

Title: Digital Portfolio | Ref: FS-Case-284125310 | Submitted: 15/12/2020

i-Decision

Introduction	
Type of request	EQHIA
Title	Digital Portfolio
Directorate	Chief Operating Officer
Project Manager/Responsible Officer	Maxine Brown
Project Manager/Responsible Officer Email	Maxine.Brown@onesource.co.uk
Conducted on	15/12/2020
Name	Darren Mann
Email	darren.mann@onesource.co.uk

EQHIA	
Type of activity	Strategy, Project, New or change in service or initiative
Manager name	Susie Faulkner
Manager job title	Assistant Director Transformation
Manager service/directorate	Transformation
Have you sought advice from the Corporate Policy & Diversity team and/or Public Health team	Yes
Who have you spoken to	Jerry Haley
Reason for EQHIA	Does this activity have the potential to impact (either positively or negatively) upon people (protected characteristics), Does the activity have the potential to impact (either positively or negatively) upon any factors which determine people's health and wellbeing

<p>There is impact on age</p>	<p>There are almost no identifiable equalities risks. To the contrary, the technical and digital programmes identified in the Digital Portfolio Business Case provide Havering with a wonderful opportunity to remove barriers.</p> <p>Services, resources, information and guidance can often be made available at the touch of a button, on demand - beyond the standard 9-5 operating hours, which compliments all existing services.</p> <p>Human bias is removed from the equation for the large part and any bias risks attributable to emerging technologies such as Robotic Process Automation will be tested and properly monitored and evaluated for bias mitigation purposes.</p>
<p>There is an impact on disability</p>	<p>The wider expansion of Havering’s digital capabilities, within the corporate and as a servant to the Borough resident, will ensure the reduction in Digital poverty for all consumers of service. This will lead to:</p> <ul style="list-style-type: none"> • Increased access to services through digital innovations, • Agile approaches to service provision ensuring in time delivery of social and health benefits from LBHavering and partner organisations • A stable, sustainable platform of digital products supporting the Councils delivery of services • <p>Through increased connectivity throughout the borough over a 5 year period, connectivity for “Internet of Things” devices which can support assistive living for older and vulnerable residents can increase and improve their safety and access to healthcare environments, either digitally or through increasing automated services.</p> <p>This Report recommends complimentary and supportive strategies to existing service access and is not intended to identify direct replacement. This will ensure all residents, including those with specific vulnerability needs, have access to services through multiple channels. Digital services will also be considerate to all resident for their access needs.</p> <p>The COVID Pandemic has made it clear that local government has a key role to play in the physical and mental wellbeing of all residents. Through informative, innovative communication channels, hosted via multiple channels including digital platforms, LBHavering can ensure all consumers of services within it’s borders can be supported appropriately, in good time and with the associated costs relevant to all situations</p> <p>Further clarity on specific outcomes and approaches is accessible within the Full Digital Portfolio Business Case.</p>

<p>There is an impact on socio-economic</p>	<p>The aim of the digital portfolio is to improve and equalise borough wide connectivity and look at inclusion so we understand and can move to address any challenges around access to data and devices as we move to recognise access to the internet in this new era as an essential utility, thus the digital portfolio will aim to have a positive impact on those currently disproportionately or negatively impacted by a move to more digital service design or provision.</p>
<p>There is an impact on health</p>	<p>The wider expansion of Havering’s digital capabilities, within the corporate and as a servant to the Borough resident, will ensure the reduction in Digital poverty for all consumers of service. This will lead to:</p> <ul style="list-style-type: none"> • Increased access to services through digital innovations, • Agile approaches to service provision ensuring in time delivery of social and health benefits from LBHavering and partner organisations • A stable, sustainable platform of digital products supporting the Councils delivery of services • <p>Through increased connectivity throughout the borough over a 5 year period, connectivity for “Internet of Things” devices which can support assistive living for older and vulnerable residents can increase and improve their safety and access to healthcare environments, either digitally or through increasing automated services.</p> <p>This Report recommends complimentary and supportive strategies to existing service access and is not intended to identify direct replacement. This will ensure all residents, including those with specific vulnerability needs, have access to services through multiple channels. Digital services will also be considerate to all resident for their access needs.</p> <p>The COVID Pandemic has made it clear that local government has a key role to play in the physical and mental wellbeing of all residents. Through informative, innovative communication channels, hosted via multiple channels including digital platforms, LBHavering can ensure all consumers of services within it’s borders can be supported appropriately, in good time and with the associated costs relevant to all situations</p> <p>Further clarity on specific outcomes and approaches is accessible within the Full Digital Portfolio Business Case.</p>

<p>There is an impact on social cohesion</p>	<p>It is considered that, through the increase of a digital approach to our residents access to our service design and provision, complementing existing routes to access council services, social cohesion can be broadened, whilst reducing the Digital poverty of LB Havering.</p> <p>Services, resources, information and guidance can often be made available at the touch of a button, on demand - beyond the standard 9-5 operating hours, which compliments all existing services.</p> <p>Human bias is removed from the equation for the large part and any bias risks attributable to emerging technologies such as Robotic Process Automation will be tested and properly monitored and evaluated for bias mitigation purposes.</p>
<p>How frequently will the EQHIA be reviewed</p>	<p>To be revised annually in line with:</p> <ul style="list-style-type: none"> - Financial targets of the organisation - Strategic goals of the council as a whole - Portfolio Governance <p>To be reviewed next in December 2021.</p>
<p>Scheduled date of review</p>	<p>31/12/2021</p>
<p>Lead officer conducting the review</p>	<p>Maxine Brown</p>