affect certain groups/ communities more adversely because of other decisions the organisation is making/have made.

For example, financial impact/poverty, withdrawal of multiple services and whether this is disadvantaging the same groups, e.g., disabled people, older people, single parents (who are mainly women), etc.)

Each project that emerges over the next five years as a result of this strategy will undertake an IIA screening / full IIA where applicable.

With regard to involvement, the strategy development has been informed by other strategies and operating models, some of which have included their own consultation / engagement activities. In addition, input and feedback has been initially sought from our partners. Public consultation and engagement has been undertaken on the draft Strategy following Cabinet approval in principle. Further engagement and consultation will be undertaken with residents as part of the development of individual projects that will ultimately deliver the six strategic goals. Consultation activities undertaken involved seeking input from:

- All residents via a public consultation survey
- 50+ network to ensure the strategy is informed by older people's use of all the Council's access channels, telephone, face-to-face, email and online
- Poverty Forum – to consider the financial benefits and impact to residents of being online, including children and young people
- Disability Liaison Group and Parent Carers'
- Organisations that support Welsh Language
- Partner organisations, e.g. Health, Universities, other Councils, WLGA
- Internal stakeholders

The Well-being of Future Generations Act (Wales) 2015 places a well-being duty on Swansea Council to carry out sustainable development. This is in line with the Council's Sustainable Development Policy and our Corporate Plan's Well-being Objectives. The strategy adheres to the Transformation and Financial Resilience well-being objective in the Corporate Plan, so that we and the services that we provide are sustainable and resilient for the future. Well-being and future generations and the five ways of working considerations include:

- Taking an outcome-based approach. We will plan and track delivery, in the context of outcomes rather than organisational (performance) level outputs.
- The strategy and resulting projects aim to provide support and access channels that support residents early and prevent problems escalating
- This is an integrated strategy that links with wider national and regional strategies and programmes
- Collaboration and partnership working is a key guiding principle of the strategy
- The strategy supports virtual learning and sustainable digital solutions for schools
- Key stakeholders will be actively involved in the design and development of customer focused projects as a result of this strategy

- The strategy will help and support residents to embrace technology which can significantly improve their life chances
- The strategy promotes the Council’s circular economy approach, disposal of hardware is via sustainable means so that components can be re-used and recycled.
- A review of wider language provision has also been undertaken.
- Each project has assessed its individual risks around deliverability and resources as part of submitting an initial business case. In addition, although this is about the roadmap for digital it is not advocating a digital only approach. Face-to-face and telephone channels will continue to support residents and will provide wraparound support for those residents using digital channels. One comment requested clearer support for older people accessing digital services online, an aspect that forms a key plank of the first goal “excellent customer service aligned with our service standards”. In this goal we have therefore added, “Support for older people when applying for/accessing public services” in response to this feedback.

Our customer service standards have been reviewed and will be published shortly, so residents and businesses know what to expect when they contact the Council.

With regard to the cumulative impact of the strategy, each project will include its own IIA screening. The overall strategy, overseen by the Digital Transformation Board, will continuously review the overall impact on people and/or communities as the programme develops and delivers. In particular how digital channels integrate with telephone, email and face-to-face channels so that the overall access to services supports people and promotes inclusion.

**Any mitigation needed:**

It is important that you record the mitigating actions you will take in developing your final initiative.

Record here what measures or changes you will introduce to the initiative in the final draft, which could:

- reduce or remove any unlawful or negative impact/ disadvantage
- improve equality of opportunity/introduce positive change
- support the Well-being of Future Generations Act (Wales) 2015
- reduce inequalities of outcome resulting from socio-economic disadvantage

Unlawful or Negative Impact Identified	Mitigation / Positive Actions Taken in the initiative (add to action plan)
No new negative impacts identified that have not been addressed in the strategy	

**Section 8 - Monitoring arrangements:** The IIA process is an ongoing one that does not end when the initiative is agreed and implemented. Please outline the monitoring arrangements and/or any additional data collection that will help you monitor any equality impacts, risks, sustainability of your initiative once implemented:

**Monitoring arrangements:**

Each project that emerges over the next five years as a result of this strategy will undertake an IIA screening / full IIA as appropriate. Ongoing the Digital Transformation Programme will be reviewed annually and this IIA will be revisited.

**Actions (add to action plan):**

Each project that emerges over the next five years as a result of this strategy will undertake an IIA screening / full IIA as appropriate

## Section 9 – Outcomes:

Having completed sections 1-8, please indicate which of the outcomes listed below applies to your initiative (refer to the guidance for further information on this section).

Outcome 1: Continue the initiative – no concern

Outcome 2: Adjust the initiative – low level of concern

Outcome 3: Justify the initiative – moderate level of concern

Outcome 4: Stop and refer the initiative – high level of concern.

For outcome 3, please provide the justification below:

N/A

For outcome 4, detail the next steps / areas of concern below and refer to your Head of Service / Director for further advice:

N/A

## Section 10 - Publication arrangements:

On completion, please follow this 3-step procedure:

1. Send this IIA report and action plan to the Access to Services Team for feedback and approval – [accesstoservices@swansea.gov.uk](mailto:accesstoservices@swansea.gov.uk)
2. Make any necessary amendments/additions.
3. Provide the final version of this report to the team for publication, including email approval of the IIA from your Head of Service. The IIA will be published on the Council's website - this is a legal requirement.

**Action Plan:** Please outline below any actions identified throughout the assessment or any additional data collection that will help you monitor your initiative once it is implemented:

<b>Action</b>	<b>Dates</b>	<b>Timeframe</b>	<b>Lead responsibility</b>	<b>Progress</b>	<b>Add to Service Plan</b>
<b>Further investigate breadth of languages available on the Council's digital solutions</b>	By 31 <sup>st</sup> January 2023	To inform the final version for approval in March 2023	Customer Services Team Leader / Web Manager	Complete	Yes
<b>Disability Liaison Group invited to comment</b>	By 31 <sup>st</sup> January 2023	To inform the final version for approval in March 2023	Head of Digital & Customer Services	Complete	Yes
<b>Further investigation with the Poverty Forum</b>	By 31 <sup>st</sup> January 2023	To inform the final version for approval in March 2023	Head of Digital & Customer Services	Complete	Yes
<b>Further investigation with the 50+ Network</b>	By 31 <sup>st</sup> January 2023	To inform the final version for approval in March 2023	Head of Digital & Customer Services	Complete	Yes
<b>Further investigation with organisations that support and promote the Welsh Language</b>	By 31 <sup>st</sup> January 2023	To inform the final version for approval in March 2023	Web Manager	Complete	Yes
<b>Survey of all residents</b>	By 31 <sup>st</sup> January 2023	To inform the final version for approval in March 2023	Head of Digital & Customer Services	Complete	Yes
<b>Review the IIA following all of the above and add any actions identified to the strategy and plans</b>	By 28 <sup>th</sup> February 2023	To inform the final version for approval in March 2023	Head of Digital & Customer Services	Complete	Yes
<b>New action: Each project that emerges over the next five years as a result of this strategy will undertake an IIA</b>	Ongoing	Ongoing	Each project lead		No



screening / full IIA as appropriate					
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\* Please remember to be 'SMART' when completing your action plan (Specific, Measurable, Attainable, Relevant, Timely).