Community Impact Assessment

Tamworth Borough Council

Part 1 – Details		
What Policy/ Procedure/ Strategy/Project/Service is being assessed?	ICT Strategy update	
Date Conducted	23/08/24	
Name of Lead Officer and Service Area	Gareth Youlden, ICT	
Commissioning Team (if applicable)		
Director Responsible for project/service area	Zoe Wolicki	
Who are the main stakeholders	All employees, customers, residents	
Describe what consultation has been undertaken. Who was involved and what was the outcome	Employees, CMT, Cabinet	
Outline the wider research that has taken place (E.G. commissioners, partners, other providers etc)	Research best practice and industry standards.	
What are you assessing? Indicate with an 'x' which applies	A decision to review or change a service	☐
	A Strategy/Policy/Procedure	☒
	A function, service or project	☐
What kind of assessment is it? Indicate with an 'x' which applies	New	☒
	Existing	☐
	Being reviewed	☐
	Being reviewed as a result of budget	☐

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		constraints / End of Contract	

Part 2 – Summary of Assessment

Give a summary of your proposal and set out the aims/ objectives/ purposes/ and outcomes of the area you are impact assessing.

Provide a high level, non-technical update on progress against the 5-year ICT Strategy approved by Cabinet in April 2021. The strategy runs until 2025.

Who will be affected and how? All employees, customers/residents, members

Are there any other functions, policies or services linked to this impact assessment?

Yes ☐ No ☒

If you answered 'Yes', please indicate what they are?

Part 3 – Impact on the Community
Thinking about each of the Areas below, does or could the Policy function, or service have a <u>direct</u> impact on them?

Impact Area	Yes	No	Reason (provide brief explanation)
Age	☒	☐	Older residents may not be ICT literate or have access to ICT. We offer support through engagement/guided self- service.
Disability	☒	☐	ICT systems may not be accessible to individuals with disabilities, particularly those with visual, hearing or mobility impairments. Accessibility standards, reasonable adjustments policy for customers.
Gender Reassignment	☒	☐	ICT systems must respect the privacy and confidential of

	☐	☒	indiviuals undergoing or who have undergone gender reassignment.
Marriage and Civil Partnership	☐	☒	No adverse impact
Pregnancy & Maternity	☒	☐	Employees on maternity leave may face challenges in accessing ICT resources or may be excluded from key ICT developments.t
Race	☒	☐	Language barriers could affect the ability of non-native speakers to effectively use ICT systems Reasonable adjustments through Language Line
Religion or belief	☒	☐	Certain religious practices may require accommodation in terms of ICT use, such as during specific times of prayer or religious observations.
Sexual orientation	☒	☐	ICT systems must ensure privacy and non-discrimination of individuals based on their sexual orientation.
Sex	☐	☒	No adverse impact
Gypsy/Travelling Community	☐	☒	No adverse impact
Those with caring/dependent responsibilities	☐	☒	No adverse impact
Those having an offending past	☐	☒	No adverse impact
Children	☐	☒	No adverse impact
Vulnerable Adults	☐	☒	No adverse impact
Families	☐	☒	No adverse impact
Those who are homeless	☒	☐	May not have access to ICT – support through inclusivity
Those on low income	☒	☐	May not have financial means for access to ICT – alternatives access channels/officer support provided
Those with drug or alcohol problems	☐	☒	No adverse impact
Those with mental health issues	☒	☐	As per disability section above. Accessibility/officer support provided
Those with physical health issues	☒	☐	As per disability section above. Accessibility support provided
Social inclusion	☒	☐	Support through Language Line

Please include refugees and asylum seekers,			
Social inclusion: Armed Forces The Armed Forces Covenant is a pledge that together we acknowledge and understand that those who have served in the armed forces, and their families, should be treated with fairness and respect and any impact should be considered	☐	☒	No adverse impact
Health and Wellbeing	☐	☒	No adverse impact
Climate Change	☐	☒	No adverse impact

Part 4 – Risk Assessment
From evidence given from previous question, please detail what measures or changes will be put in place to mitigate adverse implications. this includes climate change considerations

This is the section in which to please outline any actions to mitigate negative or enhance positive impacts in terms of economic, environmental or wider societal considerations, and actions to review and monitor the overall impact of the change accordingly.

Impact Area	Details of the Impact	Action to reduce risk
As identified above	Access to online services	Reasonable adjustments policy and appropriate officer support
Pregnancy and maternity	Accessing ICT resources and developments	Ensure remote access to ICT systems is available and functional for employees on maternity leave. Provide flexible training schedules to accommodate pregnant employees
Disability, mental health, physical health issues	Problems with visual, hearing or mobility	All digital platforms, hardware, software are complaint with accessibility standards
Gender Reassignment and Sexual orientation	Privacy and confidentiality	Strict date protection protocols to safeguard sensitive information. Ensure systems allow users to update their gender and name info easily and confidentially.
Age	Older employees and users might face challenges with new technologies	Provide targeted training to support older employees and users. Consider age-friendly design in software and user interfaces.

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Race, religion or belief	Specific times for prayer or religious observances	Provide flexible working hours or the ability to pause and resume tasks.
Sex	Gender bias in technology design and implementation could potentially disadvantage men or women	Ensure gender considerations are included in user experience and design to avoid unintentional biases.

Part 5 - Action Plan and Review

Detail in the plan below, actions that you have identified in your Community Impact Assessment, which will eliminate discrimination, advance equality of opportunity and/or foster good relations.

If you are unable to eliminate or reduce negative impact on any of the impact areas, you should explain why

Impact (positive or negative) identified	Action	Person(s) responsible	Target date	Required outcome
	Outcomes and Actions entered onto Pentana			

Date of Review (If applicable) …………………………………………..

Guidance and form updated July 2023 following CMT approval.