



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): Provision of user support – staff providing the service.

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):

C. Person responsible for the policy area or practice:

Name: Lee Hamill

Job title: Programme Sponsor

School/service/unit: Finance Transformation

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 **NO**
- is relevant to the promotion of equality (in terms of the Public Sector Equality Duty 'needs' as set out in the Policy and Guidance)? **NO**
- It is one which interested parties could reasonably expect the University to have carried out an EqIA? **YES**

The current practice for end users requiring help and assistance from the finance department is to select the appropriate contact from a long list of possible contacts on the website.

The planned change in practice will result in end users having one contact point for their queries, the University Helpdesk. This First Line Support will assist the users with basic queries and pass on more complex queries to the relevant second line support team. There will be an increase in the number of self-help materials available online, so that end users may be able to resolve their queries on their own. This service is available to all University of Edinburgh staff and students, as well as external suppliers and customers.

The proposed changes are driven by business reason, but are being impact assessed to identify if there is any impact on protected characteristic group/s for the staff who will provide this service.

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:

It is not the intention that the change will result in any job losses. Some staff may be redeployed to support other work within the University. All members of staff within the teams impacted will be involved and consulted throughout the process. This should ensure that any concerns can be addressed and responded to as appropriate.

It is expected that some staff from one of the existing finance teams, currently providing support for various finance queries, would move to the Helpdesk sharing their knowledge and expertise. This may require a change of working location within a mile radius, so should not adversely affect staffs' current childcare arrangements, if applicable. Their job description could change slightly as a result of other proposed changes to their job roles. Staff will be consulted throughout the change process and all reasonable adjustments put in place as required.

Additional training required by Helpline staff to provide this service will be conducted on a variety of dates and times in accessible venues and all written/online advice will be available as required. Staff with disabilities will be provided with advice in accessible formats as required.

The changes to the service provision are driven by business requirements and not for equality reasons. However, all staff regardless of protected characteristics included in the change process will be treated in accordance to their needs and we will monitor the process to ensure no inequities occur.

Consideration will be given to any new disability related adjustments for all staff as required, including those who already have existing adjustments in place. Line managers will be asked to encourage staff to disclose any disability or reasonable adjustments they might need. Communication about the changes will be made available in alternative formats upon request.

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:

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 do not envisage that application of this policy will lead to any form of prohibited conduct. Reasonable adjustments will be put in place as required i.e. flexible working hours, assistive hardware and software etc.

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

This change process as described above is the continuation of the same business practices currently being carried out by a number of teams under an overarching University project, and provides an opportunity to review equality practices and advance equality of opportunity as part of the change process.

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

By demonstrating that Equality and Diversity issues have been considered as part of this change it is hoped this will raise the awareness and profile of such considerations and demonstrate the Universities commitment to Equality and Diversity.

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

We do not envisage that this practice will create any barriers for any other groups. All agreed equipment required for the revised work tasks will be funded by the University.

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

Communication materials will be made accessible to all users. Communication of the new practice will be made by e-mail, through newsletters and through promotion at Service Excellence Programme presentations, and information will be available in alternative formats for disabled users on request.

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

A variety of users and individuals whose daily tasks may change as a result of the new practice will be consulted during the development and review of the practice, and equality issues raised will be addressed through the appropriate channels. For example, the changes have been discussed with the Information Services Disability Officer.

- 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:

No impact expected from applying the new practice other than the issues as discussed 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. – Based on the answers given above.

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

~~**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).

The practice will be monitored and reviewed and equality groups consulted if any specific equality related issues arise.

Analysis of the profile of staff potentially involved in the change process, and also in proportion to the departmental profile, was undertaken and does not evidence any major potential inequities. Due to the small number of staff involved these data are not published to ensure individual staff are not identifiable. Lack of disclosure for some of the equality protected characteristics is not sufficiently robust to carry out meaningful analysis.

Applied reasonable adjustments will be reviewed on an ongoing basis for those staff concerned, including provision of documents in alternative formats upon request.

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

The practice will next be reviewed if it changes again, or if any positive or negative issues related to the nine protected characteristics arise.

H. Publication of EqIA

Can this EqIA be published in full, now? Yes

I. Sign-off

EqIA undertaken by (name(s) and job title(s)):

**Dawn Holmes, Senior Project and Programme Manager
Nichola Malcolm, Service Excellence Partner**

Accepted by (name): **Lee Hamill, Programme Sponsor**

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

Date: 19th April 2018

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