



## 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.

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

Information Services Group (ISG) New Staff Orientation Practice

We are improving the orientation and onboarding experience for new employees at ISG.

We've designed online guidance booklets for the new start and for the line manager taking them through the process of orientation and onboarding.

In addition we have piloted having an orientation morning, for all new starts in a group on their first day in their role. This consists of attending a presentation, having a chance to ask questions and network, and being shown how to log on to the University computer system and find the training courses that we require them to have completed by the end of their third week in post.

Update July 2020: **As of 1<sup>st</sup> April 2020 the orientation mornings have been put on hold pending the launch of the People and Money system in September 2020**

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

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

Update July 2020: **Update to existing EqIA**

**C. Person responsible for the policy area or practice:**

Name: **Ellie Dora**

Job title: **Assistant Human Resources (HR) Advisor**

School/service/unit: **Information Services Group (ISG)**

Update 2020: **Ellie Dora, Assistant HR Advisor, ISG.**

**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 EqlA? **Yes**

Update July 2020: **Review conducted by Ellie Dora, Assistant HR Advisor, ISG.**

### **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<sup>1</sup>

Add notes against the following applicable statements:

The ISG New Staff Orientation practice is targeted at staff members starting a job at ISG, whom could have any of the protected characteristics and therefore this change has the potential to affect all protected characteristics. The induction comprises of training documents and an in person induction session.

Training documents – these documents have been designed with accessibility in mind for disabled users and have been checked by our Disability Information Officer. Our HR staff have reviewed the documents to ensure all content and language is appropriate and displays no unconscious bias or potentially discriminatory language. All materials are available in alternative formats free of charge on request. The documents are hosted on SharePoint which has been tested for accessibility and whilst we are aware that there are areas where it does not comply with the Web Content Accessibility Guidelines 2.1 AA standard we are committed to improving the accessibility of the site as far as we can and by raising issues with Microsoft. In the meantime we will arrange for users unable to use SharePoint to have access to these documents in an alternative way upon request. The training materials include links to the University Website which is also regularly tested for accessibility and is governed by the University Website Accessibility Policy which is based on WCAG2.1 AA standard including compatibility with assistive technology.

Orientation Session – these sessions are held on Level E of Argyle House. This floor has ground level access and egress and accessible toilet provision. The larger training rooms have hearing induction loops installed. All attendees would be asked if they require any reasonable

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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.

adjustments prior to the training session (including if they need training documents in alternative formats) and these would be put in place.

The orientation session will be in English but as English is the main teaching language of the University we do not believe this will cause any disadvantage. There are no gender neutral toilets in the building but training could be arranged elsewhere if this was requested. There will be provided tea, coffee, water and biscuits including gluten-free options.

The orientation sessions take place on Monday mornings, which was decided upon as the majority of new starts tend to start on a Monday. We realise that this may cause issues for those for whom Monday is not a standard work day for them and/or other commitments such as caring responsibilities or those who observe specific times of religious observance. To ensure these new starts are not placed at a disadvantage the HR team will offer a 1:1 opportunity to go through the key parts of the orientation session, given by one of the HR team, on a day that is suitable for them, during their first week in post. Also, all slides and documents covered at the session are available on the ISG HR SharePoint site.

The orientation session and the training documents include information on Health, Wellbeing and Inclusion at work including the IS Healthy Working Lives initiative and the Playfair Steps initiative which aims to highlight gender inequality. The sessions also include information on the Universities' Dignity and Respect Policy and how to request reasonable adjustments as well as networks and resources available such as the University Staff Disability Network, the LGBT+ staff network, the University Staff Disability Officer and the Information Services Disability Information Officer, Occupational Health, Staff counselling etc.

The reasons for the pilot scheme and improving the orientation and onboarding experience:

To enable scoping and evaluation of the current practice, HR set up a working group of colleagues from different areas to assess the new start onboarding experience. The working group scoped current practice within the organisation, and fed back in group meetings their findings. They benchmarked practice and assessed where ISG was falling short of comparator organisations within the University.

We interrogated data provided by an online survey of current ISG staff of both new starts themselves and the recruiting/ welcoming managers of new starts. We identified that opinion was very low regarding the experience of onboarding and that there was a clear need to improve the service.

As a pilot scheme running for 3 months in the first instance, HR is constantly reviewing and requesting feedback from those involved, both those in the role of the welcoming manager and in the role of the new staff member. Feedback will be monitored particularly for any comments positive or negative related to any of the nine protected characteristics. The IS Disability Information Officer has reviewed the EqIA and if this scheme should proceed beyond the pilot we will consult with the University Staff Disability Officer, the chaplaincy and other relevant stakeholders for comments. A report has been produced for ISG Senior Leadership Team which assesses the practice with a view to the potential value to implement this process over a longer term. Feedback was sought by questionnaire to both new starts and the line manager, who had been through the programme during its pilot phase January to March 2019. This highlighted no positive nor negative feedback with regard to the nine protected characteristics.

Update July 2020: **There were 6 face to face sessions held between January and April 2020:**

**Monday 6 January 2020**

**Monday 20 January 2020**

**Monday 3 February 2020**

**Monday 27 February 2020**

**Monday 2 March 2020**  
**Monday 16 March 2020**

These sessions ran in tandem with the guidance online, which is available to all staff in ISG and includes publication of the presentation slide deck that is delivered at the Monday morning face to face session. In the event that the new start is unable to attend the face to face session, they are directed to the guidance online. I received feedback from two such new starts (from the InfoSec Directorate) that the information was informative and useful to them for onboarding in their new roles.

**As of 1st April 2020 the orientation mornings have been put on hold pending the launch of the People and Money system in September 2020**

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

- **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.**

At this stage we feel this will lead to no form of prohibited conduct for the reasons above and below.

Update July 2020 – **we have received no positive or negative feedback related to any of the nine protected characteristics and continue to believe this new procedure has led to no form of prohibited conduct.**

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

Yes, the new two digital Guidebooks for the new starts, called Welcome Guidebook (prior to starting) and Welcome Guidebook (once you are here), and the orientation morning presentation promote the ISG Equality and Diversity message, the ways to request reasonable workplace adjustments and links to Occupational Health and Staff Counselling as stated below. It is hoped that this will advance equality of opportunity by making staff feel valued and by culturing an environment of inclusion and diversity where staff feel comfortable e.g. requesting reasonable adjustments, requesting kosher food at training events etc.

For example, this extract is from the Welcome Guidebook (once you are here):

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### **Equality & Diversity**

ISG values all its members of staff, and does not tolerate any discrimination because of age, disability gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion/belief, sex or sexual orientation. We are proud to have an inclusive environment, which ensures all staff equal access to opportunities and the chance to develop their full potential, and our Playfair Steps programme underlines this. We expect all staff to report any situations of inequality or discrimination they become aware of in the workplace.

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

We ask that you complete the online training 'e-Diversity in the Workplace' by the end of your first 3 weeks in post. There is a '3 week induction checklist' which your manager will go through with you, completion of this course is included on this checklist.

[Go to eDiversity in the Workplace online course](#) (EASE login is required after you click this link)

If you require reasonable adjustments or assistance to evacuate the building in an emergency, please liaise with your line manager. In addition, you are also most welcome to discuss, in confidence, any requirements that you may have that would enable your working life here at ISG to be appropriately supported, with our HR team: ISG HR phone: 0131 651 1142 / email: [HR.InfoServices@ed.ac.uk](mailto:HR.InfoServices@ed.ac.uk), or our Disability Officer [wiki.galt@ed.ac.uk](mailto:wiki.galt@ed.ac.uk).

[Go to Healthy Working Lives website](#) (EASE login is required after you click this link)

**Occupational Health Services** are available to staff and students.

[Go to University Occupation Health website](#)

**Counselling Services** are available to staff

[Go to University Counselling Services website](#)

### **Social Responsibility and Sustainability**

The University aims to be zero waste, carbon neutral, and socially responsible. All staff are encouraged to learn how to work in a more sustainable way - by saving energy, using resources efficiently, and making responsible purchases. We encourage all new staff to complete the "Be Sustainable" training, an online training course that takes less than 30 minutes to complete.

[Go to University Social Responsibility and Sustainability website](#)

ISG is proud of its Healthy Working Lives initiative which is led by staff and supported by ISG.

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

It is hoped that by progressing through the induction process staff will see the commitment ISG and the University has to Equality And Diversity and that this will help foster an environment where excellent practice in this area is the norm and staff feel comfortable disclosing protected characteristics where they wish e.g. when disabled staff member wishes to request reasonable adjustments

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

These orientation sessions and the alternative 1:1 session will take place once the new start has commenced working for the organisation so they would not be expected to take time off their current post to attend. The sessions and training materials are free to attendees. There is free 24 hour IT provision for all staff and as such staff can access the slides and documents covered at the orientation session at a time that is convenient to them so there should be no disadvantage for those on lower incomes.

Update July 2020 – **We do not believe that this change has created any barriers for any other groups and have received no feedback to indicate this.**

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

All documents, induction checklists and guidebooks produced are available in alternative formats upon request. Staff are given clear instruction of this, and are told how to request

alternative formats. All information is put on the ISG HR SharePoint site which is available to all ISG employees.

Update July 2020 – **we 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?**

As a pilot scheme running for 3 months in the first instance, we are constantly reviewing and requesting feedback from those involved, in the role of the welcoming manager and in the role of the new staff member. Feedback will be monitored particularly for any comments positive or negative related to any of the nine protected characteristics. The IS Disability Information Officer has reviewed the EqIA and if this scheme should proceed beyond the pilot we will consult with the University Staff Disability Officer, the chaplaincy and other relevant stakeholders for comments. A report has been produced for ISG Senior Leadership Team which assesses the practice with a view to the potential value to implement the process over a longer term. Feedback was sought by questionnaire to both new starts and the line manager, who had been through the programme during its pilot phase January to March 2019. This highlighted no positive or negative feedback with regard to the nine protected characteristics.

Update July 2020 – **We received no feedback positive or negative related to any of the nine protected characteristics.**

- **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:**

A key aim of the ISG New Staff Orientation Practice is to promote Equality and Diversity and the UoE and ISG key tenet of Inclusion. The new materials and session underline the desire to eliminate discrimination, advance equality and promote an inclusive, tolerant workplace, in line with the University's vision to be: Caring, Cherishing and Celebrating Achievements.

Update July 2020: **We do not believe that the new design has led to or will lead to any forms of prohibited conduct. There were no comments/complaints related to any of the protected characteristics. Review conducted by Ellie Dora, Assistant HR Advisor, ISG.**

**As of 1<sup>st</sup> April 2020 the orientation mornings have been put on hold pending the launch of the People and Money system in September 2020**

#### 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 the reasons detailed above.**

Update July 2020: **Review conducted by Ellie Dora, Assistant HR Advisor, ISG.**

#### 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 review the practice and prepare a report at the end of the pilot and this will consider all feedback particularly any positive or negative feedback in relation to the nine protected characteristics

Staff will be reminded of the need to provide alternative formats free for charge for disabled staff and the need to make reasonable adjustments as required.

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

The practice will be reviewed and refined during May to July following the end of the pilot period at end March 2019. The aim is to launch the programme from October 2019 onwards. The alternative to launching the programme would be to revert to the previous Induction practice which is devolved out to welcoming managers. The EqIA will be updated when the decision on how we plan to proceed has been made (October 2019)

Update 2019: **Pilot phase successfully completed, reviewed and extended for a second phase from November 2019 to March 2020. No issues were reported.**

Update July 2020: **As of 1<sup>st</sup> April 2020 the orientation mornings have been put on hold pending the launch of the People and Money system in September 2020. A full review will be carried out in October 2020 when introducing orientation mornings again will be considered.**

**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)): **Ellie Dora, Assistant HR Advisor, ISG.**

Accepted by (name): **Jeanette King, HR Business Partner, ISG.**

Date: **26.07.19**

**Update July 2020 – Ellie Dora, Assistant HR Advisor, ISG undertook the EqIA. Jeanette King, HR Business Partner, ISG has accepted this EqIA.**

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