Equality Impact Assessment Guidance and Template

This form is intended to help you decide whether an Equality Impact Assessment (EqIA) is needed and, if it is, to carry out the assessment of impact.

Before carrying out EqIA, you should familiarise yourself with the University's EqIA Policy Statement 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 is part of the University's general equality duty under the Equality Act 2010 and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The Equality Act 2010 specifies the following 'protected characteristics': age, disability, race (including ethnicity and nationality), religion or belief, sex, sexual orientation, gender reassignment, pregnancy and maternity, and marriage or civil partnership. This form uses 'equality group' to mean persons who share a relevant protected characteristic.

The University has a general equality duty to have due regard to the **needs** to:
- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations between people who share a relevant protected characteristic and people who do not share it.

Under the Scottish Regulations, the University has a specific duty – subject to relevance and proportionality - to assess the impact of applying proposed new or revised policies and practices against the needs above. 'Policy and practice' should be interpreted widely to include the full range of the University's policies, provisions, criteria, functions, practices and activities, including decisions and the delivery of services – essentially everything we do.

This form is a tool to help with screening and EqIA and is designed to lead you through the process through asking pertinent questions and giving examples. However, the law does not dictate a particular form for EqIA. The requirement is to actively consider how a policy or practice will meet the general equality duty, and take any necessary action. Wherever practicable, EqIA should be built into standard processes and tailored to the nature of the policies or practices involved.

It is, however, necessary to publish EqIA where the policy or practice is applied, so all EqIAs – in whatever format - should be sent to equalitydiversity@ed.ac.uk for publication.

The form includes: some details about the policy/practice; a screening analysis to indicate whether full EqIA is required; and then a number of questions to enable full EqIA.

Answers should be recorded after the questions and the form can be expanded and supplemented as required. Answers may be as long or short as is necessary and relevant, bearing in mind that the effort involved in EqIA should be proportionate to the relevance of the policy or practice to equality.

Once completed, this form will be the record of the screening and, where applicable, the EqIA of the policy or practice. All full EqIAs are published.

A. Policy or Practice (name or brief description): Revision of Evening Mobile Device clinic frequency in the Main Library & of Kings Buildings clinic frequency. We are piloting revised hours for the Mobile Device Clinic based on analysis of attendance figures. The Mobile Device clinic service is run on each weekday in the Main Library and weekly in the Murray Library at KB and is delivered by IS Helpline Staff. This service provides support to UoE staff and students in relation to mobile devices and the use of University IT services on these devices. We deliver a fully accessible service – we have a lowered desk setup for wheelchair access and the Main Library and Murray Library have full evacuation support. In addition to this we are able to offer bespoke one to one support for anyone with specific needs for such a service. The clinic runs on a daily basis Monday-Friday from 12:00-15:00 and this will remain unchanged. We propose to change the evening hours of opening in the Main Library from Monday-Thursday 17:00-20:00 to Wednesdays only 17:00-20:00. We propose to change the KB clinic hours from weekly, Tuesdays 14:00-16:00 to fortnightly, Tuesdays 14:00-16:00 We propose to deliver additional clinics at peak times (eg Start of academic year) and to continue to monitor attendance for any impact These changes are based on a reduction in demand for the service from all potential user groups.
B. Reason for screening (delete as applicable): • Proposed change to an existing policy/practice **Update 2015: This update is a review of the existing EqIA version published in 2014**
C. Person responsible for the policy area or practice: Name: Lisa McDonald Job title: IT User Support Team Manager School/service/unit: User Services Division
D. Screening Analysis 1. Does the policy or practice affect primary or high level functions of the University? **No** 2. Is the policy or practice relevant to the promotion of equality (in terms of the Public Sector Equality Duty 'needs' set out in the introduction above)? **Yes** 3. Is the policy or practice one on which interested parties could reasonably expect the University to have carried out an EqIA? **Yes** If the answer to any of these questions is 'Yes', an EqIA should be carried out on the proposed/revised policy or practice at an early stage and in any event before it is finalised.
E. Screening outcome Equality Impact Assessment required: Yes

Record notes about the screening process or outcome here.
- If EqIA is required, note when/at what stage(s) and by whom EqIA will be carried out.
- If EqIA is not required, note plans for review, monitoring or other action (including the communication of any favourable equality impact).

An EqIA is required, this will be carried out by Lisa McDonald IT User Support Team Manager. We are currently piloting the revised service hours and submitting this EqIA in proposal that a permanent change be made and this EqIA be published in full

F. Sign-off

Screening undertaken by (name and job title): Bryan MacGregor, Director, User Services Division, IS
Accepted by (name): Lisa McDonald, User Support Manager
[This will normally be the person responsible for the policy/practice named in C above. If not, specify job-title/role.]

Date: 16 July 2014 **Date of updating: 18 September 2015 by Lisa McDonald**

If EqIA is not being carried out, delete the remainder of this form and send the completed form to equalitydiversity@ed.ac.uk.

G. Equality Impact Assessment

Before assessing the policy/practice, ensure that you have a clear understanding of the purpose of the policy or practice, the context, the intended beneficiaries and the results aimed for.

In answering the questions below:
- Bear in mind that the extent of EqIA should be proportionate to the relevance of the policy/practice to equality. It may not be practicable or necessary to answer every question or address every potential scenario.
- Focus mainly on aspects of the policy/practice that are most relevant to the question, to ensure most attention is given to the most important areas.
- Relate answers to consideration of the available evidence and address any gaps or disparities revealed, where feasible without disproportionate effort. For new policies, assess potential impact.
- Describe any action identified to address any issues highlighted.
- Where there is potential for adverse impact, but the policy/practice will still be applied, indicate the rationale for that decision.

Initial/partial EqIA: in some circumstances - particularly for new policies/practices – there may be limited information on which to base EqIA. In these cases, the EqIA should be carried out to the extent possible and should identify arrangements for monitoring/investigation of equality impact and for fuller EqIA in future.

Wholly positive impact: Some policies/practices may be viewed as having only positive equality impact. For these, consideration should still be given to ensure that no adverse impact is overlooked and to ensure that full advantage is taken of the positive impact, e.g. through effective communication. However, the effort involved in carrying out EqIA should not be excessive.

1. Overview. Indicate the current status of the policy/practice or the stage of

development/review. Also note any general comments here regarding the relevance and significance of the policy/practice to equality. Which aspects of the policy/practice are particularly relevant (which should be the main focus for EqIA)? On what aspects of equality does the policy/practice particularly impact?

Existing Mobile Device Clinic evening hours were 17:00-20:00 Monday – Thursday. We have carried out a full review of clinic attendance and have found that takeup for the service has dropped in the evening to 42% attendance (in comparison to 70% attendance in daytime). We are piloting reducing the evening clinic service to one evening per week and we have trialled this with no resulting complaints or impact to service delivery. We are currently piloting the clinic on Wednesday evenings based on attendance statistics. We are not aware of any cultural observances which would make it difficult for a protected characteristic group to attend at this time but will continue to monitor feedback and adjust as required.
 We propose to increase evening clinic provision at peak times of year such as start of academic year and exam periods and will continue to monitor attendance to ensure we are providing adequate service provision.

We conducted the same review of clinic provision at Kings Buildings where takeup over semester was down to 35%. We reduced the summer operation of this clinic to fortnightly in 2013 with no impact to users and propose to do the same for summer 2014. We will reinstate weekly clinics at KB in Freshers week of Academic Year 2014/15 and will continue to monitor attendance.

Cutting the clinic hours back means we can channel the extra staff effort into providing first and second line IT support to all areas of the University. All users will still continue to be able to approach IS Helpline for advice and support on a 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.

Update 2015: The new Central area service changes have continued. We have received no positive or negative feedback about this change and in particular no feedback related to any of the 9 protected characteristics. We have checked the general comments and survey feedback. A need for change to the Kings Buildings Campus has been identified after consultation and feedback from KB based service users who indicated the need for a review of the clinic times to prevent a clash with teaching activities and will be covered in a separate EqIA.

2. To which equality groups is the policy/practice relevant? Policies/practices applying to substantial groups of students or staff will be relevant to all equality groups, which should be noted. However, also indicate any equality groups for which the policy/practice is particularly relevant, and why.

    The protected characteristics under the Equality Act are (delete any that are not relevant):

    - Age
    - Disability
    - race (including ethnicity and nationality)
    - religion or belief
    - sex
    - sexual orientation
    - gender reassignment

- pregnancy and maternity
- marriage or civil partnership[1]

In answering the questions below consider each of these equality groups. As part of this, consider diversity within, as well as between groups (e.g. different disabilities, different racial groups). Consider the implications of combinations of protected characteristics e.g. issues of relevance to women may vary once race, religion and age are taken into consideration. Also consider the impact on those with caring/family responsibilities (which tends to impact more on women).

This policy is relevant to several equality groups.
This service is provided only by English speaking staff.
We are not aware of any cultural observances impacted by the timing change of this clinic.
People with caring responsibilities may find it easier to attend an evening clinic. We feel the provision of a Wednesday evening clinic should be sufficient but will continue to monitor attendance and feedback.
Update 2015: No clinic service users have raised a religious or belief objection to the change in clinic hours. There have been no complaints that the service has been reduced and no indeed no positive or negative feedback related to any of the 9 protected characteristics.

3. What evidence is available about the needs of relevant equality groups? E.g. information/feedback from equality groups or other stakeholders, involvement or research with equality groups or individuals, equality monitoring data, service monitoring data, information for other similar policies/practices, staff surveys, research reports, demographic information, audit, inspection or management reports and recommendations.

   Where are the gaps in evidence? If there is insufficient information to properly assess the policy, how will this be addressed? If information cannot be gathered now, consider building monitoring into the plans for implementation/review of the policy/practice. Note: the resources put into collecting evidence should be proportionate to the relevance of the policy/practice to equality.

   A full analysis was made of clinic attendance from September 2013 – April 2014.
   We also reviewed any service complaints (there were none) and held discussions with staff conducting the clinics to ensure figures were correct and takeup was as low as presented in the stats. We discussed the change with IT consultancy so they could present any concerns from their Colleges and support groups. Although we believe no demographic will be affected by this change we have made the International Office and Student Disability Support team aware of this pilot inviting them to comment with any concerns.

   Update 2015: Attendance figures continue to be monitored and remain in a stable pattern with no discernible change in clinic attendance. There has been no positive or negative feedback related to any of the 9 protected characteristics

4. Might the application of this policy/practice lead to discrimination, harassment or victimisation? Might it result in less favourable treatment for particular equality groups or give rise to indirect discrimination?

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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.

We will continue to deliver an evening clinic which will allow part time students or staff working during the day to attend for IT assistance. All users will still continue to be able to approach IS Helpline for advice and support on a 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 as we will channel the free staff resource into processing and resolving first and secondline IT incidents which will result in faster resolution times.

5. Are reasonable adjustments built in where they may be needed?
   Yes, We remain flexible in being able to offer bespoke support for staff and student requiring reasonable adjustments
   All clinic documentation is available in alternative formats.

6. Does the policy/practice contribute to advancing equality of opportunity[2]? Will it help to:
   - remove or minimise disadvantage
   - meet the needs of different equality groups
   - encourage increased participation of particular groups
   - take account of disabled people's impairments?

   All users will continue to have access to the Mobile device clinic service at both central area and King's Buildings. Both locations are fully accessible to those requiring wheelchair access and both locations have a full fire evacuation procedure. We will review the service on a monthly basis to ensure we are meeting demand.

   Update 2015: Clinic attendance at Kings Building (KB) will be adjusted to give longer hours of availability. This change is being made after consultation and feedback from KB based service users who indicated the need for a review of the clinic times to prevent a clash with teaching activities. A separate EqIA will be produced for this

7. Is there an opportunity in applying this policy/practice to foster good relations between people in any protected g roup and those who are not[3]? Will it help to tackle prejudice and/or promote understanding?
   The process of submitting this EqIA will make staff in IS aware of the need to understand equality and will reduce prejudice.

8. Is there evidence (or an expectation) that people from different equality groups have different needs or experiences in relation to the policy/practice? If so, what are they?

   We have no evidence to suggest that users in any of the 9 protected characteristic groups have differing needs in their use of the Mobile Device Clinic service.

9. Is there evidence (or an expectation) of higher or lower uptake by any equality group(s)? If so, give details of the differences and the reasons for these (if known)?
   There is no evidence as such that this change will result in a higher or lower uptake by any equality groups.
   This service is provided only by English speaking staff.
   We are not aware of any cultural observances impacted by the timing change of this clinic.
   People with caring responsibilities may find it easier to attend an evening clinic. We feel the provision of a Wednesday evening clinic should be sufficient but will continue to

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

monitor attendance and feedback.

Update 2015: There have been no complaints or comments about this Central clinic service change

10. Is any equality group excluded from participating in or accessing the service or functions? If so, why?

No equality group is excluded from participating in or accessing the Mobile Device Clinic service.

Update 2015 – there is no evidence of any group having been excluded.

11. Does the policy/practice create any barriers for any other groups? For example, because of the time when the service is delivered or because of restricted income? Is the communication of the policy/practice accessible to all groups?

We will continue to deliver an evening clinic service to ensure distance learners or those unable to attend daytime clinics will still have access to face to face device support. The hours of service are advertised on the IS Website and communicated to all colleges and support units by the IS IT Consultancy teams. We provide all documentation relating to this service in alternative formats.

Update 2015; We have had no requests for information in alternative formats but will continue to offer this service.

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

We have made Student Disability Service and the International Office aware of this pilot. The IS disability computing support committee are also aware and we have a representative from IS Helpline on this group who can feed back any concerns.

13. Are there any other points to note regarding the potential or actual impact of applying the policy or practice, with regard to the need to eliminate discrimination, advance equality and promote good relations? If so, note these here.

We are currently applying this policy as a pilot and attendance will continue to be reviewed on a weekly basis to ensure there are no concerns around service provision and to monitor for any positive or negative impact for any equality groups.

Update 2015: The service hours have now moved out of pilot and are now our advertised hours of operation. Continual review of attendance and complaints will identify any further need for review

H. Equality Impact Assessment Outcome

There is a legal obligation to take account of the results of the EqIA in the development of a new or revised policy or practice. This requires considering taking action to address any issues identified, such as removing or mitigating any negative impacts, where possible, and exploiting any potential for positive impact. Clearly any unlawful discrimination must be eliminated.

Having considered the answers in section G, select one of the four options below to indicate how the development/review of the policy/practice will be progressed. Delete the options that do not apply.

Option 1: 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.

I Action and Monitoring

1. Specify the actions required to implement the findings of this EqIA.
   Continued review of attendance statistics and IS Survey feedback. Continued contact with International Office, Student Disability Support and IS Consultancy and Disability IT support

2. State how the policy or practice will be monitored in relation to its equality impact (or note where this is specified above).
Continual review of attendance statistics. Review of IS satisfaction survey feedback. Review of any general feedback and complaints raised through the Complaint Handlers Process/

3. When will the policy/practice next be reviewed?
   December 2014

   Update 2015: Next review: when there is any change made to the policy or when any issues positive or negative relating to any of the 9 protected characteristics arise. We will continue to monitor all feedback.

J. Publication of EqIA

EqIAs are published on the Equality and Diversity website.

There is a statutory requirement to publish EqIAs within a reasonable period. However, in some circumstances there may be valid reasons to limit what is published or to delay publication.

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

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

J. Sign-off

EqIA undertaken by (name(s) and job title(s)): Lisa McDonald, IS User Support Manager

Accepted by (name): Bryan MacGregor, Director of User Services, IS
[This will normally be the person responsible for the policy/practice named in C above. If not, specify job-title/role.]

Date: 16 July 2014
Updated 18th September 2015

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