

NLC Equality Outcome 9 – North Lanarkshire Council Services and Information

Proposed Outcome

The services and information we provide are accessible and meet different people's needs.

Equality Evidence/Reasoning

With the move to providing access to services in a more digital way we know that for some groups of people they will experience barriers if that is the only route for them.

Older people are less likely to be digitally connected and skilled. Trust and confidence in digital technologies is commonplace.

Our Lives research highlighted a number of concerns for minority ethnic people - language skills, literacy, affordability for some groups also a key barrier.

For some disabled people digital technology can be a blessing while for others a barrier. For some people who use assistive technology – screen readers for instance - form filling on-line can present real problems.

People whose first language is BSL can be very digitally excluded, particularly older users as information needs to be in BSL.

The Council through various working groups – Digital Zones, Improving Customer Experience for example – is ensuring those most excluded are not left behind. Key is continuous engagement and involvement with groups who are impacted.

Accessing face to face services also need to be accessible. Employees skills and confidence in supporting service users and customers different needs is crucial and training and development opportunities need to reflect this.

One size does not fit all and we will need to continue to provide information and access to our services in a variety of ways that are proportionate and relevant.

We would like to invite you / your organisation to comment on this proposed outcome by completing the questionnaire linked below, or you can access this via the QR Code.

The questionnaire will be 'live' until 20 December. We will then gather all views submitted and finalise our outcomes and related actions and measures before publishing in April 2025.

If you would like more information or would like to comment in a different way, then please email equality@northlan.gov.uk

LINK to questionnaire: <https://forms.office.com/e/U4CKaJRfpy>

NLC Equality Strategy - Equality
Outcome 9 - NLC Services and
Information

