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):

Visitor Management system is an administrative system developed to record the presence of visitors on university property and provide them with access to a wide range of computer systems and facilities such as library services.

The Visitor Management System records the details of those people who are considered Visitors to the University and details of the visits they make. The system has been designed to be 'self-service' and is targeted at College, School and Administrative Offices, with the expectation that each organisation will manage their own Visitors.

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

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

C. Person responsible for the policy area or practice:

Name: **Susan Cooke**

Job title: **Enterprise Data Services team manager**

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

D. An Impact Assessment should be carried out if any if 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 partnership[1]

All groups are potentially impacted by the VMS as it is a service which could be available to many users across the University. However, we feel that the protected characteristics of disability, religion, and pregnancy/maternity are most likely to be impacted. The Visitor management system must be accessible to disabled users in line with the Web Content Accessibility Guidelines AA standards (https://www.w3.org/TR/WCAG20/) and compatible with assistive technology.

Training and guidance documentation will be available primarily on the University website (EdWeb), which adheres to the University Web Accessibility Policy based around the Web Content Accessibility Guidelines Version 2 AA standard as required by law. We will provide reasonable adjustments for disabled members of staff where required and additional formats etc. will be made available on request.

There is the potential for positive impact for people with a disability, religious commitments, pregnancy and maternity (and thus people who are women), caring responsibilities, or who are living abroad. The 24/7 capabilities of The Visitor management system allow people who are not able to work during regular office hours to access the service at their convenience. The VMS system is available in English language.

The data available and used by VMS is limited by University regulations on data protection, and all University employees must undergo data protection training. Staff are only able to view reports and data that they have been given access to. This practice mitigates any privacy concerns that may arise. Any staff member found to be creating reports or using data for other means, that do not comport with the University's data protection policy (e.g., reports that might identify individuals with specific characteristics, which may lead to discriminatory behaviours) would be subject to the University disciplinary procedures

Add notes against the following applicable statements:

- On any available information about the needs of relevant equality groups:
Users can submit complaints or comments about VMS via UniDesk, the University's incident logging and tracking tool. We have not received any diversity and equality complaints for VMS. The Information Services Disability Information Officer has tested the interface in accordance with the Web Content Accessibility Guidelines AA standard including checking the systems for compatibility with assistive technology. Any areas for improvement have been noted and are dealt with accordingly. As this is a supplier designed product, some amendments to the design our out of the University's control.

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[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.

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

We feel we have enough evidence to proceed. We will monitor feedback we collect for any positive and negative effects related to any of the nine protected characteristics.

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

We do not believe that the use of The Visitor management system will lead to any form of prohibited conduct. We do recognise the known accessibility issues with The Visitor management system.

Audit trails will ensure that unauthorised access can be identified and reported.

- If the policy/practice contributes to advancing equality of opportunity[2]

VMS is available 24 hours a day, 7 days a week via the web, from anywhere around the world. As such, the service will allow users with schedules that do not align with "regular" work hours of 9am-5pm GMT (whether due to pregnancy/maternity/caring responsibilities—and therefore sex—, disability, religious practice, or the fact that they are in a different time zone) to enjoy ease of access.

Furthermore, only people who are authenticated and authorized can access certain data. For example, creating staff visitors, library patron visitors, approving their access, extending the visits, etc. all these activities are controlled granularly and is only available to appropriately authorised individuals.

Generally, the data that is available to users is limited by University regulations on data protection, and all University employees must undergo data protection training. This practice mitigates any privacy concerns that may arise.

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

VMS should create no disadvantage and by showing that through this EqIA we have considered impacts upon the protected characteristics and acting accordingly it is hoped this demonstrates the commitment Information Services and the University has to Equality and Diversity issues we will be able to foster good relations.

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

This policy should not create any barriers for any other groups, as it is simply a tool for visitor registration and their management. Authorized staff have access to free IT facilities 24 hours a day, which they could use to access VMS.

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

Documentation and information will be available primarily on the University website (EdWeb), which adheres to the University Web Accessibility Policy based around the Web Content Accessibility Guidelines Version 2 AA standard as required by law. We will provide reasonable adjustments for disabled members of staff where required and additional formats etc. will be made available on request.

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

The Information Services Disability Information Team have conducted an accessibility assessment on VMS. We will continue to monitor feedback and complaints for any positive or negative

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

feedback. Users can submit any feedback via UniDesk, which the Service Manager for IDM will respond to directly. We plan to do annual and further accessibility testing when the system is changed significantly, or any system improvements evaluated with the community (IDM user groups)

- 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 has been stated above.

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.

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).
   We will continue to review feedback/comments related to any of the 9 protected characteristics. We will also advise staff of the need to make reasonable adjustments where appropriate. Finally, we are committed to providing alternative formats upon request.

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

   If there is a significant change (i.e. a software upgrade) or we receive any positive or negative feedback related to any 9 of the 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 (name(s) and job title(s**)):Susan Cooke, Enterprise Data Services Team Manager**

Accepted by (name): **Alex Carter, Head of Service Management**

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

Date: **30/04/2024**

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