

**ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD**

**EQUALITY IMPACT ASSESSMENT  
Performance Citizen's Portal**

**Essential information**

**Items to be assessed: (please mark 'x')**

<b>Strategy</b>		<b>Policy</b>		<b>Plan</b>		<b>Project</b>		<b>Service/Procedure</b>	X
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<b>Responsible officer</b>	Rachel Kinniburgh	<b>Service area</b>	Strategy	<b>Directorate</b>	Governance, Law and Strategy
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<b>Stage 1: EqIA Screening (mandatory)</b>	07 Jul-21 Updated 23 Jan-22	<b>Stage 2 : Full assessment (if applicable)</b>	Not applicable
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**Approved by Head of Service / Overseeing group/body / Project Sponsor:**

*"I am satisfied that an equality impact has been undertaken adequately."*

**Signed by (print):** Rebecca Hatch (signed electronically)

**Dated:** 17 March, 2022

# ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

## EQUALITY IMPACT ASSESSMENT Performance Citizen's Portal

### Guidance notes

#### What is an EqlA and why do we need to do it?

The Equality Act 2010 places a 'General Duty' on all public bodies to have 'due regard' to:

- Eliminating discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advancing equality of opportunity between those with 'protected characteristics' and those without them.
- Fostering good relations between those with 'protected characteristics' and those without them.

EqlAs are a systematic way of taking equal opportunities into consideration when making a decision, and should be conducted when there is a new or reviewed strategy, policy, plan, project, service or procedure in order to determine whether there will likely be a detrimental and/or disproportionate impact on particular groups, including those within the workforce and customer/public groups. All completed EqlA Screenings are required to be publicly available on the council's website once they have been signed off by the relevant Head of Service or Strategic/Policy/Operational Group or Project Sponsor.

#### What are the "protected characteristics" under the law?

The following are protected characteristics under the Equality Act 2010: age; disability (including physical, learning and mental health conditions); gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

#### What's the process for conducting an EqlA?

The process for conducting an EqlA is set out at the end of this document. In brief, a Screening Assessment should be conducted for every new or reviewed strategy, policy, plan, project, service or procedure and the outcome of the Screening Assessment will indicate whether a Full Assessment should be undertaken.

#### Openness and transparency

RBWM has a 'Specific Duty' to publish information about people affected by our policies and practices. Your completed assessment should be sent to the Strategy & Performance Team for publication to the RBWM website once it has been signed off by the relevant manager, and/or Strategic, Policy, or Operational Group. If your proposals are being made to Cabinet or any other Committee, please append a copy of your completed Screening or Full Assessment to your report.

#### Enforcement

Judicial review of an authority can be taken by any person, including the Equality and Human Rights Commission (EHRC) or a group of people, with an interest, in respect of alleged failure to comply with the general equality duty. Only the EHRC can enforce the specific duties. A failure to comply with the specific duties may however be used as evidence of a failure to comply with the general duty.

#### Stage 1 : Screening (Mandatory)

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#### Performance Citizen's Portal

#### 1.1 What is the overall aim of your proposed strategy/policy/project etc and what are its key objectives?

The overall aim is to launch a new web-based portal ("Citizen's Portal") through which council performance against its agreed performance management framework will be available for scrutiny by the public. The Citizen's Portal aims to improve access to data and wider information on the council's performance and progress in delivering the Corporate Plan goals.

The portal is an accessory feature of the InPhase system, a longstanding system used by the council for internal performance management and reporting, and the Portal has been purchased as a means of supporting the following objective: *Improve transparency and accountability to Elected Members, the public and stakeholders on delivery against the Corporate Plan goals, ongoing service delivery performance and delivery of major programmes.*

The Portal is cloud-hosted by InPhase and is a third-party online site which will provide interactive functionality for the public to drill-down into reported KPIs and explore performance trends.

#### 1.2 What evidence is available to suggest that your proposal could have an impact on people (including staff and customers) with protected characteristics?

Consider each of the protected characteristics in turn and identify whether your proposal is Relevant or Not Relevant to that characteristic.

If Relevant, please assess the level of impact as either High / Medium / Low and whether the impact is Positive (i.e. contributes to promoting equality or improving relations within an equality group) or Negative (i.e. could disadvantage them).

Please document your evidence for each assessment you make, including a justification of why you may have identified the proposal as "Not Relevant".

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Protected characteristic	Relevance	Level	Positive / Negative	Evidence
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Age	Relevant	Low	Negative	<p>Latest available ONS Mid-Year Estimates (2020) estimate the local population to be 151,273. In general, Windsor and Maidenhead enjoys longer life expectancy and healthy lives. Life expectancy at birth is 81.8yrs for males and 84.7yrs for females (2018-20 ONS) in Windsor and Maidenhead. This is higher than both the South East and England averages.</p> <p>The population is both growing and ageing and is projected to be 155,317 in 2043. The estimated broad age range is:</p> <ul style="list-style-type: none"> <li>• 20.2% aged 0-15yrs in 2020, <i>projected to fall to 17.4% by 2043</i></li> <li>• 61% aged 16-64yrs in 2020, <i>projected to fall to 56.1% by 2043</i></li> <li>• 18.9% aged 65+yrs in 2020, <i>projected to rise to 26.5% by 2043.</i></li> </ul> <p><b>Age-related sight loss:</b> The Royal National Institute of Blind People (RNIB) acknowledges that sight loss is linked to age. The RNIB provides the following age profile estimates in relation to people living with sight loss in Windsor and Maidenhead:</p> <ul style="list-style-type: none"> <li>• 960 aged 18-64yrs</li> <li>• 930 aged 65-74yrs</li> <li>• 1,440 aged 75-84yrs</li> <li>• 1,950 aged 85yrs+</li> </ul> <p><i>Reference: <a href="#">RNIB Sight Loss Data Tool</a>. Published 2021, version 4.3.</i></p> <p><b>General:</b> It is also acknowledged that some citizens of advanced years may potentially be unable to access the Portal without assistance, due to a higher proportion of digital exclusion within older age groups.</p> <p><b>Mitigations:</b> Mitigation of impact is outlined in the “Outcome, action and public reporting” section of this EqiA.</p>
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Protected characteristic	Relevance	Level	Positive / Negative	Evidence
<b>Disability</b>	Relevant	Low	Negative	<p>There are 14.1 million disabled people in the UK. 8% of children are disabled, 19% of working age adults are disabled and 46% of pension age adults are disabled (Source: <a href="#">Family Resources Survey 2019-20</a>). At a local level, in 2020 an estimated 5.131 people aged 18-64yrs have impaired mobility and an estimated 2.129 people aged 18-64yrs have a learning disability.</p> <p><b>Sight loss:</b> The Royal National Institute of Blind People (RNIB) acknowledges that more than 2 million people are estimated to be living with sight loss in the UK. In Windsor and Maidenhead, there are an estimated 5,330 people living with sight loss, including approx. 4,610 people living with partial sight and 720 living with blindness (<i>please note that these figures include people whose vision is better than the levels that qualify for registration, but that still has a significant impact on their daily life (e.g. not being able to drive)</i>). This is expected to increase to 5,800 by 2025 and 6,460 by 2030 (an estimated 21% increase between 2021 and 2030). Overall, the estimated prevalence of sight loss is higher in Windsor and Maidenhead (3.5%) compared to the average for England (3.2%). <i>Reference: <a href="#">RNIB Sight Loss Data Tool</a>. Published 2021, version 4.3.</i></p> <p><b>Hearing impairment:</b> The RNIB estimates that 16,700 people in Windsor and Maidenhead have a moderate or severe hearing impairment, and 380 people have a profound hearing impairment. <i>Reference: <a href="#">RNIB Sight Loss Data Tool</a>. Published 2021, version 4.3.</i></p> <p><b>Mitigations:</b> Mitigation of impact is outlined in the “Outcome, action and public reporting” section of this EqiA.</p>

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Protected characteristic	Relevance	Level	Positive / Negative	Evidence
<b>Gender re-assignment</b>	Relevant	Not applicable	Not applicable	There is no evidence to suggest any impact on this protected characteristic.
<b>Marriage/civil partnership</b>	Not relevant	Not applicable	Not applicable	There is no evidence to suggest any impact on this protected characteristic.
<b>Pregnancy and maternity</b>	Relevant	Not applicable	Not applicable	There is no evidence to suggest any impact on this protected characteristic.
<b>Race</b>	Relevant	Low	Negative	The RNIB acknowledges that people from different ethnic background are at greater risk of some of the leading causes of sight loss. Windsor and Maidenhead has a lower proportion of people from minority ethnic groups (14%) compared to England (15%). <i>Reference: <a href="#">RNIB Sight Loss Data Tool</a>. Published 2021, version 4.3.</i>
<b>Religion and belief</b>	Not relevant	Not applicable	Not applicable	There is no evidence to suggest any impact on this protected characteristic.
<b>Sex</b>	Not relevant	Not applicable	Not applicable	There is no evidence to suggest any impact on this protected characteristic.
<b>Sexual orientation</b>	Not relevant	Not applicable	Not applicable	There is no evidence to suggest any impact on this protected characteristic.

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Additional considerations:

Protected characteristic	Relevance	Level	Positive / Negative	Evidence
<b>Socio-economics</b>	Relevant	Low	Negative	<p><b>Sight-loss:</b> The RNIB acknowledges that people living in more deprived areas are at a greater risk of sight loss. Windsor and Maidenhead has a score of 8.4 on the Index of Multiple Deprivation (2019), meaning it is amongst the least deprived areas in the country. There are, however, known pockets of higher deprivation within the borough.</p> <p><b>Digital poverty:</b> It is acknowledged that any citizen who has limited internet/digital access may be impacted. There is currently no definitive data available in relation to digital poverty, however once available this EqIA will be updated and reviewed. Mitigation of impact is outlined in the “Outcome, action and public reporting” section of this EqIA.</p>

Outcome, action and public reporting

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<b>Screening Assessment Outcome</b>	<b>Yes / No / Not at this stage</b>	<b>Further Action Required / Action to be taken</b>	<b>Responsible Officer and / or Lead Strategic Group</b>	<b>Timescale for Resolution of negative impact / Delivery of positive impact</b>
<p><b>Was a significant level of negative impact identified?</b></p>	<p>No</p>	<p>All due diligence is being taken with regard to aesthetic design of the Citizens Portal (e.g. colour contrasts) and the Axe DevTools Web Accessibility checker is being used to help identify accessibility issues for resolution. Issues within RBWM's control to resolve as far as design is concerned will be resolved by the launch date of 4 April. Issues within InPhase (third-party) control to resolve will be managed through a shared action plan.</p> <p>An Accessibility Statement will be published alongside the Citizens Portal in conjunction with InPhase Ltd and in line with the requirement under The Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018 to do so. Performance reports will be published to the RBWM website in an alternative accessible format (PDF) to ensure that the information contained in the Citizens Portal is available where required.</p> <p>For individuals who are unable to access the Portal without assistance or where any citizen has limited internet/digital access: in such instances assistance can be sought from staff or volunteers within libraries to access the portal via digital facilities in RBWM libraries. A hard copy of the alternative format performance reports can also be made available from the Strategy, Policy and Performance Team on request.</p>	<p>Rachel Kinniburgh</p>	<p>4 April 2022 and ongoing thereafter</p>

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<b>Screening Assessment Outcome</b>	<b>Yes / No / Not at this stage</b>	<b>Further Action Required / Action to be taken</b>	<b>Responsible Officer and / or Lead Strategic Group</b>	<b>Timescale for Resolution of negative impact / Delivery of positive impact</b>
<b>Does the strategy, policy, plan etc require amendment to have a positive impact?</b>	No	No	Not applicable	Not applicable

If you answered **yes** to either / both of the questions above a Full Assessment is advisable and so please proceed to Stage 2. If you answered "No" or "Not at this Stage" to either / both of the questions above please consider any next steps that may be taken (e.g. monitor future impacts as part of implementation, re-screen the project at its next delivery milestone etc).

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