

Equality Impact Assessment (EQIA)

The Equality Impact Assessment (EQIA) form is a template for analysing a policy or proposed decision for its potential effects on individuals with protected characteristics covered by the Equality Act 2010.

The council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not

The three parts of the duty apply to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

1. Responsibility for the Equality Impact Assessment

Name of proposal:	Adoption of a Digital Inclusion Policy and Roadmap
Service Area:	Digital Services
Officer Completing Assessment:	Gwynneth Young
Equalities Advisor:	Diptasri Basu
Cabinet meeting date (if applicable):	10 March 2026
Director/Assistant Director	Taryn Eves

2. Executive summary

- The policy proposal, its aims and objectives, the decision in consideration. Please focus on **the change** that will result from this decision.
- Results of the analysis: potential positive and negative equality impacts
- Mitigations that will be taken to minimise negative equality impacts (if relevant)
- Next steps (this may include: if/when the EQIA will be refreshed, planned consultation, future stages of the project).

The goal of the Digital Inclusion Policy and Roadmap is to bridge the digital divide in Haringey and to address the growing risk of exclusion as services increasingly move online.

Digital exclusion deepens existing inequalities especially for older people, people with language barriers, and vulnerable residents, particularly those who are socioeconomically deprived. The impact of digital exclusion on educational attainment, reduces an individual's chance of gaining the essential digital skills needed for employment. Gaps in digital literacy restrict access to preventative healthcare, which disproportionately affects those with long term health conditions or disabilities.

All of these disadvantages will be reduced by improving levels of digital inclusion for our residents.

3. Consultation and engagement

3a. [How will consultation and/or engagement inform your assessment of the impact of the proposal on protected groups of residents, service users and/or staff? Detail how your approach will facilitate the inclusion of protected groups likely to be impacted by the decision.](#)

Development of the policy has been informed by consultation with relevant services, GP Federation / NHS and VCS providers. Evolving and widening these relationships will enable the Digital Inclusion team to monitor positive or negative responses to digital inclusion initiatives as well as feed back from any residents directly participating in or impacted by these initiatives.

3b. [Outline the key findings of your consultation / engagement activities once completed, particularly in terms of how this relates to groups that share the protected characteristics](#)

We will be continuously using feedback, whether positive or negative, to inform and develop our activities. This will include feedback from a range of communities who may share protected characteristics but as digital inclusion is for all residents, it is not limited to specific groups.

4. Data and Impact Analysis

Note: officers may want to complement their analysis with data from the State of the Borough and ward profiles, found here: <https://www.haringey.gov.uk/local-democracy/about-council/state-of-the-borough>.

Please consider how the proposed change will affect people with protected characteristics.

4a. Age Data

Borough Profile¹

- 54,422: 0-17 (21%)
- 71,660: 18-34 (27%)
- 63,930: 35-49 (24%)
- 46,516: 50-64 (18%)
- 27,706: 65+ (10%)

Target Population Profile

The Digital Inclusion Policy and Roadmap targets all residents experiencing digital exclusion which includes children and young people, working age and elderly residents.

What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

- An overall increase in the number of residents accessing council services through digital channels
- Residents Survey responses illustrating % breakdown by age of residents not accessing digital channels
- Outcomes of formal and informal engagements with community groups, schools, faith organisations, and service users

Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal as a result of a need related to their protected characteristic?

Disproportionate impact due to overrepresentation

The key objective of the Digital Inclusion Policy and Roadmap is to improve digital access for all sectors of the population. The positive impact would be relevant to all ages.

Disproportionate impact due to age-related needs

The digital inclusion needs of young people include access to devices and data to enable them to use online education resources, and improving awareness of how to be safe online.

Digital upskilling for working age residents will positively impact their job prospects. Older people who may be struggling to use digital technology will have improved access through skills training and wider availability of devices and connectivity.

Potential Impacts

¹ Census, 2021 – [Population and household estimates, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/population-and-household-estimates)

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

The Digital Inclusion Policy and Roadmap will have a positive impact on equalities within the borough and achieve lasting impact within communities, by providing more equitable access to digital services for all our residents.

Digital exclusion both leads to, and is compounded by, existing inequalities. This particularly impacts already vulnerable groups e.g. older residents, those with a long-term illness or disability and those experiencing financial deprivation.

Not being able to get online impacts educational attainment, and affects the individual's chance of acquiring the digital skills which are now considered essential by many employers. This can lead to difficulties finding employment, especially higher-paid roles.

The Digital Inclusion Roadmap will create significant benefits in terms of improved economic circumstances, better prospects for education & jobs, and access to healthcare & wellbeing resources. Being digitally included supports people to fully participate in society and feel empowered.

4b. Disability

Data

Borough Profile

- Disabled under Equality Act – 13.7%²
 - Day to day activities limited a lot – 6.1%
 - Day to day activities limited a little – 7.5%
- 7.5% of residents diagnosed with depression³
- 1.7% of residents diagnosed with a severe mental illness⁴
- 0.4% of people in Haringey have a learning disability⁵

Target Population Profile

The Digital Inclusion Policy and Roadmap targets all residents experiencing digital exclusion which includes residents with a long-term health condition or disability.

What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

² Census, 2021 – [Disability, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/disabilityandlongtermhealth/bulletins/disabilityinenglandandwales/2021)

³ NHS Quality Outcomes Framework – [Prevalence of diagnosed depression among GP registered population age 18+](https://www.nhs.uk/quality-improvement/quality-outcomes-framework/prevalence-of-diagnosed-depression-among-gp-registered-population-age-18/)

⁴ NHS Quality Outcomes Framework – [Prevalence of diagnosed mental health diagnosis among GP registered population age 18+](https://www.nhs.uk/quality-improvement/quality-outcomes-framework/prevalence-of-diagnosed-mental-health-diagnosis-among-gp-registered-population-age-18/)

⁵ PHE Learning disability profiles – <https://fingertips.phe.org.uk/learning-disabilities#page/0/gid/1938132702/pat/6/par/E12000007/ati/102/are/E09000014>

- Residents Survey responses illustrating % of residents who report having a long-term illness or disability and not accessing council services through digital channels
- Outcomes of formal and informal engagements with community groups, schools, faith organisations, and service users

Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

Disproportionate impact due to overrepresentation

Having a long-term health condition or disability is one of the higher risk factors for digital exclusion. The Digital Inclusion Policy and Roadmap aims to improve digital accessibility by raising awareness of assistive technology among officers who are in face-to-face contact with residents and community / voluntary organisations working with this group.

Disproportionate impact due to disability-related needs

Increased awareness and wider uptake of assistive technology will be of particular benefit to people with disability-related needs.

Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

The Digital Inclusion Policy and Roadmap will have a positive impact on equalities for this group as it will facilitate better use of digital aids and assistive technology.

4c. Gender Reassignment

Data

Borough Profile⁶

- Gender Identity different from sex registered at birth but no specific identity given – 0.5%
- Trans woman – 0.1%
- Trans man - 0.1%

Target Population Profile

N/A

⁶ Census, 2021 – [Gender identity, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

N/A

Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

No. Gender reassignment is not anticipated as having a correlation to digital inclusion / exclusion by virtue of the protected characteristic.

Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

There is no direct impact to gender identity in the context of digital inclusion.

4d. Marriage and Civil Partnership

Note: Only the first part of the equality duty (“*Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act*”) applies to this protected characteristic.

Data

Borough Profile ⁷

- Divorced or formerly in a same-sex civil partnership which is now legally dissolved: (9.9%)
- Married or registered civil partnership: (35.8%)
- Separated (but still legally married or still legally in a same-sex civil partnership): (2.9%)
- Single (never married or never registered a same-sex civil partnership): (45.3%)
- Widowed or surviving partner from a same-sex civil partnership: (6.1%)

Target Population Profile

N/A

⁷ Census, 2021 – [Marriage and civil partnership status in England and Wales - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk)

What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

N/A

Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

No. Marital status is not anticipated as having a correlation to digital inclusion / exclusion by virtue of the protected characteristic.

Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

There is no direct impact of marital status in the context of digital inclusion.

4e. Pregnancy and Maternity

Note⁸:

- Pregnancy is the condition of being pregnant or expecting a baby.
- Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

Data

Borough Profile ⁹

Live Births in Haringey 2021: 3,376

Target Population Profile

N/A

What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

N/A

⁸ Equality and Human Rights Commission, 2022 – [Pregnancy and maternity discrimination](#).

⁹ Births by Borough (ONS)

Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

No. Pregnancy and Maternity is not overrepresented in the context of digital inclusion or exclusion

Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

There is no direct impact to pregnancy and maternity in the context of digital inclusion but improving every individual's ability to access online information could have a positive impact on health outcomes.

4f. Race

In the Equality Act 2010, race can mean ethnic or national origins, which may or may not be the same as a person's current nationality.¹⁰

Data

Borough Profile ¹¹

Arab: 1.0%

- Any other ethnic group: 8.7%

Asian: 8.7%

- Bangladeshi: 1.8%
- Chinese: 1.5%
- Indian: 2.2%
- Pakistani: 0.8%
- Other Asian: 2.4%

Black: 17.6%

- African: 9.4%
- Caribbean: 6.2%
- Other Black: 2.0%

Mixed: 7.0%

- White and Asian: 1.5%

¹⁰ [Race discrimination | Equality and Human Rights Commission \(equalityhumanrights.com\)](https://www.equalityhumanrights.com/en/our-work/anti-discrimination-law/race-discrimination)

¹¹ Census 2021 - [Ethnic group, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/ethnicityandnationality/bulletins/census2021/ethnicgroup)

- White and Black African: 1.0%
- White and Black Caribbean: 2.0%
- Other Mixed: 2.5%

White: 57.0% in total

- English/Welsh/Scottish/Norther Irish/British: 31.9%
- Irish: 2.2%
- Gypsy or Irish Traveller: 0.1%
- Roma: 0.8%
- Other White: 22.1%

Target Population Profile

The Digital Inclusion Policy and Roadmap does not specifically target any particular ethnic or national group.

What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

N/A

Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

While there might be intersectional risks for some ethnic or national groups of not having English as a first language or potential socio-economic deprivation correlated with certain protected characteristics, it is not anticipated that there will be a direct correlation with digital exclusion. However, where such existing relationships emerge, the strategy will seek to mitigate the disproportionate impacts (see the following section).

Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

Where residents do not have English as a first language, digital upskilling will enable them to use the automated translation functions embedded in the majority of devices and/or web browsers.

On the Council's own website there is already a translation function available at the bottom of each page and the content is written in plain English so in-browser translation apps are more likely to be able to translate the content accurately.

Improving any digitally excluded resident's ability to access online information is likely to have a positive impact on their educational, employment, financial, health and welfare outcomes.

4g. Religion or belief

Data

Borough Profile ¹²

- Christian: 39%
- Buddhist: 0.9%
- Hindu: 1.3%
- Jewish: 3.6%
- Muslim: 12.6%
- No religion: 31.6%
- Other religion: 2.3%
- Religion not stated: 8.0%
- Sikh: 0.3%

Target Population Profile

N/A

What data will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

One of our Digital Inclusion Principles is ensuring digital content is sensitive to the diverse needs and challenges of people from a wide range of backgrounds, cultures and religions or beliefs. We will work with community organisations and faith forums to understand cultural sensitivities which will inform decisions on improving our digital services.

We understand that people from certain religious backgrounds may choose to be offline, or they might only go online for work. Our emphasis is on enabling residents to go online by choice, and we recognise that in some cases the best way to communicate important messages will be via offline sources e.g. print media.

Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

¹² Census, 2021 – [Religion, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk)

Improving residents' access to online information is likely to have an overall positive impact. By helping to reduce digital gaps and improving relative participation in public life, the policy seeks to enhance relationships between groups with protected characteristics and those who do not share these characteristics.

4h. Sex

Data

Borough profile ¹³

- Females: (51.8%)
- Males: (48.2%)

Target Population Profile

The Digital Inclusion Policy and Roadmap is targeting all residents

What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

N/A

Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

Sex isn't generally considered a risk factor for digital exclusion

Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

Improving digital access to online information is likely to have a positive impact on health and welfare outcomes for people of both sexes.

4i. Sexual Orientation

Data

Borough profile ¹⁴

- Straight or heterosexual: 83.4%
- Gay or Lesbian: 2.7%
- Bisexual: 2.1%

¹³ Census 2021 – [Gender identity: age and sex, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/ethnicityandnationality/bulletins/genderidentityageandsexenglandandwales/2021)

¹⁴ Census, 2021 – [Sexual orientation, England and Wales - Office for National Statistics \(ons.gov.uk\)](https://www.ons.gov.uk/peoplepopulationandcommunity/ethnicityandnationality/bulletins/sexualorientationenglandandwales/2021)

- All other sexual orientations: 0.8%
- Not answered: 11.0%

Target Population Profile

N/A

What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?

N/A

Detail the findings of the data.

- a) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?
- b) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?

Sexual orientation isn't generally considered a risk factor for digital exclusion.

Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

Improving digital access to online information is likely to have a positive impact on health and welfare outcomes for people regardless of sexual orientation.

4j. Socioeconomic Status

Data

Borough profile

Income

- 6.9% of the population of Haringey were claiming unemployment benefit as of April 2023¹⁵
- 19.6% of residents were claiming Universal Credit as of March 2023¹⁶
- 29.3% of jobs in Haringey are paid below the London Living Wage¹⁷

Educational Attainment

¹⁵ ONS – [ONS Claimant Count](#)

¹⁶ DWP, StatXplore – [Universal Credit statistics, 29 April 2013 to 9 March 2023 - GOV.UK \(www.gov.uk\)](#)

¹⁷ ONS – [Annual Survey of Hours and Earnings \(ASHE\) - Estimates of the number and proportion of employee jobs with hourly pay below the living wage, by work geography, local authority and parliamentary constituency, UK, April 2017 and April 2018 - Office for National Statistics](#)

- Haringey ranks 25th out of 32 in London for GCSE attainment (% of pupils achieving strong 9-5 pass in English and Maths)¹⁸
- 3.7% of Haringey's working age population had no qualifications as of 2021¹⁹
- 5.0% were qualified to level one only²⁰

Area Deprivation

Haringey is the 4th most deprived in London as measured by the IMD score 2019. The most deprived LSOAs (Lower Super Output Areas, or small neighbourhood areas) are more heavily concentrated in the east of the borough, where more than half of the LSOAs fall into the 20% most deprived in the country.²¹

Target Population Profile

One of the key barriers to digital inclusion is the cost of devices, data and connectivity. The Digital Inclusion Policy and Roadmap will address this through initiatives to recycle digital devices, raise awareness of discount broadband tariffs and distribute free data SIMs.

Improving digital access will result in better educational outcomes, improved employment prospects, and higher financial resilience for residents who are currently digitally excluded.

[What data sources will you use to inform your assessment of the impact of the proposal on people under this protected characteristic?](#)

Qualitative data from residents on the positive impact of receiving devices and data or being able to access cheaper broadband, along with quantitative data on the volume of devices and SIMs distributed and the number of residents attending digital financial skills sessions when these become available.

[Detail the findings of the data.](#)

- [a\) Might members of this group be disproportionately affected by the proposal due to overrepresentation? How does this compare with the wider demographic profile of the Borough?](#)
- [b\) Might members of this group be disproportionately affected by this proposal by dint of a need related to their protected characteristic?](#)

Recent research from Cebr (Centre for Economics and Business Research) commissioned by the Good Things Foundation indicates that for every £1 invested in digital skills training, £9.48 is gained throughout the economy.

Becoming more digitally included will have a positive impact for residents' income and financial stability and benefit the borough as a whole. People are likely to enter the

¹⁸ DfE – [GCSE attainment and progress 8 scores](#)

¹⁹ LG Inform – [Data and reports | LG Inform \(local.gov.uk\)](#)

²⁰ LG Inform – [Data and reports | LG Inform \(local.gov.uk\)](#)

²¹ IMD 2019 – [English indices of deprivation 2019 - GOV.UK \(www.gov.uk\)](#)

workforce as a direct result of gaining digital skills. Those who are employed and receive digital skills training, are likely to see a resulting earnings increase.

Potential Impacts

- Consider whether the proposed policy/decision will have positive, neutral, or negative impacts (including but not limited to health impacts).

The benefit of digital inclusion for residents who are socioeconomically deprived can be significant.

- Many routes to apply for financial support, including Universal Credit, are now online only.
- Digital skills enable people to manage their expenses and improve their financial stability using online banking and budgeting tools.
- Those who achieve a basic level of digital skill can achieve savings as a result of being able to access better deals, special discounts and the lowest energy costs.

5. Key Impacts Summary

5a. Outline the key findings of your data analysis.

Many people face multiple, intersectional barriers to digital inclusion. The most common risks are:

- Older people, especially those living alone
- People with a long-term illness or disability
- Unemployed people and those on low incomes
- People with low proficiency in English

Analysis undertaken In July 2024 of the scale of these four barriers faced by Haringey residents found that approx. 65.9% present none of these, 23.1% present one barrier and are likely to need some level of assistance, and 11% present more than one, suggesting they will need significant assistance.

5b. Intersectionality

- Many proposals will predominantly impact individuals who have more than one protected characteristic, thereby transforming the impact of the decision.
- This section is about applying a systemic analysis to the impact of the decision and ensuring protected characteristics are not considered in isolation from the individuals who embody them.
- Please consider if there is an impact on one or more of the protected groups? Who are the groups and what is the impact?

Digital divides reflect and amplify existing social, cultural and economic inequalities. Digital challenges especially affect young people in education, older

people, those who do not have English as a first language, unemployed people or those on low incomes, and people with long-term health conditions and disabilities.

5c. Data Gaps

Based on your data are there any relevant groups who have not yet been consulted or engaged? Please explain how you will address this

It can be difficult to engage with digitally excluded residents using online channels. However, the Digital Inclusion team is actively working with community groups, faith groups and others to reach digitally excluded resident through existing networks.

At this stage no large-scale engagement is planned specifically relating to digital exclusion but the Digital Inclusion Roadmap proposes the introduction of a Digital inclusion Fair which will involve council services, partners, and other groups offering support in order to reach many more digitally excluded residents.

6. Overall impact of the policy for the Public Sector Equality Duty

Summarise the key implications of the decision for people with protected characteristics.

In your answer, please consider the following three questions:

- [Could the proposal result in any direct/indirect discrimination for any group that shares the relevant protected characteristics?](#)

No evidence has been found that implementation of the Digital Inclusion Policy & Roadmap will result in direct or indirect discrimination for any group that shares the relevant protected characteristics

- [Will the proposal help to advance equality of opportunity between groups who share a relevant protected characteristic and those who do not?](#)

The proposal will support better educational and employment prospects, improved economic circumstances, and better access to health and wellbeing resources and support, It will advance equality of opportunity between all residents who are currently digitally excluded and those who are able to access digital support.

- [Will the proposal help to foster good relations between groups who share a relevant protected characteristic and those who do not?](#)

Yes, the Digital Inclusion Policy and Roadmap will promote social cohesion and community participation.

The overall impact of the Digital Inclusion Policy and Roadmap has a strong focus on equality and inclusion and was developed with the explicit goal of reducing barriers to digital access and enabling all residents to reap the benefits of being able to interact digitally.

7. Amendments and mitigations

7a. What changes, if any, do you plan to make to your proposal because of the Equality Impact Assessment?

Further information on responding to identified impacts is contained within accompanying EQIA guidance

Please delete Y/N as applicable

No major change to the proposal: the EQIA demonstrates the proposal is robust and there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken. If you have found any inequalities or negative impacts that you are unable to mitigate, please provide a compelling reason below why you are unable to mitigate them **Yes**

The EQIA demonstrates the proposed Policy and Roadmap will have an overall benefit for digitally excluded residents and a consequent positive impact on equalities, especially for the young, the elderly, those with long-term health conditions or disabilities and the socio-economically deprived.

Adjust the proposal: the EQIA identifies potential problems or missed opportunities. Adjust the proposal to remove barriers or better promote equality. Clearly set out below the key adjustments you plan to make to the policy. If there are any adverse impacts you cannot mitigate, please provide a compelling reason below

At this stage no negative impacts have been identified. Ongoing engagement and monitoring will inform whether new guidance or emerging technologies would promote better equality. If this circumstance arises an assessment whether it would be practical and affordable to implement new initiatives will be undertaken.

Stop and remove the proposal: the proposal shows actual or potential avoidable adverse impacts on different protected characteristics. The decision maker must not make this decision.

At this stage no negative impacts have been identified that would necessitate removing the policy

7b. What specific actions do you plan to take to remove or mitigate any actual or potential negative impact and to further the aims of the Equality Duty?

We do not anticipate the proposal will have any actual or potential negative impact for residents and the benefits to residents of implementing the policy are significant.

Lead officer: Gwynneth Young

Timescale: Ongoing

Please outline any areas you have identified where negative impacts will happen because of the proposal, but it is not possible to mitigate them.

Please provide a complete and honest justification on why it is not possible to mitigate this:

At this stage no negative impacts have been identified

7. Ongoing monitoring

Summarise the measures you intend to put in place to monitor the equalities impact of the proposal as it is implemented.

- **Who will be responsible for the monitoring?**
The Digital Inclusion team will be responsible for monitoring the impacts of the Digital Inclusion Policy and Roadmap in collaboration with the Strategic Data and BI team and partners involved in delivery of the Roadmap (e.g. Haringey Learns, VCS providers, NHS partners, corporate sponsors)
- **What the type of data needed is and how often it will be analysed.**
Quantitative data on uptake of services via digital channels such as transaction volumes will be monitored. Data from the Residents Survey will be analysed as often as it becomes available (currently every two years).
- **When the policy will be reviewed and what evidence could trigger an early revision**
An early revision may be triggered by feedback from community-led forums or delivery partners, new local or national data, major changes to or revision of the Government Digital Inclusion Action Plan
- **How to continue to involve relevant groups and communities in the implementation and monitoring of the policy?**
Partnerships with VCS providers, community groups and services involved in delivery of the Roadmap will be developed on a continuous basis

Date of EQIA monitoring review: 26 January 2026

8. Authorisation

EQIA approved by (Assistant Director/ Director) **Taryn Eves**

Date **2 February 2026**

9. Publication

Please ensure the completed EQIA is published in accordance with the Council's policy.

Please contact the Policy & Strategy Team for any feedback on the EQIA process.