



## 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](http://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.

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| <b>A. Policy/Practice : Pop Up–IT Support Desk Pilot<br/>Update Sept 2017 Permanent service now called: IT Support Desk</b>  |
| <b>B. Reason for Equality Impact Assessment (Mark <b>yes</b> against the applicable reason):</b> <ul style="list-style-type: none"><li>• <b>Proposed change to an existing policy/practice</b></li></ul>   |
| <b>C. Person responsible for the policy area or practice:</b><br><br>Name: <b>Radoslaw Sargeant</b><br><br>Job title: <b>IT Services Manager</b><br><br>School/service/unit: <b>Information Services Help Services</b>   |
| <b>D. An Impact Assessment should be carried out if any of the following apply to the policy/practice, if it:</b> <ul style="list-style-type: none"><li>• affects primary or high level functions of the University <b>No</b></li><li>• is relevant to the promotion of equality (in terms of the Public Sector Equality Duty 'needs' as set out in the Policy and Guidance)? <b>Yes</b></li><li>• It is one which interested parties could reasonably expect the University to have carried out an EqIA? <b>Yes</b></li></ul> |
| <b>E. Equality Groups</b><br><br>To which equality groups is the policy/practice relevant and why? (add notes against the following applicable equality group/s) <ul style="list-style-type: none"><li>• Age</li><li>• Disability</li><li>• race (including ethnicity and nationality)</li><li>• religion or belief</li><li>• sex</li><li>• sexual orientation</li><li>• gender reassignment</li><li>• pregnancy and maternity</li></ul>   |

- marriage or civil partnership<sup>1</sup>

Add notes against the following applicable statements:

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

The current mobile device clinics run in the Main Library whilst providing an excellent service have a few limitations:

- They are limited to providing support for hardware and software issues, not the full range of IS services.
- The clinic requires a booking and become full very quickly with customers left on the waiting lists.
- Booking no-shows have detrimental effect on the service.
- When the Library HelpDesk try to refer IT issues after trying to help to the clinic, they often find them fully booked.

With this in mind there was a desire to run a pilot walk in service with a wider remit to see if the above issues could be resolved whilst retaining the best aspects of the previous service.

This pilot tries to address both of the aforementioned areas of concern by:

- increasing the availability and accessibility of IT support and consultancy with the aim of improving the student experience
- Providing support for a wider range of IS services to determine what support students want, and how best to deliver this. We hope this service is student centric but we are happy to help anyone with IT issues we can for example staff & visitors.
- Understanding what training and support student helpers require and determining what they can successfully deliver.
- Investing time and resources into training and developing the skills of student helpers thereby giving back to the student community.
- Testing relevance of identified KPIs (student and staff surveys) Providing support to the Library Helpdesk by creating a process where they can refer IT queries to the Drop In service

The pilot will run in the main library foyer from the 27th of March until 19th of May during the hours of 12-6pm Monday to Friday and 12-8pm on Wednesday.

**Update Sept 2017 Open hours remain the same. The service will run for the whole academic year from 10<sup>th</sup> September until 19<sup>th</sup> May. Thirteen student staff and a rotation of full time IS Helpline staff operate this service. All recruitment (including Student recruitment) for this post follows Edinburgh Universities Equality and Diversity principles.**

As this change affects all staff and students it has the potential to impact on all 9 protected characteristics but we feel it has the greatest potential to impact on the characteristics of disability and race. With regard to accessibility the Main Library foyer offers good accessibility – it has ramped access, disabled parking close buy, accessible toilets (both left and right hand side transfer and one accessible toilet with hoist facilities). We have a lowered desk setup for wheelchair access and have full evacuation support. For the pilot an induction loop is not available at the pop up desk but we would be able to take the user over to the Helpdesk where there is one. If the pilot becomes permeant we will install a counter induction loop at the pop up desk. In addition to this we are able to offer bespoke one to one support to anyone with specific needs for such a service.

**Update Sept 2017 No change to location. An induction loop has been ordered ad will be installed with signage.**

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<sup>1</sup> 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.

The service also has the potential to impact in race as it is provided by English speaking full time staff however the Student IT Assistants are of various nationalities and speak various languages for example Romanian, Spanish, German improving the accessibility of our service to students who are more confident in their mother tongue. In addition, English is the main teaching language of the University so we do not envisage that this should create any disadvantage.

In terms of maternity and pregnancy, there are baby changing facilities in the library café close by. In addition, we offer late opening on a Wednesday to try and ensure we are as accessible as possible for those with caring responsibilities and part time users.

Long waiting times were noted on MyEd by both users and staff which was a driving reason for change. Mobile Device Clinic staff were consulted on issues and the changes as well as Helpdesk Staff. Student Disability Services are aware of the pilot taking place. We are using Bristol Online Survey to gather information about the suitability of the service hours of operation and allowing customers of the pilot to give back any other feedback. Any users unable to use the Bristol Online Survey will be able to give feedback in comments in an alternative manner. We will be monitoring this feedback carefully to see if it impacts any equality groups and change our process accordingly if the pilot becomes a full term service. At this stage we have not consulted with EUSA (Edinburgh university Student Association) but will do if the pilot is a success and the plan is to make the service permanent.

**Update Sept 2017 – During the Pilot the service handled 792 problems and so far this year we have resolved around 3000 problems. There have been no calls specifically related to disability issues so far or requests for non-English speakers. Currently, the permanent service is offered in exactly the same way as the pilot. All staff who operate this service will be offered disability awareness training and are provided with a guidance card for reference on helping disabled users which was prepared in collaboration with the Student Disability Service.**

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

**At this stage we feel we have sufficient evidence to proceed.**

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

We don't believe this pilot will result in any form of prohibited conduct. We will ensure reasonable adjustments are implemented to ensure no disabled user will suffer any disadvantage.

**Update September 2017 – So far we have received no requests for any reasonable adjustments.**

- If the policy/practice contributes to advancing equality of opportunity<sup>2</sup>

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<sup>2</sup> This question does not apply to the protected characteristic of marriage or civil partnership

The policy will ensure more individuals are able to receive IT support at a short notice the increase of hours will also improve availability. It is hoped this will ensure users you struggled to access the service previously will find it easier especially those with caring responsibilities. All users will still continue to be able to approach the IS Helpline for advice and support on 24/7 basis via telephone or email and we will continue to offer a bespoke face to face service for any student or staff member with a Disability IT related enquiry. We envisage a positive impact of this pilot as the number of hours of availability have been increased and with the removal of the booking system the waiting times will be drastically reduced. The hiring of Student IT Assistants will also greatly enhance the number of IT issues/queries that can be resolved in a short space of time.

**Update Sept 2017 The service has achieved its aims of increasing availability of IT support by extending the hours the service is available and doubling the number of people who can be seen in a day from 19 to 28.**

- If there is an opportunity in applying this policy/practice to foster good relations: For the reasons stated above it is hoped that by making the service more accessible and by showing we have considered the needs of the protected characteristics in designing the service this will show the commitment IS and the University has to the issues of Equality and Diversity.

**Update Sept 2017 – Surveys of users were conducted using the Bristol Online Survey tool, no comments related to any of the nine protected characteristics were recorded and the feedback was extremely positive.**

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

The service is free and offers longer opening hours so should pose no disadvantage to others such as those on low incomes.

**Update September 2107 – we have received no comments or feedback related to the issues of low income.**

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

The service will be advertised on the University website which is regularly assessed for accessibility and which is governed by the University Web Accessibility Policy which follows the Web Content Accessibility Guidelines Version 2 AA standard and by 2 banners next to the helpdesk. Alternative formats will be made available on request.

**Update Sept 2017 – we have received no requests for information in alternative formats.**

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

The Disability Information Officer was consulted along with the Student Disability Service. We are using Bristol Online Survey to gather information about the suitability of the service hours of operation and allowing customers of the pilot to give back any other feedback. Any users unable to use the Bristol Online Survey will be able to give feedback in comments in an alternative manner We will be monitoring this feedback carefully to see if there are any positive or negative impacts on any protected characteristics and change our process accordingly.

**Update Sept 2017 – Surveys of users were conducted using the Bristol Online Survey tool, no comments related to any of the nine protected characteristics were recorded and the feedback was extremely positive.**

- 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 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.

No change required – the assessment is that the policy/practice is/will be robust. There is no evidence of potentially unlawful discrimination and all reasonable opportunities to advance equality and foster good relations have been taken, subject to continuing monitoring and review.

For the reasons stated above.

**Update Sept 2017 – As above**

#### **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).
  - Staff on the service will be made aware of the need to make reasonable adjustments for disabled users as required.
  - All information about the pilot will be made available in alternative formats upon request
  - All feedback will be monitored for any potential positive or negative impact on any of the 9 protected characteristics.

**Update Sept 2017 – as above and installation of induction loop and signage will be carried out.**

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

Once the pilot is complete during the review phase September 2017 and prior to making this pilot a permanent service.

**Update Sept 2017 – the next time there is a change to the service or when we receive any positive or negative feedback related to any of the nine protected characteristics.**

#### **H. Publication of EqIA**

Can this EqIA be published in full, now? **Yes**

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

**I. Sign-off**

EqIA undertaken by (name(s) and job title(s)): **Rad Sargent, IT Services Manager**

Accepted by: **Barry Croucher, Head of Help Services**

[This will normally be the person responsible for the policy/practice named above. If not, specify job-title/role.]

Date: **10<sup>th</sup> April 2017**

**Update Sept 2017 Policy Reviewed by Rad Sargent, IT Services Manager**

Retain a copy of this form for your own records and send a copy to [equalitydiversity@ed.ac.uk](mailto:equalitydiversity@ed.ac.uk)