



Equality Impact Assessment Template

Before carrying out EqIA, you should familiarise yourself with the University's EqIA Policy Statement and Guidance and Checklist Notes, and undertake our online training on Equality and Diversity and EqIA. These, along with further information and resources, are available at www.ed.ac.uk/schools-departments/equality-diversity/impact-assessment

EqIA covers policies, provisions, criteria, functions, practices and activities, including decisions and the delivery of services, but will be referred to as 'policy/practice' hereinafter.

A. Policy/Practice (name or brief description): **Event Booking:**

Event Booking is an IT system delivered via the MyEd portal interface and comprises two channels: Event Booking and Event Booking Admin.

Event Booking allows users to browse training courses for which they are eligible and make online bookings. Event Booking can then send reminders via email and MyEd announcements to delegates, as well as link to course material and information.

Event Booking Admin allows training and event providers to set up and manage their training courses and events. Class lists can be managed, along with automated reminders, attendance figures and feedback can be added after an event or course has been delivered. Access is requested through IS Helpline and permission must be granted before being able to create events. The IS Helpline can be contacted by phone, in person, email or online form.

The user service is available to all staff, applicants, students, visitors and alumni. It is available 24 hours a day, 7 days a week through the MyEd portal. The Event Booking Admin where you can create and manage events is available to all mentioned above upon request to IS Helpline.

B. Reason for Equality Impact Assessment (Mark **yes against the applicable reason):**

- Proposed new policy/practice
- Proposed change to an existing policy/practice
- Undertaking a review of an existing policy/practice YES**
- Other (please state):

C. Person responsible for the policy area or practice:

Name: **Alex Carter**

Job title: **Head of Service Management**

School/service/unit: **Applications Directorate, Information Services Group**

D. An Impact Assessment should be carried out if any of the following apply to the policy/practice, if it:

- affects primary or high level functions of the University **YES**
- is relevant to the promotion of equality (in terms of the Public Sector Equality Duty 'needs' as set out in the Policy and Guidance)? **YES**
- It is one which interested parties could reasonably expect the University to have carried out an EqIA? **YES**

E. Equality Groups

To which equality groups is the policy/practice relevant and why? (add notes against the following applicable equality group/s)

- Age
- Disability
- race (including ethnicity and nationality)
- religion or belief
- sex
- sexual orientation
- gender reassignment
- pregnancy and maternity
- marriage or civil partnership¹

Add notes against the following applicable statements:

- On any available information about the needs of relevant equality groups:

Event Booking has the potential to impact on all 9 protected characteristics as it is available to all staff, students, applicants, alumni and visitors and potentially all mentioned for the Event Booking Admin subject to request approval. However, we feel that the characteristics of disability, race, sex, pregnancy and maternity and gender reassignment will most likely to be affected.

Event Booking may be of relevance to the protected characteristic of disability in that the system requires to be accessible in terms of meeting current guidelines as stated by the Web Content Accessibility Guidelines AA standard including compatibility with assistive technology. The University has a web accessibility policy which is based on the Web Content Accessibility Guidelines AA standard.

(<https://www.ed.ac.uk/about/website/accessibility/accessibility-policy>). The system allows disabled users to record the need for any reasonable adjustments such as induction loops or dietary requirements (e.g. for religious observance reasons). The system does this via a free data entry box to ensure users can request any adjustments they require. Through BI Suite we can do analysis of the number of special requests that are asked for through Event Booking i.e. number of requests per year and common request types. As such, this has the potential to enhance equality of opportunity by allowing the university to monitor and analyse common requests and potentially look into mainstreaming these. When they enter adjustments in the data field, this automatically generates an email to the event organiser to ensure action is taken. Only the event organiser will see the requests through Event Booking.

Event Booking may be of relevance to the protected characteristic of race as the system will be automatically in English. This is mitigated by the fact that the main

¹ Note: only the duty to eliminate discrimination applies to marriage and civil partnership. There is no need to have regard to advancing equality or opportunity or fostering good relations in this respect.

teaching language of the university is English so we don't feel this will cause a negative impact.

The personal data stored by Event Booking is attendee's names, contact numbers and email address. Therefore, the protected characteristics of sex and gender reassignment may be affected. The information provided by the attendee of events will be used by the university to manage attendance at events. The information will be shared by the event organiser and stored for a period of 7 years in order to maintain a record of the courses you have booked on. The data is pulled from University records. For the purposes of gender reassignment, no details are edited in Event Booking, so provided the user has changed their details in MyEd then this will transmit into Event Booking and facilitate the change of details that gender reassignment entails ensuring no discriminatory treatment. A privacy Notice has been issued by the University with regards to the personal information the university processes for booking on events managed by the Event Booking System. Details of which can be found here:

<https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-booking/privacy-notice-for-event-booking> . There may be data protection concerns as event organisers will be able to see attendee's names and email addresses which can also contain their name. The data processed could therefore raise concerns over 'unconscious bias' on the part of the event organiser. This is mitigated by the fact that all staff, student and alumni, should they wish to attend an event are required to provide such information for the necessary performance of the contract with the University for this event. Further, all staff are required to undertake 'unconscious bias' training.

In addition, Event Booking will be available 24 hours a day which will allow access for groups who require flexible working hours, such as those disabled users, groups with certain religious beliefs which restricts the days or times they can work or those under the protected characteristic of pregnancy and maternity and those with 'caring responsibilities' (which have been shown to be disproportionately woman) who may not be working normal office hours.

- Any gaps in evidence/insufficient information to properly assess the policy, and how this be will be addressed:

We feel we have sufficient information to proceed.

- If application of this policy/practice leads to discrimination (direct or indirect), harassment, victimisation, less favourable treatment for particular equality groups:

We do not feel that Event Booking will result in any form of prohibited conduct. We will do all we can to make the system as accessible as possible. Where disabled staff are unable to use the system, where the changes are within our control, we will look to rectify this and if this is not possible then reasonable adjustments will be put in place. Examples include providing additional assistive technology to the user or providing one to one assistance.

There could be an expectation that the system should be translated into different languages. However, the Universities business is carried out in English as this is the main teaching language of the university and the system will only be used by small numbers of University staff, therefore, we do not believe this will lead to any disadvantage.

There may be data protection concerns as event organisers will be able to see attendee's names and email addresses which can also contain their name. The data

processed could therefore raise concerns over 'unconscious bias' on the part of the event organiser with regard to the protected characteristic of sex and gender reassignment. This is mitigated by the fact that all staff, student and alumni, should they wish to attend an event are required to provide such information for the necessary performance of the contract with the University for this event. Further, all staff are required to undertake 'unconscious bias' training. For the purposes of gender reassignment, no details are edited in Event Booking, so provided the user has changed their details in MyEd then this will transmit into Event Booking and facilitate the change of details that gender reassignment entails ensuring no discriminatory treatment. A privacy Notice has been issued by the University with regards to the personal information the university processes for booking on events managed by the Event Booking System. Details of which can be found here:

<https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-booking/privacy-notice-for-event-booking> .

- If the policy/practice contributes to advancing equality of opportunity²

Event Booking has the ability to advance equality of opportunity as the system will be available 24 hours a day which will allow access for groups who require flexible working hours, such as disabled users, groups with certain religious beliefs which restricts the days or times they can work or those under the protected characteristic of pregnancy and maternity and those with caring responsibilities' (which have been shown to be disproportionately woman) who may not be working normal office hours. It will allow disabled users to easily disclose any access or support requirements required for the event through Event Booking as well as those with religious observances to put in special requests such as dietary requirements. If they submit that they do require support or access from the Event Booking form, this automatically generates an email to the event organiser which will ensure they can take any required action. Further, through BI Suite we can do analysis of the number of special requests that are asked for through Event Booking i.e. number of requests per year and common request types. As such, this has the potential to enhance equality of opportunity by allowing the university to monitor and analyse common requests and potentially look into mainstreaming these.

- If there is an opportunity in applying this policy/practice to foster good relations:

We hope this EqIA on Event Booking will demonstrate the commitment Information Services and the University has to Equality and Diversity issues and so we will be able to foster good relations. Further, it has the ability to advance Equality and Diversity monitoring by ensuring those with disabilities can easily inform the event organiser through Event Booking of any assistance they may require and keep a log of those who need assistance to ensure appropriate action is taken.

- If the policy/practice create any barriers for any other groups?

Event Booking should not create any barriers for other groups. For example, it won't disadvantage users on low incomes as the university provides free 24hour access to IT facilities where they will be able to use Event Booking.

- How the communication of the policy/practice is made accessible to all groups, if relevant?

² This question does not apply to the protected characteristic of marriage or civil partnership

Information on Event Booking is found on the University of Edinburgh web page:

<https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-booking>

The University of Edinburgh website is accessibility tested based on the Web Content Accessibility Guidelines

(<https://www.ed.ac.uk/about/website/accessibility/accessibility-policy>), which are

based on the Web Content Accessibility Guidelines Version 2AA standards. All communication will be available in alternative formats free of charge upon request.

- How equality groups or communities are involved in the development, review and/or monitoring of the policy or practice?

The Information Services Disability Officer has conducted an accessibility assessment of Event Booking. We will continue to monitor feedback and complaints for any positive or negative feedback. We plan to do another accessibility test of the system if it is changed significantly.

- Any potential or actual impact of applying the policy or practice, with regard to the need to eliminate discrimination, advance equality and promote good relations:

Nothing further to what is mentioned above at this stage.

F. Equality Impact Assessment Outcome

Select one of the four options below to indicate how the development/review of the policy/practice will be progressed and state the rationale for the decision

Option 1: No change required – the assessment is that the policy/practice is/will be robust.

For reasons stated above.

~~**Option 2:** Adjust the policy or practice – this involves taking steps to remove any barriers, to better advance equality and/or to foster good relations.~~

~~**Option 3:** Continue the policy or practice despite the potential for adverse impact, and which can be mitigated/or justified~~

~~**Option 4:** Stop the policy or practice as there are adverse effects cannot be prevented/mitigated/or justified.~~

G. Action and Monitoring

1. Specify the actions required for implementing findings of this EqIA and how the policy or practice will be monitored in relation to its equality impact (or note where this is specified above).

All feedback will be monitored for any potential positive or negative impacts on any of the 9 protected characteristics.

Staff will be made aware of the need to make reasonable adjustments where necessary and to provide documents in alternative formats upon request

2. When will the policy/practice next be reviewed?

Anytime the system goes through a significant upgrade/change i.e. a software upgrade or when we receive any positive or negative feedback related to any of the 9 protected characteristics.

H. Publication of EqIA

Can this EqIA be published in full, now? **Yes/No**

If No – please specify when it may be published or indicate restrictions that apply:

I. Sign-off

EqIA undertaken by **Chris Mackay, Service Manager, Service Management, Information Services Group**

Accepted by: **Susan Cooke, Enterprise Data Services Team Manager, Service Management, Applications Directorate, Information Services Group**

Date: **13th July 2018**

Retain a copy of this form for your own records and send a copy to equalitydiversity@ed.ac.uk