

Community Impact Assessment

Name of Proposal: Digital First Delivery Plan

Project Sponsor: John Tradewell (Director for Corporate Services)

Project Manager or Lead:

Andrew Donaldson (Assistant Director for Strategy, Public Health and Prevention)

Date: 17th February 2021

Completing a CIA

- A CIA will help you to identify the potential **impacts, risks and benefits** of your proposed policy, service or project. Doing this at an early stage enables engagement and research to be undertaken to identify actions that will either **lessen the risk** or **maximise the benefits**. The assessment will also help you to identify mitigating factors whereby risks may be balanced out to an extent by the benefits.
- This template should be used to support the development of a proposal during the **planning stage**, therefore supporting the council's approach of [Achieving Commissioning Excellence](#).
- A good CIA will involve input from more than one person. A **Project Team** should be identified with different, but relevant expertise to ensure that a full range of views are considered.
- **Engagement and/or consultation** should take place with appropriate and representative groups of people that are most likely to be affected. This must then be used to help shape the design/outcomes of the project. Please note that due to the publication of CIAs, it is advisable not to record personal details of members of the public, such as names or addresses.
- **Once completed**, the main findings from your CIA should be transferred to the '**Checklist and Executive Summary**' template. Then both documents need to be approved/signed off by the appropriate people. Depending on the size of your project, this could be your manager, project lead, sponsor or SLT.
- For CIAs that are going to **Cabinet**, only the '**Checklist and Executive Summary**' should be submitted as part of the Cabinet Papers. The full CIA document should be submitted as a **Background Paper**.

Completing the CIA template

This table describes what is required when completing the key sections of your assessment.

| Which groups will be affected | Benefits | Risks | Mitigations / Recommendations |
|---|--|---|---|
| <p>Which groups of people will be impacted by the proposed policy, service or project? This could be people in a particular area, a street, or a group of people with similar characteristics e.g. older people, young people or people with care needs.</p> <p>Also consider staff, residents and other external stakeholders.</p> | <p>Think about the impact the proposal may have on each of the different category areas, and identify the benefits of each decision.</p> | <p>Think about the impact the proposal may have on each of the different category areas, and identify the risks associated with the proposal.</p> | <p>Set out any recommendations as to how the benefits will be maximised and the risks minimised.</p> <p>Also highlight any trade offs that may occur.</p> |
| <p>Please note:</p> <ul style="list-style-type: none"> • Potential impacts should not be included if it is considered highly unlikely that they would occur. • Where no major impacts have been identified, please state N/A. • Due to the publication of CIAs, it is advisable not to record personal details of members of the public, such as names or addresses. | | | |
| <p>Evidence Base: (Evidence used/ likelihood/ size of impact)</p> <p>How certain are you about the assessment of each potential impact, and what evidence have you used to arrive at the decision? E.g. Data – population trends data, census data, service data. Research – national, regional, local research. Engagement/ Consultation – with partners, the public, the voluntary sector.</p> | | | |

Use the following template to highlight the impacts of your proposal on each of the following categories: the Public Sector Equality Duty (PSED), Health and Care, the Economy, the Environment, and Localities/ Communities.

Community Impact Assessment – Communities Delivery Plan

1. Introduction:

- 1.1. Digital First is a new, simplified strategy for Staffordshire County Council's digital principle. Digital First aims to make the most of the opportunities provided by digital to improve the lives of our residents and support local businesses and Staffordshire's economy.
- 1.2. This document provides a Community Impact Assessment on the Digital First Delivery Plan and will be included as part of an update for Cabinet on the digital principle on the 17th February 2021.

2. Summary of assessment:

- 2.1. The impacts of the Digital First Delivery Plan are positive for communities as the plan seeks to build on the Council's successful work in recent years to improve our use of digital. The Digital First Delivery Plan has four priority areas:
 - **Digital Citizen** – Improving how we connect, engage and communicate with our citizens through digital.
 - **Digital Council** – Embedding smart working and empowering our staff to make the most of our digital tools and resources.
 - **Digital Care** – Using digital to help our frontline teams our most vulnerable residents and promote independence.
 - **Digital Economy** – Supporting local businesses and our economy through better digital access and infrastructure.
- 2.2. The **main risks identified** through the assessment are:
 - People with **protected characteristics not being considered sufficiently** when making changes to our digital services / support.
 - Any changes to our digital services or support **not being communicated sufficiently**.
 - Our digital services and support are impacted by / impact on **Covid-19 restrictions**.
 - Related work taking place across the organisation is **not joined up effectively**.
 - **Staff aren't sufficiently engaged or supported enough** to effectively use new digital resources or adapt to changes.

3. Summary of key mitigations / recommendations

3.1. Based on the assessment below, this CIA makes the following overarching recommendations in order to mitigate these risks and support the digital principle and the Digital First Delivery Plan:

- **Undertake individual CIAs** on any areas of work that may involve substantial changes to services, and co-ordinate with the findings of CIAs on existing and linked programmes of work where appropriate.
- **Consult with residents** where appropriate on any large-scale changes or changes that will affect front-line services
- Endeavour to **communicate** all changes to front-facing digital services in an accessible way for all residents.
- **Ensure people with protected characteristics are considered** when delivering the plan, in particular any changes to front-facing services, website or applications.
- Co-ordinate **Digital Inclusion Action Plan** work with the Communities Leadership Group / Communities Delivery Plan.
- Co-ordinate Digital First delivery plan activity with the ongoing **Covid-19 response and recovery workstreams**. In particular those projects relating to community assets such as Libraries, children's centres and Archives.
- Consider the impact of the proposed changes to our internal digital systems for our **workforce** (in particular those with protected characteristics) and engage with staff on any major changes as necessary.

Community Impact Assessment

Public Sector Equality Duty – Use this section to identify if the proposal will impact on our legal obligations under the Equality Act 2010 for both residents and staff. Those subject to the general equality duty must have due regard to the need to: Eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity between different groups and foster good relations between different groups. Please consider:

- Who is currently using the service, across the protected characteristics?
- What do we know about their experiences and outcomes?
- What relevant information is available from the Census and population trends data?
- What were the findings of the engagement/consultation?
- Is there any relevant national, regional and/or local sources of research/evidence available?
- Is there any relevant information from partners or voluntary, community, social enterprise organisations?
- What is the analysis of the impact on those with relevant protected characteristics?

| Protected Characteristics: | Which groups will be affected | Benefits | Risks | Mitigations / Recommendations |
|--|--|---|--|--|
| All / multiple protected characteristics | All / multiple protected characteristics | <p>The Digital First delivery plan outlines 32 projects that will look to deliver the following benefits for all residents, including those with protected characteristics:</p> <ul style="list-style-type: none"> • Improve the customer experience • Increase digital inclusion • Increase access to digital services, including 5G • Improve access to digital information, advice and guidance (IAG) • Increase digital skills • Help people to be independent for longer • Improve how we work as an organisation • Improved co-ordination with our partners | <p>Although the Digital First delivery plan features positive changes for communities, there are some potential risks associated with the implementation of the plan that will need to be mitigated. These include:</p> <ul style="list-style-type: none"> • Changes not communicated sufficiently • Potential impact on people with protected characteristics not being considered sufficiently when making changes to our digital services / support • Changes to our digital support are impacted by / impact on Covid-19 restrictions • Increased digital exclusion for those not connected, can't access or don't have the skills to use digital services or support. | <ul style="list-style-type: none"> • Undertake individual CIAs on any areas of work that may involve substantial changes to services. • Consult with residents where appropriate on any large-scale changes or changes that will affect front-line services • Endeavour to communicate all changes to front-facing digital services in an accessible way for all residents. • Ensure people with protected characteristics are considered when delivering the plan, in particular any changes to front-facing services, website or applications. • Co-ordinate Digital Inclusion Action Plan with Communities Leadership Group / Communities Delivery Plan. |

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| | | | | <ul style="list-style-type: none"> • Co-ordinate Digital First delivery plan activity with the ongoing Covid-19 response and recovery workstreams. In particular those projects relating to community assets such as Libraries, children's centres and Archives. • Consider the impact of the proposed changes to our internal digital systems for our workforce (in particular those with protected characteristics). |
| Race | People of all races / ethnicities | See first row for identified benefits. No additional race specific benefits were identified. | <ul style="list-style-type: none"> • Changes to digital (especially IAG / or websites) may not be communicated as effectively to people who do not have English as their first language. | <ul style="list-style-type: none"> • Endeavour to communicate all changes to essential front-facing digital services in an accessible way for those residents who do not have English as their first language. |
| Disability | All people with disabilities | <ul style="list-style-type: none"> • The Digital Inclusion action plan will look to support more people with disabilities to get online. • Staffordshire Connects Developments will help people with disabilities to access support • Children's transformation work will improve IAG and help staff to work better with young people, including those with Special Educational Needs and Disabilities (SEND) • Changes to the use of digital in adults social care (future care system, virtual social care, improved intelligence) will improve support for adults with disabilities. | <ul style="list-style-type: none"> • If the Digital Inclusion action plan does not take people with different disabilities into account, some people could be even more digitally excluded as our online offer grows. • If the work of the Children's transformation is not fully co-ordinated with other elements of the Digital First delivery plan, digital support for families may not be as effective. • Some people with disabilities may not be able to engage with digital social care / assistive technology changes. | <ul style="list-style-type: none"> • Undertake individual CIAs on any areas of work that may involve substantial changes to services. • Undertake an individual CIA for the Digital Inclusion plan to ensure people with disabilities are fully considered. • Co-ordinate the findings of this CIA with the findings of the Children's Transformation CIA (November 2020). • Ensure digital changes for adult social care support are co-ordinated with the work of the Digital Inclusion plan and the Digital Community Learning Programme. |

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| | | <ul style="list-style-type: none"> Improvements in assistive technology will support disabled people to remain independent in their homes for longer. | | |
| Sex | All sexes | See first row for identified benefits. No additional sex specific benefits were identified. | See first row for identified risks. No additional sex specific risks were identified. | See first row for identified mitigations. No additional sex specific mitigations were identified. |
| Age | All (children and young people/ older people in particular) | <ul style="list-style-type: none"> The Digital Inclusion action plan will look to support more older people to get online. Children's transformation work will improve IAG and help staff to use digital tools and equipment to work better with children and young people. Changes to the use of digital in adults social care (future care system, virtual social care, improved intelligence) will improve support for adults and older people Improvements in assistive technology will support older people to remain independent in their homes for longer. | <ul style="list-style-type: none"> If the Digital Inclusion action plan does not fully take into account the needs of older people, some residents could be even more digitally excluded as our online offer grows. If the work of the Children's transformation is not fully co-ordinated with other elements of the Digital First delivery plan, digital support for families may not be as effective. Some older people may not have the skills / devices to engage with digital social care / assistive technology changes. | <ul style="list-style-type: none"> Undertake individual CIAs on any areas of work that may involve substantial changes to services. Undertake an individual CIA for the Digital Inclusion plan to ensure people of different ages are fully considered. Co-ordinate the findings of this CIA with the findings of the Children's Transformation CIA (November 2020). Ensure digital changes for adult social care support are co-ordinated with the work of the Digital Inclusion plan and the Digital Community Learning Programme. |
| Religion or Belief | People of all faiths and beliefs | See first row for identified benefits. No additional religion specific benefits were identified. | See first row for identified benefits. No additional religion specific risks were identified. | See first row for identified benefits. No additional religion specific mitigations were identified. |
| Gender Reassignment | People who are transitioning / have undergone gender reassignment. | See first row for identified benefits. No additional gender reassignment specific benefits were identified. | See first row for identified benefits. No additional gender reassignment specific risks were identified. | See first row for identified benefits. No additional gender reassignment specific mitigations were identified. |

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| Sexual Orientation | People of all sexual orientations | See first row for identified benefits. No additional sexual orientation specific benefits were identified. | See first row for identified benefits. No additional sexual orientation specific risks were identified. | See first row for identified benefits. No additional sexual orientation specific mitigations were identified. |
| Pregnancy and Maternity | All | <ul style="list-style-type: none"> Children's transformation work will improve IAG and help staff to use digital tools and equipment to better support pregnant women and new parents. | <ul style="list-style-type: none"> If the work of the Children's transformation is not fully co-ordinated with other elements of the Digital First delivery plan, digital support for families may not be as effective. | <ul style="list-style-type: none"> Co-ordinate the findings of this CIA with the findings of the Children's Transformation CIA (November 2020). |
| Marriage and Civil Partnership | N/A | See first row for identified benefits. No additional marriage and civil partnership specific benefits were identified. | See first row for identified benefits. No additional marriage and civil partnership specific risks were identified. | See first row for identified benefits. No additional marriage and civil partnership specific mitigations were identified. |
| Impact on SCC Staff | All staff | <p>Multiple projects in the Digital First delivery plan aim to improve how the Council uses digital to support its staff and improve the way we work. These projects include:</p> <ul style="list-style-type: none"> Digital Inclusion Action Plan M365 Smart Working Data Institute project Developing a new Intranet site New digital HR processes Digital Skills plan for staff Children's Transformation programme Virtual Social Care project CareDirector Transformation | <ul style="list-style-type: none"> If staff are not sufficiently engaged with while developing / implementing these programmes, the views of staff may not be fully taken into account. Staff performance may be negatively affected by the changes if sufficient support / training is not in place to transition to new ways of working, Staff with protected characteristics may be negatively affected if not fully considered when developing new ways of working digitally | <ul style="list-style-type: none"> Undertake individual CIAs on any areas of work that may involve substantial changes to services (considering the impact on staff). Engage with staff where required on significant changes to working policies. Ensure staff with protected characteristics are engaged / fully considered when developing new digital solutions Ensure the Digital Skills plan puts in place sufficient development support for staff to adapt to any new digital platforms / processes. Endeavour to communicate any changes to all staff in an accessible way. |

Evidence Base: (Evidence used/ likelihood/ size of impact)

- SCC Smart Working Survey
- SCC Health and Care Virtual Working Survey Analysis
- SCC Children and Families Transformation Phase 2 CIA
- [UK Consumer Digital Index 2018](#) – Lloyds Bank
- [Digital Nation 2018: Facts Stats and Closing the Gaps](#) – The Good Things Foundation

Health and Care – Use this section to determine how the proposal will impact on resident’s health and wellbeing, and whether the proposal will impact on the demands for, or access to health and care services. Please consider the Care Act 2014 and the Health and Social Care Act 2012.

| Category Area | Groups affected | Benefits | Risks | Mitigations / Recommendations |
|---|-----------------|---|---|--|
| <p>Mental Health and Wellbeing</p> | <p>All</p> | <ul style="list-style-type: none"> • The Digital Inclusion action plan will look to support more people to get online and access IAG, self-help and community support for mental health. • Staffordshire Connects developments will help connect people with more community based mental health support services in their local area. • Children’s transformation work will improve IAG and help staff to use digital tools and equipment to work better with children and young people. This includes mental health. • Changes to the use of digital in adults social care (future care system, virtual social care, improved intelligence) will improve support for adults and older people, including mental health support. | <ul style="list-style-type: none"> • If the Digital Inclusion action plan does not fully take into account the needs of all the people who are at risk of digital exclusion, some residents could be even more digitally excluded which in turn may affect mental health outcomes. • If the work of the Children’s transformation is not fully co-ordinated with other elements of the Digital First delivery plan, digital support for families may not be as effective. • Some older people may not have the skills / devices to engage with digital social care changes. This could in turn have a detrimental effect on social isolation / mental health outcomes. | <ul style="list-style-type: none"> • Undertake individual CIAs on any areas of work that may involve substantial changes to services. • Undertake an individual CIA for the Digital Inclusion plan to ensure all cohorts of residents at risk are fully considered. • Co-ordinate the findings of this CIA with the findings of the Children’s Transformation CIA (November 2020). • Ensure digital changes for adult social care support are co-ordinated with the work of the Digital Inclusion plan and the Digital Community Learning Programme. |

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| Healthy Lifestyles | All | <ul style="list-style-type: none"> Staffordshire Connects Developments will help connect people with more community based healthy lifestyle support services in their local area. | <ul style="list-style-type: none"> No additional risks were identified | <ul style="list-style-type: none"> No additional recommendations were required. |
| Accidents and Falls Prevention | All | <ul style="list-style-type: none"> Improvements in assistive technology will look to prevent accidents and falls and support older people to remain independent in their homes for longer. | <ul style="list-style-type: none"> Some older people may not have the skills / devices to engage with digital social care / assistive technology changes. | <ul style="list-style-type: none"> Ensure digital changes for adult social care support are co-ordinated with the work of the Digital Inclusion plan and the Digital Community Learning Programme. |
| Access to Social Care | All | <ul style="list-style-type: none"> As previously mentioned, digital changes for the Children's transformation and virtual social care will support access to social care. SCC website developments and improve IAG will also help people get access to social care as needed. The CareDirector Transformation will also support the transformation of adults and children's social care. | <ul style="list-style-type: none"> Some people who need social care may not have the skills / access / devices to engage with digital social care changes. This could in turn have a detrimental effect on access to social care | <ul style="list-style-type: none"> Undertake individual CIAs on any areas of work that may involve substantial changes to social care services. Co-ordinate the findings of this CIA with the findings of the Children's Transformation CIA (November 2020). Ensure digital changes for adult social care support are co-ordinated with the work of the Digital Inclusion plan and the Digital Community Learning Programme. Ensure the Digital Skills plan puts in place sufficient development support for staff to adapt to any new digital platforms / processes. |

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| Independent Living | All | <ul style="list-style-type: none"> Staffordshire Connects developments will help connect people with support services in their local area to help them live independently. Changes to the use of digital in adults social care (future care system, virtual social care, home care monitoring and brokerage system, improved intelligence) will improve support for adults and older people and help them to live independently for longer. Improvements in assistive technology will support people to remain independent in their homes for longer. | <ul style="list-style-type: none"> Some people who need social care may not have the skills / access / devices to engage with digital social care changes. This could in turn have a detrimental effect on independent living. | <ul style="list-style-type: none"> Ensure digital changes for adult social care support are co-ordinated with the work of the Digital Inclusion plan and the Digital Community Learning Programme. |
| Safeguarding | N/A | <ul style="list-style-type: none"> As previously mentioned, digital changes for the Children's transformation, the future care system and virtual social care will support social care and safeguarding teams to work with vulnerable people more effectively. Additional digital projects aimed to improve working processes relating to safeguarding include the CareDirector transformation, improve Health and Care intelligence, and the Home Care monitoring and Brokerage system. | <ul style="list-style-type: none"> If the work of the Children's transformation is not fully co-ordinated with other elements of the Digital First delivery plan, digital support for families may not be as effective. Some people who need social care may not have the skills / access / devices to engage with digital social care changes. This could in turn have a detrimental effect on safeguarding. Staff performance may be negatively affected by the changes if sufficient support / training is not in place to transition to new ways of working, | <ul style="list-style-type: none"> Co-ordinate the findings of this CIA with the findings of the Children's Transformation CIA (November 2020). Ensure digital changes for adult social care support are co-ordinated with the work of the Digital Inclusion plan and the Digital Community Learning Programme. Ensure the Digital Skills plan puts in place sufficient development support for staff to adapt to any new digital platforms / processes. |

Economy – Use this section to determine how the proposal will impact on the economy of Staffordshire and the income of residents.

| Category Area | Which groups will be affected | Benefits | Risks | Mitigations / Recommendations |
|--|-------------------------------|---|--|---|
| Economic Growth | | <p>There are a number of projects in the Digital First delivery plan which aim to support the economy. These include:</p> <ul style="list-style-type: none"> • Digital Infrastructure Strategic Framework including fibre and 5G • Improve how digital supports transport in the county • Digital Community Learning Programme to improve essential skills and employability | <ul style="list-style-type: none"> • Provision of Digital Community Learning may be impacted by Covid-19 restrictions in libraries etc. • As these projects are at an early stage, no further risks currently identified across these areas. | <ul style="list-style-type: none"> • Undertake individual CIAs on any areas of work that may involve substantial changes to services in the future. • Endeavour to communicate any changes to front-facing digital services in an accessible way for all residents. • Ensure alternatives for Digital Community Learning during Covid-19 restrictions are as accessible as possible for all. |
| Poverty and Income | All | <ul style="list-style-type: none"> • Low income households are at a higher risk of digital exclusion. The Digital Inclusion plan will aim to support digital inclusion for lower income families, including through access to devices etc. | <ul style="list-style-type: none"> • No additional risks have been identified | <ul style="list-style-type: none"> • No additional recommendations have been identified |
| Workplace Health and Environments | | <ul style="list-style-type: none"> • Elements of the Microsoft 365, Digital HR and Digital Skills projects in the Digital First plan all look to improve the way staff work in a post Covid-19 environment. | <ul style="list-style-type: none"> • If staff are not sufficiently engaged while developing / implementing these programmes, the views of staff may not be fully taken into account. | <ul style="list-style-type: none"> • Engage with staff where required on significant changes to working policies. • Ensure staff with protected characteristics are engaged / fully considered when developing new digital solutions |

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| | | | <ul style="list-style-type: none"> Staff performance may be negatively affected by the changes if sufficient support / training is not in place to transition to new ways of working, Staff with protected characteristics may be negatively affected if not fully considered when developing new ways of working digitally | <ul style="list-style-type: none"> Ensure the Digital Skills plan puts in place sufficient development support for staff to adapt to any new digital platforms / processes. Endeavour to communicate any changes to all staff in an accessible way. |
| Access to jobs/ Good quality jobs | | <ul style="list-style-type: none"> The Digital Inclusion plan will aim to increase digital access and skills across the county. Digital Community Learning Programme to improve essential skills and employability | <ul style="list-style-type: none"> Provision of Digital Community Learning may be impacted by Covid-19 restrictions in libraries etc. | <ul style="list-style-type: none"> Ensure alternatives for Digital Community Learning during Covid-19 restrictions are as accessible as possible for all. |

Evidence Base: (Evidence used/ likelihood/ size of impact)

- See evidence based used in section 1

Environment – Use this section to identify the impact of the proposal on the physical environment. How does the proposal support the utilisation and maintenance of Staffordshire’s built and natural environments, thereby improving health and wellbeing and strengthening community assets?

| Category Area | Which groups will be affected | Benefits | Risks | Mitigations / Recommendations |
|------------------------------------|-------------------------------|----------|-------|-------------------------------|
| Built Environment/ Land Use | N/A | N/A | N/A | N/A |
| Rural Environment | N/A | N/A | N/A | N/A |
| Air, Water and Land Quality | N/A | N/A | N/A | N/A |

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| Waste and Recycling | All residents | <ul style="list-style-type: none"> The HWRC ANPR Smart Data Management work in the Digital First plan with improve the information available to customers and the Council's ability to identify unauthorised trader visits to Waste and Recycling sites. | No additional risks were identified. | <ul style="list-style-type: none"> Endeavour to communicate any changes to front-facing digital services in an accessible way for all residents. |
| Agriculture and Food Production | N/A | N/A | N/A | N/A |
| Transport | All residents | <p>Improving the use of digital in how the Council supports transport will have the following benefits:</p> <ul style="list-style-type: none"> Improved information for residents on bus timetables and traffic surveys Improved Home to School transport arrangements Digital system to manage personal transport budgets and petrol allowance | No additional risks were identified | <ul style="list-style-type: none"> Endeavour to communicate any changes to front-facing digital services in an accessible way for all residents. |
| Noise | N/A | N/A | N/A | N/A |

Evidence Base: (Evidence used/ likelihood/ size of impact)

- See evidence based used in section 1

Localities / Communities – Use this section to identify the impact of the proposal on communities. How will the proposal strengthen community capacity to create safer and stronger communities? It is important to recognise the different localities and communities your proposal may impact upon, and identify any communities that could be more adversely impacted than others. District Commissioning Leads (DCL's) have a great deal of knowledge about their relevant locality and they must be engaged with as part of your Project Team at an early stage of the process.

| Category Area | Which groups will be affected | Benefits | Risks | Mitigations / Recommendations |
|-------------------------------------|-------------------------------|--|---|---|
| Community Development/ Capacity | VCSE and community groups | <ul style="list-style-type: none"> The Digital Inclusion Action Plan will look to work with the Council's VCSE Strategic Capacity Building partner to support VCSE organisations to adapt to the increasing use of digital post Covid-19. | <ul style="list-style-type: none"> No additional risks were identified. | <ul style="list-style-type: none"> No additional recommendations were identified |
| Crime/ Community Safety | N/A | N/A | N/A | N/A |
| Educational Attainment and Training | All | <ul style="list-style-type: none"> Digital Community Learning Programme will look to use digital to improve essential skills and employability. | <ul style="list-style-type: none"> Provision of Digital Community Learning may be impacted by Covid-19 restrictions in libraries etc. | <ul style="list-style-type: none"> Ensure alternatives for Digital Community Learning during Covid-19 restrictions are as accessible as possible for all. |
| Leisure and Culture | All | <ul style="list-style-type: none"> The Digital First delivery plan will improve the customer experience and increase access in libraries by piloting a site for Self-Access Libraries and update existing Self-Service Kiosks in libraries The development of online access to the Staffordshire History Centre will improve the customer experience and make this service more accessible to all. | <ul style="list-style-type: none"> Staff may need support in adapting to changes Changes in libraries may be impacted by Covid-19 restrictions. | <ul style="list-style-type: none"> Endeavour to communicate any changes to front-facing digital services in an accessible way for all residents. Engage with staff where required on changes to working policies. |

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| Volunteering | All | <ul style="list-style-type: none"> The Digital Inclusion Action Plan will look to work with the Council's VCSE Strategic Capacity Building partner to support VCSE organisations to adapt to the increasing use of digital post Covid-19. Improvements to digital IAG and websites will support residents who want to volunteer to find local opportunities and information | <ul style="list-style-type: none"> No additional risks were identified. | <ul style="list-style-type: none"> No additional recommendations were identified |
| Best Start | Children; young people and families | <ul style="list-style-type: none"> Children's transformation work will improve IAG and help staff to use digital tools and equipment to work better with children and young people. This includes support for families with young children aged 0-3. | <ul style="list-style-type: none"> If the work of the Children's transformation is not fully co-ordinated with other elements of the Digital First delivery plan, digital support for families may not be as effective. | <ul style="list-style-type: none"> Co-ordinate the findings of this CIA with the findings of the Children's Transformation CIA (November 2020). |
| Rural Communities | Rural communities | <ul style="list-style-type: none"> The Digital Infrastructure Strategic Framework, Digital Inclusion plan, and Rural Gigabit Broadband Voucher Top Up Scheme all aim to improve internet and digital access in rural areas. | <ul style="list-style-type: none"> No additional risks were identified. | <ul style="list-style-type: none"> No additional recommendations were identified |
| Evidence Base: (Evidence used/ likelihood/ size of impact) | | | | |
| <ul style="list-style-type: none"> See evidence based used in section 1 | | | | |

Now transfer the main findings of this assessment to the '**Checklist and Executive Summary**' template. Then both documents need to be approved/signed off by the appropriate people. For CIAs that are going to **Cabinet**, only the '**Checklist and Executive Summary**' should be submitted as part of the **Cabinet Papers**. The full CIA document should be submitted as a **Background Paper**.