

Equality Impact Assessment including Children’s Rights and Wellbeing Impact Assessment (CRWIA)

Part 1: Background and Information

Title of proposal	HSCP Digital Strategy
Brief description of proposal (including intended outcomes & purpose)	<p>To develop a new Fife HSCP Digital Strategy which aligns to the Partnerships' strategic vision and priorities within the Strategic Plan 2023 to 2026 Fife-Strategic-Plan-2023-to-2026-FINAL.pdf (fifehealthandsocialcare.org).</p> <p>This strategy which includes an Action Plan -sets out our digital vision and priorities that the Partnership will take forward over the next 3 years. Having our own digital strategy is an important step for the Partnership and we believe it will help us transform and enhance the Services we deliver. Our priority Action plan has been worked up following an extensive Participation and Engagement exercise which included, members of the public, our workforce and the third and independent sector. We also engaged with the voluntary care sector and a young carers group.</p> <p>Our priority actions have been agreed with our partners Fife Council BTS Services and NHS Digital and Information and we will work collaboratively to deliver the strategy outcomes over the next 3 years.</p>
Lead Directorate / Service / Partnership	Fife Health and Social Care Partnership
EqIA Lead Person	Eileen Duncan, Digital Programme Manager, Fife Health & Social Care Partnership
EqIA Contributors	<ul style="list-style-type: none"> • Members of the Digital Strategy Working Group • HSCP Staff • NHS Digital & Information • Fife Council BTS • Senior Leadership Team • Strategic Planning Group

	<ul style="list-style-type: none"> • Qualities and Communities Committee • Integration Joint Board
Date of EqIA	

How does the proposal meet one or more of the general duties under the Equality Act 2010?

Please refer to the HSCP Equality Impact Assessment Guidance.

Consider proportionality and relevance (*See Page 10 of Guidance*).

General duties	Please Explain
Eliminating discrimination, harassment and victimisation	<p>Fife Health and Social Care Partnership is committed to promoting dignity, equality, and independence for the people of Fife. The Digital Strategy will ensure that we continue to work effectively with partners, local communities, and individuals to challenge sources of inequality such as discrimination, harassment, and victimisation, and to promote equality of opportunity for all. examples of this are Near me, a digital solution which enables people with mobility issues to access GP's and healthcare professionals from home and supports the inclusion of family members/carers in video consultations from any location. Connectivity across our care home estate is within our action plan to ensure residents are fully digitally connected as far as possible.</p> <p>The Partnership's Equality Outcomes and Mainstreaming Report provides a summary of what we have completed over the last two years. The Partnership's equality outcomes have been updated to align with the new Strategic Plan and the Digital Strategy supports the new equality outcomes as below:</p> <ul style="list-style-type: none"> • Respect and dignity for all must be integral to all work. • Effective involvement and engagement with communities and individuals. • Responsive service delivery and excellent customer and user care.
Advancing equality of opportunity	<p>Digital inclusion is threaded throughout the strategy document and the Partnership is committed to ensuring that wherever possible no-one is left behind with advancing digital solutions. We will build on current good practices around digital services and systems implementation for example Alarm installations and regular testing, utilising digital champion networks and support and offering user</p>

	<p>training in multiple formats ensuring we build confidence and enthusiasm for our digital offerings. We will ensure communication campaigns promoting digital solutions are widespread, and available in different formats including appropriate languages and easy read. This will be a priority within the Programmes yet to be established from the Digital Strategy Action Plan</p>
Fostering good relations	<p>In developing this, the first digital strategy for Fife HSCP, we have undertaken extensive consultation and engagement with service users and the wider public and our Action Plan and priorities within, reflects the outcomes from this engagement.</p> <p>The digital strategy seeks to offer additional options for consuming our Services. It will build on opportunities for improving outcomes for the people of Fife and improve our engagement with national initiatives. Our new website currently under development will enable the public to consume our services in different ways ie access to self-help tools, clear signposting to services offered and will enable people to self-referral to request services. Easy read versions of all our strategies are now available online and BSL (British Sign Language) and videos of our weekly briefings are available for staff.</p>

If the decision is of a strategic nature, how does the proposal address socio-economic disadvantage or inequalities of outcome?

Fairer Scotland duty	Please Explain
Socio-economic disadvantage	<p>As part of our consultation and engagement we explored and understood the barriers people face to accessing or using digital solutions. Some of these barriers are from those who are socio-economically disadvantaged ie low income and reduced access to resources. As we develop our action plan and progress the delivery of digital solutions, we will ensure we explore how we mitigate these barriers.</p>

	<ul style="list-style-type: none"> • Understanding cultural context • Need to adapt communications <ul style="list-style-type: none"> • Access to the Internet • Access to devices <ul style="list-style-type: none"> • People are unaware of available services • Lack of trust in self-assessment and self-help tools
<p>Inequalities of outcome</p>	<p>Inequality of outcomes occurs when individuals do not possess the same level of material wealth, opportunities or overall living economic conditions.</p> <p>The Digital Strategy will ensure that the people of Fife have equal access to digital solutions across all localities and will work to reduce disparity between localities.</p>

Having considered the general duties above, if there is likely to be no impact on any of the equality groups, parts 2 and 3 of the impact assessment may not need to be completed. Please provide an explanation (based on evidence) if this is the case.

An Equalities Impact Assessment is required.

Part 2: Evidence and Impact Assessment

Explain what the positive and / or negative impact of the strategy is on any of the protected characteristics. If there is no impact, please explain why.

Protected characteristic	Positive impact (May benefit an equality group.)	Negative impact (Could disadvantage an equality group.)	Mitigations (Steps we will take to reduce the risk of disadvantage by an equality group.)	No Impact
Age (including older people aged 65+)	<p>More choice in digital solutions/services. Ensuring the digital content is accessible and easy to understand and navigate should encourage people to access/use online services and solutions helping them to become digitally skilled and independent.</p> <p>Wider reaching and easier access to information to aid self-help and prevention via the new HSCP website</p> <p>Potential savings in changing the way we offer and deliver services.</p>	<p>The move to digital solutions may cause some concern and or challenges for people in relation to access, reliability, confidence in using solutions, less human contact.</p> <p>This may be due to financial constraints, lack of knowledge of digital and age-related health conditions.</p>	<p>We will seek to ensure that wherever possible digital is a choice. The strategy acknowledges we must promote digital solutions with caution and being mindful of the barriers and challenges faced.</p> <p>We can provide easy-read versions, and information that is accessible to individuals with a range of competences, reading skills, and different levels of capacity.</p> <p>Also providing opportunities for people to access services in different ways, for example digital, telephone, and face-to-face.</p> <p>Also providing support so that older people are included, such as technical</p>	

Protected characteristic	Positive impact (May benefit an equality group.)	Negative impact (Could disadvantage an equality group.)	Mitigations (Steps we will take to reduce the risk of disadvantage by an equality group.)	No Impact
			support in care homes to help residents use ipad's for family skype calls etc. This could be basic things such as laminated A4 picture instructions/guidance on how to open skype and make a video call.	
Disability (Mental, Physical, Sensory, and Carers of Disabled People)	<p>More choice in accessible digital solutions/services.</p> <p>Access to information to aid self-help and prevention.</p> <p>Potential savings in changing the way we offer and deliver services.</p>	The move to digital solutions may cause some concern and or challenges for some people with mental, physical, or sensory disabilities in relation to useability and perceived less human contact	<p>We will seek to ensure that wherever possible digital is a choice. The strategy will focus on embedding and promoting digital solutions with caution and being mindful of the barriers and challenges faced.</p> <p>We can ensure easy read versions of documents and other information is available as well as induction loops, interpreters, or technical support for devices (employees), specialist</p>	

Protected characteristic	Positive impact (May benefit an equality group.)	Negative impact (Could disadvantage an equality group.)	Mitigations (Steps we will take to reduce the risk of disadvantage by an equality group.)	No Impact
			software, screen readers, ergonomic mice/keyboards, guidance on using large fonts, training for families to use digital equipment, technology enabled care, GPS trackers for people with dementia and smart wearables.	
Gender Reassignment	24/7 access to information about our services via the new HSCP website Access to wellbeing apps in particular mental health wellbeing eg Moodcafe	Perceived feelings of exclusion	Providing digital forms that include appropriate options for pronouns and gender (natal, identified, and expressed). Ensuring that databases used for training and other digital systems are representative and do not have a negative impact on particular groups, for example in predictive modelling, demographic forecasts etc.	

Protected characteristic	Positive impact (May benefit an equality group.)	Negative impact (Could disadvantage an equality group.)	Mitigations (Steps we will take to reduce the risk of disadvantage by an equality group.)	No Impact
Marital Status (Marriage and Civil Partnerships)		Some groups of married Women may be more likely to experience digital exclusion. For example, social and patriarchal norms. Some married women may be prohibited from owning/using smartphones or may have restricted access to online services.	Ensuring digital information and systems are available and accessible 24/7 and can be accessed from any device anywhere. This is reflected in our design principle to ensure secure, reliable and sustainable systems and solutions. Also providing opportunities for people to access services in different ways, for example digital, telephone, and face-to-face.	
Pregnancy and Maternity	24/7 access to information about our services via the new HSCP website	Pregnancy/maternity absence from work may have an impact on the digital skills and confidence of female employees. For example, if new digital	Ensuring where appropriate our systems enforce re-training prior to use after a set period eg 6 months.	

Protected characteristic	Positive impact (May benefit an equality group.)	Negative impact (Could disadvantage an equality group.)	Mitigations (Steps we will take to reduce the risk of disadvantage by an equality group.)	No Impact
		systems or rotas or processes are introduced when they are off work for 6 months or longer. For some female employees this issue may occur several times.		
Race (All Racial Groups including Gypsy/Travellers)	24/7 access to information about our services via the new HSCP website	Potential barriers include consistent access to Wi-Fi, access to devices such as smartphones, requirements for alternative formats and languages, social expectations/norms, and individual skills/confidence in accessing digital services safely.	Ensuring digital information and systems are available and accessible 24/7 and can be accessed from any device anywhere. This is reflected in our design principle to ensure secure, reliable and sustainable systems and solutions.	
Religion, Belief, and Non-Belief	24/7 access to information about our services via the new HSCP website	Some religions prohibit the use of digital devices/services at certain times, or on some days of the week.	Ensuring health and social care services are inclusive and can be accessed through different routes for	

Protected characteristic	Positive impact (May benefit an equality group.)	Negative impact (Could disadvantage an equality group.)	Mitigations (Steps we will take to reduce the risk of disadvantage by an equality group.)	No Impact
			example digital, telephone, and face-to-face. ensuring that digital content does not include biased or potential discriminatory content.	
Sex (Women and Men)				No impact
Sexual Orientation (Heterosexual, Gay, Lesbian and Bisexual)	24/7 access to information about our services via the new HSCP website		Ensuring that digital content does not include biased or potential discriminatory content	

Please also consider the impact of the policy/strategy/process change in relation to:

	Positive impact	Negative impact	Mitigations	No Impact
Armed Forces Community	24/7 access to information about our services via HSCP website	Potential barriers for veterans include digital	Ensuring systems are integrated, inclusive and person centred as	

	<p>Access to details of Fife partner agencies and organisations available via the National Forces Connect App</p>	<p>knowledge/skills/confidence to access/use digital services; vision or hearing difficulties; mental health and/or stress; and lack of understanding/training in civilian health and social care teams of the challenges veterans face when using digital services.</p> <p>For AFC families and children, potential barriers include inconsistent access to services and support because families may need to relocate frequently (multiple accounts in different areas, repeatedly joining new waiting lists for treatments, different digital platforms etc in different areas, challenges transferring digital records to new areas).</p>	<p>reflected in our action plan.</p> <p>We can ensure easy read, large font and braille versions of documents and other information is available as well as induction loops for those hard of hearing.</p> <p>Our new HSCP focussed website will offer a wide range of information and clear signposting of our services. Self-referral via the website will be a feature during phase 2 implementation. This will be available 24/7.</p>	
Carers	<p>Carers may benefit from digital solutions that can supplement the caring role such as smart devices in the home, electronic pill dispensers, sensors and wearable devices.-</p> <p>Access to online services</p>	<p>Supplementary digital solutions may cause concern for carers in relation to service users confidence in using solutions and a perception of less human contact.</p>	<p>Wherever possible digital should be a choice. The strategy will focus on embedding and promoting digital solutions with caution ensuring a person-centred approach and</p>	

	for support and advice.		transparency.	
Looked After Children and Care Leavers	Care leavers may benefit from access to a range of digital services which can assist with their transitioning to independent living. These might include apps such as Moodcafe.	Financial constraints may impact on access to devices.	Ensuring health and social care services are inclusive and can be accessed through different routes for example digital, telephone, and face-to-face.	
Privacy (including information security, data protection, and human rights)				No impact. All digital solutions will be delivered by our Partner organisations (NHS Digital and Fife Council Business Technology Solutions) who adhere to national information security and data protection legislation.
Economy	People on low income or from deprived areas may not have access to devices or wifi connectivity.		Ensuring health and social care services are inclusive and can be accessed through different routes for example digital, telephone, and face-to-face.	

- Please record the evidence used to support the impact assessment. This could include officer knowledge and experience,

- research, customer surveys, service user engagement.
- Any evidence gaps can also be highlighted below.

Evidence used	Source of evidence
Input from members of Digital Strategy Working Group	Meeting minutes
Knowledge and experience of Officers	Officers working within the digital space
Engagement with the people of Fife	Participation & Engagement Report
Evidence gaps	Planned action to address evidence gaps

If this proposal will impact on children/young people’s rights either directly or indirectly, please complete Part 3. If this proposal will have no impact on children/young people’s rights please provide an explanation below and continue to Part 5.

A Children’s Rights and Wellbeing Impact Assessment (CRWIA) is required

Part 3 – Children’s Rights & Wellbeing Impact Assessment

Which UNCRC Articles are relevant to the policy/procedure/strategy/practice (Please check Guidance for information)	Article 17 – access to information from the media Article 24 – health and health services
What impact will the policy/procedure/ strategy/practice have on children’s rights?	<input type="checkbox"/> Negative <input checked="" type="checkbox"/> Positive <input type="checkbox"/> Neutral

Will there be different impacts on different groups of children and young people?	The Fife Young Carers Group (YCG) was consulted during our participation and engagement exercise and feedback gathered. As we move forward this group will benefit from more advanced digital solutions offered to support their caring role. These solutions will be specifically defined as the digital workplan evolves and we will ensure the voice of young carers is heard throughout this journey.
What options have you considered to modify the policy/procedure/strategy/practice or mitigate any negative impact?	The digital strategy will not have a negative impact on the rights of children.
How will the policy/procedure/strategy/practice contribute to the wellbeing of children and young people?	An outcome of this strategy will be a digital programme of work and the digital solutions offered as part of this work are likely to benefit the (YCG).
How will the policy/procedure/strategy/practice promote the Rights of the Child?	This strategy promotes the rights of children via Article 17 - access to information from the media, and Article 24 – health and health services.
Have you engaged with children & young people in the development of this policy/procedure/ strategy/practice?	<input checked="" type="checkbox"/> Yes – Please complete Part 4
	<input type="checkbox"/> No – please explain why.

- Please record the evidence used to support the children’s rights and wellbeing impact assessment. This could include demographic information, academic research, service monitoring/inspection reports, user surveys etc. Look at what existing evidence tells you about children and young people’s views and experiences. Identify any gaps in the evidence base and advise how you will address these.

Evidence used	Source of evidence
Feedback from Fife Young Carers group	Face-to-face interviews
Evidence gaps	Planned action to address evidence gaps

Part 4 – Children’s Rights & Wellbeing – Engagement and Participation of Children and Young People

Engagement and participation with children and young people should incorporate the 7 golden rules of participation. Please tell us how you made sure these were followed during participation and engagement.

1.	Understand my rights	How did you ensure that the child/children or young people had an understanding about their rights? Prior to the engagement session the participation and engagement (P&E) team verbally informed the group of young people that they had a right to choose to participate in the activity or not. They were also informed that they could withdraw at any point.
2.	A chance to be involved	Did children and young people understand the project, and what is being asked of them How did you ensure that all communication was accessible? How did you meet the needs of all children and young people taking part? To ensure the communication was accessible, 2 members of P&E visited the Young Carers Group (YCG) in person. Feedback was gathered by way of informal conversations. This ensured the young people were in a familiar environment and that they felt safe and comfortable. The staff explained to the young people what they project was about and informed them that they would ask a series of questions which they could choose to either answer or not. The group of young people were informed that they can add to their thoughts after the session via the Staff at the Young carers centre, staff had a contact detail to contact the project team if it was required.
3.	Remember it’s my choice	How did you make sure you gave children and young people choices? The young people were informed about their rights to participate in the conversation as well as not; the staff also spoke about their right of withdrawal from the session at any time should they feel they no longer wished to participate. Staff were made aware that should young people wish to withdraw their contribution that there was an option to do so by contacting the project team.

4.	Value Me	How did you make sure that children and young people know their views have been taken seriously and have made an impact?
The staff explained that the views of the young people would be taken into consideration, and they would be used within a participation and engagement report which would be shared with the group.		
5.	Support Me	How did you identify and overcome any barriers to participation?
To ensure the session was accessible to all, the P&E team liaised with staff at the YCG to plan the session around the needs of all in attendance. At the session, the YCG staff facilitated the conversation to ensure everyone had an equal opportunity to contribute.		
6.	Work Together	How well did working together achieve aims of participation?
Staff from the P&E team and the YCG worked together to plan and deliver a session which fitted the needs of the young people in attendance. This gave them the opportunity to give their views and feel heard.		
7.	Keep in Touch	What have you planned to ensure that children & young people are informed of the outcome/decision?
The report is available on the website and was shared with staff from YCG.		
What impact has the engagement/participation made?		
Removing barriers to participation and focusing on the specific needs of this community of young people has ensured their voices have been heard albeit they are often considered to be one of the hardest groups to reach and engage with. This has ensured our digital strategy is representative of the needs of all those living in fife.		

Part 5: Recommendations and Sign Off

(Recommendations should be based on evidence available at the time and aim to mitigate negative impacts or enhance positive impacts on any or all of the protected characteristics).

Recommendation	Lead Person	Timescale
1.		
2.		
3.		
4.		
5.		

By signing off the EqIA including CRWIA, you are agreeing that the EqIA including CRWIA represents a thorough and proportionate analysis of the policy based on evidence listed above and there is no indication of unlawful practice, and the recommendations are proportionate.

Date completed: 31/05/2024	Date sent to Compliance Team: 18/06/2024 FOI.IJB@fife.gov.uk
Senior Officer Name: Eileen Duncan	Designation: Programme Manager

FOR COMPLIANCE TEAM ONLY

EqIA Ref No.	2024.007
Date checked and initials	18/06/24