Equality Impact Assessment: Screening Tool
Summary of proposal

Name of proposal	Digital Experience Platform
Reference number (if applicable)	Contract Ref: 2122-0318
Service Area	Islington Digital Services
Date screening completed	16/12/2021
Screening author name	Lynn Spendilow
Fairness and Equality team sign off	20th December 2021
Authorising Director/Head of Service name	Jon Cumming

Before completing the EQIA Screening Tool please read the guidance and FAQs. For further help and advice please contact equalities@islington.gov.uk.

Please provide a summary of the proposal.

Please outline:

- What are the aims/objectives of this proposal?
- Will this deliver any savings?
- What benefits or change will we see from this proposal?
- Which key groups of people or areas of the borough are involved?

Current solution – My eAccount

My E-Account is the councils online Customer Portal, used by our residents to access services offered by the council and complete transactions online. It also allows individuals to sign-up to notifications and newsletters i.e. council tax e-billing.

While the solution is relatively stable and providing residents with access to complete online transactions, it is running on old technology that is not compatible with new cloud solutions or customer identity standards.

This has resulted in an inconsistent experience for our residents when accessing council services online. On some occasions they will start a process online and then be handed off to a manual process. On others they are accessing services using completely different account details because we cannot seamlessly connect our main 'customer account' system with the service delivery accounts they hold.

The lack of compatibility is also preventing the development of new online services.

Aims/Objectives

The projects aim is to replace My eAccount with a SaaS Digital Experience Platform and Customer Identity Capabilities. The new technology supplier will have proven experience within Local Government, with 'out of the box' integration capabilities for key line of business applications.

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Implementing these new technical capabilities will provide the following opportunity benefits:

- Support channel shift to online transactions – enabling the reallocation of staff time to more complex resident contacts
- An updated user interface that is 'responsive, mobile friendly and accessible
- Better resident-centric data to improve performance and personalisation
- Better availability of information that is tailored to 'me and my situation'
- More automation of processes creating effective user journeys that complete in real time
- Common identity standards to improve the user journeys when accessing various online services
- A scalable, supportable and secure platform – PSN compliant
- Ability to integrate with newer line of business systems and forms
- Ability to implement additional features/capabilities offered by the platform as an when the business need arise

Key Groups
- Islington Residents – the solution will improve residents digital experience with the council
- Residents Experience Programme – the platform will be a catalyst for the programme, which is currently constrained by the technology available

On whom will the proposal impact? Delete as appropriate.

Group of people	Impacted?
Service users	Yes
Residents	Yes
Businesses	Possibly – but not in the current scope
Visitors to Islington	No
Voluntary or community groups	No
Council staff	No
Trade unions	No
Other public sector organisations	No
Others	Please specify:

What consultation or engagement has taken place or is planned?

Please outline:
- Which groups or communities you have consulted/plan to consult
- Methods used/will use to engage (for example, focus groups)
- How insight gained from engagement or consultation has been/will be fed into decision making or proposal design

If you have not completed any engagement activity and do not plan to, you should outline why this decision has been made.

This particular contract is based on the technology capability and will be a key enabler for the Resident Experience Programme. The expectation is that residents will be engaged as part of the service design process and the methods of engagement may differ for each service developed.

The Resident Experience platform has consulted with residents through a website survey and have also engaged with a separate organization, who will be developing the council's Channel Strategy.

The resident's website survey was open for a 3-week period from December 2020 – January 2021, the aim of the survey was to determine the reasons they were visiting and using the website. 31 residents participated in the survey and responded to a range of questions aimed at determining their views on the website. This initial research supported the wider Resident

Experience Business Case and key findings were utilised to identify areas of improvements for online transactions. These findings were used to inform the users requirements.

The Channel Strategy is key, as it will inform our service design thinking as we develop our existing/new service on the Digital Platform. It will also be developed in collaboration with residents and feedback will be obtained to shape the strategy. The opportunities of service delivery need to have an innovative approach that meet the needs of residents and have them as the focus point for service delivery redesign. The strategy will be developed in consultation with residents and support the initial ambitions of the Resident Experience Transformation and is due to be completed in March 2022.

The accessibility of the solution has also been a key priority for the Council and the new solution is WCAG 2.1 compliant. We will work with the platform supplier, to ensure our resident portal and staff portal are designed in an accessible way and this is part of all future development and/or on-boarding of new services.

There may be an impact on Residents regarding account migrations, but this will be dependent on the migration approach taken. The impact should be minimal and will be defined through the discovery and design phase of the platform delivery.

As there will be a phased migration of services to the new platform, it is not expected that residents will experience any downtime or impact beyond what has been stated as a low risk.

Internally, the following groups have been consulted/informed:-
   -   Resident Experience Programme (Fairer Together/Transformation Team)

- Islington Digital Services (Security, Applications, Management)
- Corporate Management Board (CMB)
- Information Governance
- Communications

What impact will this change have on people with protected characteristics and/or from disadvantaged groups?

Of the groups you have identified above, please now indicate the likely impact on people with protected characteristics within these groups by checking the relevant box below. Use the following definitions as a guide:

Neutral – The proposal has no impact on people with the identified protected characteristics

Positive – The proposal has a beneficial and desirable impact on people with the identified protected characteristics

Negative – The proposal has a negative and undesirable impact on people with the identified protected characteristics

You should then assess whether the negative impact has a low impact, medium impact or high impact. Consider the level and likelihood of impact. Please also think about whether the proposal is likely to be contentious or perceived as a negative change by certain groups, as this could justify the completion of a full EQIA. See the guidance for help.

Protected characteristic	Positive impact	Neutral impact	Negative impact	Description of the impact (if applicable)
Age	☐	☐	N/A	At this point, no impact has been detected. However, the impact will be checked and assessed through the service design for online services.
Disability (include carers)	☒	☐	Choose an item.	The platform portal is WCAG 2.1 compliant, and accessibility will be at the centre of all service design activities.
Race or ethnicity	☐	☐	N/A	At this point, no impact has been detected. However, the impact will be

Protected characteristic	Positive impact	Neutral impact	Negative impact	Description of the impact (if applicable)
				checked and assessed through the service design for online services.
Religion or belief (include no faith)	☐	☐	N/A	At this point, no impact has been detected. However, the impact will be checked and assessed through the service design for online services.
Gender and gender reassignment (male, female or non-binary)	☐	☐	N/A	At this point, no impact has been detected. However, the impact will be checked and assessed through the service design for online services.
Maternity or pregnancy	☐	☐	N/A	At this point, no impact has been detected. However, the impact will be checked and assessed through the service design for online services.

Protected characteristic	Positive impact	Neutral impact	Negative impact	Description of the impact (if applicable)
Sex and Sexual Orientation	☐	☐	N/A	At this point, no impact has been detected. However, the impact will be checked and assessed through the service design for online services.
Marriage or Civil Partnership	☐	☐	N/A	At this point, no impact has been detected. However, the impact will be checked and assessed through the service design for online services.
Other (e.g. people living in poverty, looked after children, people who are homeless or refugees)	☐	☐	N/A	At this point, no impact has been detected. However, the impact will be checked and assessed through the service design for online services.

How do you plan to mitigate negative impacts?

Where there are disproportionate impacts on groups with protected characteristics, please outline:
- The other options that were explored before deciding on this proposal and why they were not pursued
- Action that is being taken to mitigate the negative impacts

Action	Lead	Deadline	Comments
Channel Strategy will inform service design approach	Resident Experience Programme	March 2022	The strategy will be developed in collaboration with residents – using the feedback obtained to shape the strategy.
Implement Accessible platform/features	DEP Project Team	2022/23	Define through contract discussions, platform discovery/design and service design processes
Ensure resident engagement through the development of new services or the migration of existing services	Resident Experience Programme	2021 - on-going	Engagement and methods of engagement will be defined on an individual online service basis.

Screening Decision	Outcome
Neutral or Positive – no full EQIA needed*.	Yes

Screening Decision	Outcome
Negative – Low Impact – full EQIA at the service director's discretion*.	No
Negative – Medium or High Impact – must complete a full EQIA.	No
Is a full EQIA required? Service decision:	No
Is a full EQIA required? Fairness and Equality recommendation:	No

* If a full EQIA is not required, you are still legally required to monitor and review the proposed changes after implementation to check they work as planned and to screen for unexpected equality impacts.

Please send this completed EQIA Screening Tool to equalities@islington.gov.uk for quality checking by the Fairness and Equality Team.