

SSA EQUALITY IMPACT AND NEEDS ANALYSIS

Directorate	Chief Executive's Group
Service Area	Insight and Analytics
Service/policy/function being assessed	Wandsworth Data and Analytics Strategy
Which borough (s) does the service/policy apply to	Wandsworth
Staff involved	Anna Humpleby, Salman Klar, Clare O'Connor
Date approved by Directorate Equality Group (if applicable)	
Date approved by Policy and Review Manager All EINAs must be signed off by the Policy and Review Manager	08/03/21
Date submitted to Directors' Board	25/03/21

SUMMARY

Please summarise the key findings of the EINA.

The Wandsworth Data and Analytics Strategy does not relate to a particular service or user group, as it will be an organisation-wide strategy which will have an impact across all service areas, both in the way that we work and the services we deliver to residents. For the purposes of this EINA, we have therefore considered the borough population for each of the protected groups.

Key findings of this EINA in relation to the borough population include:

- Wandsworth has a relatively young population, with the largest proportion of the population aged 25-39 (35.6%). However there is a notable proportion of 60+ (13.1%), who may be more susceptible to fall behind when faced with technological developments and digitalisation of services.
- The borough has a large proportion of residents who are BAME (29.9%). Nationally there is a link between ethnicity and deprivation, so there needs to be mitigating measures to ensure advancements in data and analytics do not enhance existing gaps.
- There are gaps in our data, either because it isn't collected at all, or it isn't collected in a standard format or stored in a way that can easily be shared with others. The strategy will aim to minimise data gaps through creating standardisation across data collection, storage, analysis, and communication. Gaps around equality characteristics are something that will be considered as part of this.

Likely positive impacts of the strategy include:

- A better understanding of the local population and the need/demand within the population.
- More timely action facilitated by quicker and easier access to accurate data. This will enable vulnerable groups and people in need of support to get the support they need at the earliest possible opportunity.

- Minimising data gaps by creating standards around data collection and ensuring that staff understand the value of data and why it's important to collect data in the right way (clean and complete).
- Targeting our resources at those who need it the most.
- Being able to adopt a more preventative approach to the way we work so we can intervene early, predict future demand/service pressures.
- Improved services for residents.

Potential negative impacts include:

- As part of the strategy we will be looking at how new tools and technologies can help us utilise our data more effectively. If we decide to go down the route of using more predictive technologies, algorithms, AI and/or machine learning, for example, we will need to ensure effective monitoring and human intervention is put in place, to make sure that existing biases are not enhanced.
- Technological advancements could lead to certain groups being left behind if they don't have an equal level of access to digital services or the knowledge required to use them. This will need due consideration as part of the procurement and governance processes when acquiring new technologies.

1. Background

Briefly describe the service/policy or function:

Wandsworth Council is developing a Data and Analytics Strategy and accompanying Action Plan to address some of the key challenges which are currently preventing us from making our data effectively work for us.

The Council has developed a strong desire to advance data and analytics within the organisation over the past two years and has begun to make progress in this area. However, the Covid-19 crisis has highlighted the crucial role data has to play and the immediate need to accelerate and resource this agenda. This strategy will help us retain the progress made so far and further build on our efforts.

Our vision is to deliver improved services and value for money for residents by becoming a local government leader in the use of data and analytics. We aim to achieve this through delivering the 6 key workstreams set out in the strategy, covering the following areas:

- Strong data foundations
- Advanced analytics and data science projects to improve services for residents
- Accessibility and availability of data
- Technology and infrastructure
- Culture and workforce
- Data governance.

The action plan will outline the specific actions we will take under each of the above workstreams.

This EINA aims to:

- Ensure the strategy identifies and meets the diverse needs of the local community
- Prevent disadvantaged/vulnerable groups from being excluded from digital/technological developments
- Identify potential data gaps

2. Analysis of need and impact

N.B. As the strategy does not relate to a specific service or user group, for the purposes of this EINA we have looked at the borough population for each of the protected groups.

Protected group	Findings																																						
Age	<p>According to the 2020 GLA housing-led population projections, the population in Wandsworth broken down by age is as follows:</p> <table border="1"> <thead> <tr> <th>Age group</th> <th>% population</th> </tr> </thead> <tbody> <tr><td>0-4</td><td>6.5</td></tr> <tr><td>5-9</td><td>5.5</td></tr> <tr><td>10-14</td><td>4.9</td></tr> <tr><td>15-19</td><td>4.1</td></tr> <tr><td>20-24</td><td>6.2</td></tr> <tr><td>25-29</td><td>12.5</td></tr> <tr><td>30-34</td><td>12.5</td></tr> <tr><td>35-39</td><td>10.6</td></tr> <tr><td>40-44</td><td>7.6</td></tr> <tr><td>45-49</td><td>6.2</td></tr> <tr><td>50-54</td><td>5.5</td></tr> <tr><td>55-59</td><td>4.6</td></tr> <tr><td>60-64</td><td>3.5</td></tr> <tr><td>65-69</td><td>2.8</td></tr> <tr><td>70-74</td><td>2.5</td></tr> <tr><td>75-79</td><td>1.7</td></tr> <tr><td>80-84</td><td>1.4</td></tr> <tr><td>85+</td><td>1.2</td></tr> </tbody> </table> <p>This shows us that Wandsworth has a predominantly young population, with a large proportion (35.6%) aged 25-39. It is also important to consider that a considerable proportion (13.1%) are aged 60 and over.</p>	Age group	% population	0-4	6.5	5-9	5.5	10-14	4.9	15-19	4.1	20-24	6.2	25-29	12.5	30-34	12.5	35-39	10.6	40-44	7.6	45-49	6.2	50-54	5.5	55-59	4.6	60-64	3.5	65-69	2.8	70-74	2.5	75-79	1.7	80-84	1.4	85+	1.2
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Disability	<p>The 2011 census data shows that in Wandsworth, 5.2% of the population reported that they have a health problem or disability which limits their day-to-day activities a lot, and 6% which limits their day-to-day activities a little. Both of these figures are lower than the national averages of 8.3% and 9.3%, respectively.</p> <p>According to the ONS 2018 population survey, the proportion of the working-age population that are disabled under the Equality Act in Wandsworth is 12.4% and the proportion that are work-limiting disabled is 9.8%.</p> <p>According to the 2016/17 data from the Public Health Outcomes Framework, nationally, the gap in employment rate between those with a long-term health condition and the overall employment rate (persons aged 16-64) is 32.5% and the gap in employment rate</p>																																						

	between those with a learning disability and the overall employment rate (aged 18-64) is 69.5%.																		
Gender (sex)	<p>According to the 2020 GLA housing-led population projections, the proportion of females in Wandsworth is 52%, compared to males (48%).</p> <p>This shows us that there is a slightly higher proportion of females than males in Wandsworth.</p>																		
Gender reassignment	Borough-level data on gender reassignment is not currently available.																		
Marriage and civil partnership	<p>According to the 2011 census (latest data available), 54.2% of the population in Wandsworth are single, 32.6% are married and 0.6% are in a registered same-sex civil partnership. A further 6.5% are divorced or have had a civil partnership legally dissolved, and 2.5% are separated. 3.7% are widowed or a surviving partner from a civil partnership.</p> <p>This shows us that there is a large proportion of single residents in the population. The proportion of the population that are married or in a same-sex civil partnership is also significant, but lower than the proportion of single residents.</p>																		
Pregnancy and maternity	According to the Public Health Outcomes Framework, as of 2016 the general fertility rate (birth rate per 1,000 females aged 15-44) in Wandsworth is 54.1%.																		
Race/ethnicity	According to the 2020 GLA housing-led population projections, 47.6% of the population in Wandsworth are White British, 29.9% are BAME and 19.5% are Other White.																		
Religion and belief, including non belief	<p>According to the 2011 census (latest data available), the religion breakdown in Wandsworth is as follows:</p> <table border="1" data-bbox="459 1283 1046 1619"> <thead> <tr> <th>Religion</th> <th>% population</th> </tr> </thead> <tbody> <tr> <td>Buddhist</td> <td>0.8</td> </tr> <tr> <td>Christian</td> <td>53</td> </tr> <tr> <td>Hindu</td> <td>2.1</td> </tr> <tr> <td>Jewish</td> <td>0.5</td> </tr> <tr> <td>Muslim</td> <td>8.1</td> </tr> <tr> <td>Sikh</td> <td>0.3</td> </tr> <tr> <td>Other religion</td> <td>0.4</td> </tr> <tr> <td>No religion</td> <td>27</td> </tr> </tbody> </table> <p>This shows us that the largest proportion of the population in Wandsworth (53%) are Christian. A significant proportion (27%) have no religious belief. There is also a significant proportion (8.1%) who are Muslim.</p>	Religion	% population	Buddhist	0.8	Christian	53	Hindu	2.1	Jewish	0.5	Muslim	8.1	Sikh	0.3	Other religion	0.4	No religion	27
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Sexual orientation	<p>According to the ONS Annual National Population Survey (2013-15) (latest data available), the sexual orientation estimates in the Wandsworth population are as follows:</p> <table border="1" data-bbox="459 1944 1275 2018"> <thead> <tr> <th>Sexual Orientation</th> <th>Number</th> <th>% of total population</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Sexual Orientation	Number	% of total population															
Sexual Orientation	Number	% of total population																	

	Heterosexual	221,000	88%
	Lesbian, Gay or Bisexual (LGB)	6,000	2%
	Don't know / refuse/ other	24,000	10%
Across groups i.e older LGBT service users or bme young men	N/A		

Data gaps.

Data gap(s)	How will this be addressed?
<p>Currently data on some of the protected characteristics, including sexual orientation and gender reassignment, is lacking.</p> <p>There is inconsistency among service areas on what data is collected/how it is collected, which leads to various data gaps across the organisation.</p>	<p>One of the proposed key workstreams in the strategy will be about building strong data foundations. This includes developing a consistent approach to data storage and collection. This will ensure complete data is captured the first time in a standardised format. As a result, data gaps will be minimised, and it will be easier to link data captured by different services to get a fuller view of the individual.</p>

3. Impact

Protected group	Positive	Negative
Age	<ul style="list-style-type: none"> The strategy will improve data quality and collection to ensure data is complete and captured in a standardised format. This will minimise data gaps and allow easier linking of data. The strategy will help deliver efficiencies which will increase our capacity to respond to emergency situations through quicker data-sharing. For example, data science work during the Covid-19 pandemic enabled a much faster process of contacting shielding residents, evidencing a positive impact on older residents. 	<ul style="list-style-type: none"> Emerging data and analytics tools and techniques, such as the use of algorithms could reinforce existing biases. We are not yet at a position with our data and analytics to utilise these tools. However it's something that may need to be considered as we progress on this journey and become more advanced. As part of the strategy we will be developing a data ethics policy which will help address this. We are also implementing a standardised interview and exam process for new analytical staff, including a question about unconscious bias and how to deal with bias in data. We will also be looking at reviewing forms and documentation to identify strengths and limitations of our data, for example to see if certain groups are not well-represented. We

	<ul style="list-style-type: none"> • This work will help us gain an improved picture of our population, including older residents and children and young people, to be able to support their needs. • Better, more efficient services for residents • More data-sharing and better access to data so our residents are well-informed, and data can be accessed easily to bid for grants, for example 	<p>will be implementing data collection standards, as permitted by GDPR to tackle this.</p> <ul style="list-style-type: none"> • Increasing use of new technologies, digitalisation and more online services can lead to disadvantaged groups getting left behind if there is not equal access to technology or level of digital skills. Mitigating actions will include continuing to offer some phone-based services in addition to online services and addressing digital exclusion through initiatives such as Power to Connect, which has contributed towards tackling digital poverty by donating refurbished devices to local schools and families in need.
Disability	See above	See above
Gender (sex)	See above	See above
Gender reassignment	<p>See above</p> <ul style="list-style-type: none"> • This area will particularly benefit from the work proposed as part of workstream 6 in the strategy, around the implementation of robust data management and governance processes for the effective, legal and ethical use of data. As data on gender reassignment is currently lacking, actions under this workstream to develop data collection, management and governance policies will ensure that all necessary data is collected the first time round and that it is used responsibly. 	See above
Marriage and civil partnership	See above	See above
Pregnancy and maternity	See above	See above
Race/ethnicity	See above	See above
Religion and belief, including non belief	See above	See above
Sexual orientation	See above	See above

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4. Actions

Put in this table actions you have identified that will be included in your strategy/policy and supporting action plan or mitigating actions you have identified that need to be undertaken.

Include how the impact of actions will be measured for example if you resolve to make a service more accessible for older residents say what your current baseline is and what target you want to achieve.

These actions will be tracked by the Policy and Review Team.

Action	Lead Officer	Deadline
Produce a council policy on the ethical use of data	Katrina Waite (DPO)	Q2 2021/2022
Review existing paper and online forms and implement collection of key data fields as permitted by GDPR e.g. DOB, ethnicity, gender, sex, disability etc.	IA Team	Q4 2021/2022
Develop a standardised skillset for job descriptions and testing for hiring of new analysts and analytical staff	HR – Ian Steadman	Q3 2021/2022
Continue to offer phone-based services, in addition to online services, to combat digital exclusion	Simon Batchelor (Customer Services)	TBC
Continue and enhance initiatives to tackle digital exclusion (e.g. Power To Connect)	TBC	TBC

5. Consultation. (optional section– as appropriate)

Where a significant change is proposed to a service or where a new policy/service/service specification is being developed it is best practice to consult on the draft findings of an EINA in order to identify if any impact or need has been missed.

N/A