

# EQUALITY IMPACT ASSESSMENT (EQIA): SCREENING FORM

Introduction to the EQIA screening process

A successful EQIA screening will look at 5 key areas:

1. **Identify the Policy, Project, Service Reform or Budget Option to be assessed**

A clear definition of what is being screened and its aims

2. **Gathering Evidence & Stakeholder Engagement**

Collect data to evidence the type of barriers people face to accessing services (research, consultations, complaints and/or consult with equality groups)

3. **Assessment & Differential Impacts**

Reaching an informed decision on whether or not there is a differential impact on equality groups, and at what level

4. **Outcomes, Action & Public Reporting**

Develop an action plan to make changes where a negative impact has been assessed. Ensure that both the assessment outcomes and the actions taken to address negative impacts are publically reported

5. **Monitoring, Evaluation & Review**

Stating how you will monitor and evaluate the **Policy, Project, Service Reform or Budget Option** to ensure that you are continuing to achieve the expected outcomes for all groups.

# 1. IDENTIFY THE POLICY, PROJECT, SERVICE REFORM OR BUDGET OPTION:

a) Name of the Policy, Project, Service Reform or Budget Option to be screened

Project Name: **Contact Us**

That will replace:

- The online form for Contact Us for GCC, Glasgow Life, and HSCP-SWS.
- C4 and Lagan systems with Granicus system.
- Glasgow Life's (line of business) system for comments, compliments and enquiries.

b) Reason for Change in Policy or Policy Development

- System applications are out of date and are not supported. The servers that the applications reside are out of date and out of support.
- There is no ability to development the systems.
- The reason for change is to remove the significant technical risks.

c) List main outcome focus and supporting activities of the Policy, Project, Service Reform or Budget Option

The change will replace what current exists, it will provide an online form, direct user recording in the system, case management and reporting.

- The 2 online forms will merge into 1 single online form.
- Customers will continue to:
  - Access the online form from our websites.
  - Be able to raise Comments, Compliments and Complaints and for Glasgow Life will be able to raise enquiries.
  - Have the option to complete the online form using
    - Their (myGov) myAccount to select "Contact Us"
    - Directly, by NOT using myAccount, or can complete the form by raise it anonymously.
    - Have the ability to raise a complaint on behalf of another person.

Where customers do not raise via the online form, all existing channels remain in place e.g. by phone, by comment card, by email, in person, by letter.

- In this situation, members of staff will no longer use C4 or Lagan systems, but will use the Granicus system to record the customer's comment, compliment or complaint.
- Members of staff will use the Granicus system to manage contact us cases.

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d) Name of officer completing assessment (signed and date)

Business Project Leads: Gary Hurr, CEO. Gregg Longmuir, CBS. Harry Bisset, Glasgow Life. Gordon McKay, HSCP-SWS.

e) Assessment Verified by (signed and date)

On behalf of Business Project Leads: Lee Greenock, SIIT Project Manager.

## 2. GATHERING EVIDENCE & STAKEHOLDER ENGAGEMENT

The best approach to find out if a policy, etc is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those groups. You should list below any data, consultations (previous relevant or future planned), or any relevant research or analysis that supports the Policy, Project, Service Reform or Budget Option being undertaken.

Please name any research, data, consultation or studies referred to for this assessment:	Please state if this reference refers to one or more of the protected characteristics: <ul style="list-style-type: none"> <li>➤ age</li> <li>➤ disability,</li> <li>➤ race and/or ethnicity,</li> <li>➤ religion or belief (including lack of belief),</li> <li>➤ gender,</li> <li>➤ gender reassignment,</li> <li>➤ sexual orientation</li> <li>➤ marriage and civil partnership,</li> <li>➤ pregnancy and maternity,</li> </ul>	Do you intend to set up your own consultation? If so, please list the main issues that you wish to address if the consultation is planned; or if consultation has been completed, please note the outcome(s) of consultation.
<p>The expansion of Granicus and this project implementation for Contact Us is strategically aligned with the Digital Glasgow Strategy and the Customer Strategy.</p> <p>The Digital Glasgow Strategy has three missions, with the third mission being to deliver Sustainable and Innovative Digital Public Services.</p> <p>The objective is to enhance the efficiency, resilience, and agility of our business functions and services.</p> <p>This strategy is designed to improve the customer</p>	<p>All (generally all potential customers that wish or need to access our services)</p>	<p>No</p>

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<p>experience for the people of Glasgow, which aligns perfectly with the project's goal of enhancing user experience.</p> <p>The Customer Strategy is divided into three main areas: Accessibility, Digital Services, and Digital Inclusion.</p> <p>The Accessibility strategy aims to simplify how our customers contact us.</p> <p>This project is in strategic alignment to missions and objectives:</p> <p><b>Digital Glasgow Strategy:</b> Sustainable and Innovative Digital Public Services</p> <ul style="list-style-type: none"> <li>• Improve the efficiency, resilience, and agility of our operations.</li> <li>• Improve the customer experience of our services.</li> </ul>		

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<ul style="list-style-type: none"> <li>• Redesign Services to improve outcomes for our Citizens and Communities.</li> </ul> <p><b>Customer Strategy:</b></p> <p><b>Accessibility</b></p> <ul style="list-style-type: none"> <li>• Simplify how our customers contact us through a review and redesign of our website, social media, telephone lines and apps</li> </ul> <p><b>Digital Services</b></p> <ul style="list-style-type: none"> <li>• Effortless transactions by growing our digital offering.</li> <li>• Accessible services and availability to interact 24/7</li> <li>• Services are Digital by Design ensuring there is always digital/paperless option.</li> </ul> <p><b>Digital Inclusion</b></p> <ul style="list-style-type: none"> <li>• Promote self-service with better online information provision.               <ul style="list-style-type: none"> <li>○ Increase the number and range of</li> </ul> </li> </ul>		

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digital services available.		

### 3. ASSESSMENT & DIFFERENTIAL IMPACTS

Use the table below to provide some **narrative** where you think the **Policy, Project, Service Reform or Budget Option** has either a positive impact (contributes to promoting equality or improving relations within an equality group) or a negative impact (could disadvantage them) and note the reason for the change in policy or the reason for policy development, based on the evidence you have collated.

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
SEX/ GENDER	Women	<p>Continued provision of online access.</p> <p>The online form does not specifically have accessibility capabilities but instead the device operating system used by the customer, (as standard) will have accessibility features for their desktop, laptops, or handheld device.</p> <p>Customers will access these capabilities to optimise and customise their device.</p> <p>Customers might also use specialist software to give added functions.</p> <p>Examples of accessibility features will include:</p> <ul style="list-style-type: none"> <li>• A screen reader will provide</li> </ul>	<p>No adverse impacts identified at this time.</p>	<p>Provision of service will continue, and will be available in the same ways, with no change:</p> <ul style="list-style-type: none"> <li>• Those customers with preferences that are not to engage online will continue to be able to access other channels and contact us by phone, by post, in-person, by email, or by letter, or by using a comments card (if Glasgow Life).</li> <li>• Customer will be sign-posted to these channels when engaging in the process they wish to raise a comment, compliment, complaint or enquire about (if Glasgow Life) – such as face to face or by phone through engagement with members of staff.</li> <li>• Customers making Contact Us requests can (continue to) tell a member of staff and the member of staff will take down the information and record this for them.</li> <li>• Alternatively customers can</li> </ul>



## EQIA Screening Form

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
		<p>speech output (narration of what's on screen)</p> <ul style="list-style-type: none"> <li>• Speech-recognition feature allows users with limited mobility to control the computer with their voice, to write emails and documents</li> <li>• Magnification (magnifier or zoom functions)</li> <li>• Changing the colour of how things appear on screen (high contrast &amp; inverted colours)</li> <li>• Adjusting the display to suit the personal preference of the user, including the size, shape and texture of the cursor and the reduction of animations</li> <li>• Virtual assistants (like Cortana or</li> </ul>		<p>(continue) to enlist support from a trusted proxy, they can raise the contact us (complaints mainly), on behalf of the customer.</p>

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Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
		Siri) to allow you to use your voice to undertake tasks like sending an email, conducting a web search and opening applications and files.		
	Men	As above	As above	As above
	Transgender	As above	As above	As above
<b>RACE*</b>	White	As above	As above	As above
<i>Further information on the breakdown below each of these headings, as per census, is available <a href="#">here</a>.</i>  <i>For example Asian includes Chinese, Pakistani and Indian etc</i>	Mixed or Multiple Ethnic Groups	As above	As above	As above
	Asian	As above	As above	As above
	African	As above	As above	As above
	Caribbean or Black	As above	As above	As above
	Other Ethnic Group	As above	As above	As above
<b>DISABILITY</b>	Physical disability	As above	As above	As above
<i>A definition of disability under the Equality Act 2010 is available <a href="#">here</a>.</i>	Sensory Impairment (sight, hearing, )	As above	As above	As above
	Mental Health	As above	As above	As above

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Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
	Learning Disability	As above	As above	As above
<b>LGBT</b>	Lesbians	As above	As above	As above
	Gay Men	As above	As above	As above
	Bisexual	As above	As above	As above
<b>AGE</b>	Older People (60 +)	As above	As above	As above
	Younger People (16-25)	<ul style="list-style-type: none"> <li>Not as a result of the system replacement, but as a result of the complaint handling procedure changes determined by the Scottish Public Services Ombudsman (SPSO). The online form will signpost children to information on our website that describes how they will be supported with determining and raising a complaint and through the complaints process.</li> </ul> <p>Note – this is NOT specific to the system change.</p>	As above	As above

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Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
	Children (0-16)	As above	As above	As above
<b>MARRIAGE &amp; CIVIL PARTNERSHIP</b>	Women	As above	As above	As above
	Men	As above	As above	As above
	Lesbians	As above	As above	As above
	Gay Men	As above	As above	As above
<b>PREGNANCY &amp; MATERNITY</b>	Women	As above	As above	As above
<b>RELIGION &amp; BELIEF**</b> A list of religions used in the census is available <a href="#">here</a> .	See note	As above	As above	As above

reasons of brevity race is not an exhaustive list, and therefore please feel free to augment the list above where appropriate; to reflect the complexity of other racial identities.

\*\* There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions used in the census is available [here](#).

\*

For

## Summary of Protected Characteristics Most Impacted

The online form will replace the existing online form and provides continuation of online provision, this should have an ongoing positive impact on most groups.

For groups most likely to suffer from digital exclusion - older and disabled people, and where the online route is not the customer's preference, then all existing channels are available to customers to access; by letter, by email, by phone, by comment card, in person – that the customer can access whilst engaging with us on processes that they wish to raise a further contact us process e.g., comment, compliment, or complaint. By phoning the main council switchboard phone number, customers will continue be directed to the team that can assist them.

## Summary of Socio Economic Impacts

The online form will replace the existing online and provides continuation of online provision.

Where the online route is not the customer's preference, where the online route is not the customer's preference, then all existing channels are available to customers to access; by letter, by email, by phone, by comment card, in person – that the customer can access whilst engaging with us on processes that they wish to raise a further contact us process e.g. comment, compliment, or complaint. By phoning the main council switchboard phone number, customers will continue be directed to the team that can assist them.

## Summary of Human Rights Impacts

The online form will replace the existing online and provides continuation of online provision.

Where the online route is not the customer's preference, where the online route is not the customer's preference, then all existing channels are available to customers to access; by letter, by email, by phone, by comment card, in person – that the customer can access whilst engaging with us on processes that they wish to raise a further contact us process e.g. comment, compliment, or complaint. By phoning the main council switchboard phone number, customers will continue be directed to the team that can assist them.

It vindicates Article 21 of the Universal Declaration of Human Rights

Article 21 (1 &2)

1. Everyone has the right to take part in the government of his country, directly or through freely chosen representatives.
2. Everyone has the right to equal access to public service in his country.

[https://www.scottishhumanrights.com/media/1623/shrc\\_universal\\_declaration.pdf](https://www.scottishhumanrights.com/media/1623/shrc_universal_declaration.pdf)

## 4. OUTCOMES, ACTION & PUBLIC REPORTING

<b>Screening Outcome</b>	<b>Yes /No Or / Not At This Stage</b>
Was a significant level of negative impact arising from the project, policy or strategy identified?	Not at this stage
Does the project, policy or strategy require to be amended to have a positive impact?	Not at this stage
Does a Full Impact Assessment need to be undertaken?	Not at this stage

## Actions: Next Steps

(i.e. is there a strategic group that can monitor any future actions)

Further Action Required/ Action To Be Undertaken	Lead Officer and/or Lead Strategic Group	Timescale for Resolution of Negative Impact (s) / Delivery of Positive Impact (s)
<p>Not at this stage.</p> <p>The project will be managed using general project governance monitoring managed by a Board.</p>	<p>Janice Timoney, Financial Services, Customer and Business Services will act as the Project Sponsor.</p>	<p>As part of project implementation there will be a significant period of testing and monitoring of the project delivery to ensure that the system meets the functionality and workflow processes defined by the business areas to manage the customer's contact us case, to align this with the complaint handling procedure defined by SPSO, and will be supported by the customer service hubs to process and manage the customers comment, compliment, complaint, or for Glasgow Life enquiries. The Project Board will sign-off the testing phase prior to the replacement form being implemented.</p>

## Public Reporting

All completed EQIA Screenings are required to be publically available on the [Council EQIA Webpage](#) once they have been signed off by the relevant manager, and/or Strategic, Policy, or Operational Group. (See [EQIA Guidance](#): Pgs. 11-12)

## 5. MONITORING OUTCOMES, EVALUATION & REVIEW

The Equalities Impact Assessment (EQIA) screening is not an end in itself but the start of a continuous monitoring and review process. The relevant Strategic, Policy, or Operational Group responsible for the delivery of the Policy, Project, Service Reform or Budget Option, is also responsible for monitoring and reviewing the EQIA Screening and any actions that may have been take to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from **Corporate Strategic Policy and Planning** will be available to provide support and guidance.



### Legislation

#### **Equality Act (2010) - the Equality Act 2010 (Specific Duties) Scotland Regulations 2012**

The 2010 Act consolidated previous equalities legislation to protect people from discrimination on grounds of:

- race
- sex
- being a transsexual person (transsexuality is where someone has changed, is changing or has proposed changing their sex – called 'gender reassignment' in law)
- sexual orientation (whether being lesbian, gay, bisexual or heterosexual)
- disability (or because of something connected with their disability)
- religion or belief
- having just had a baby or being pregnant
- being married or in a civil partnership, and
- age.

Further information: [Equality Act Guidance](#)

As noted the Equality Act 2010 simplifies the current laws and puts them all together in one piece of legislation. In addition the **Specific Duties (Scotland Regulations 2012)** require local authorities to do the following to enable better performance of the general equality duty:

- report progress on mainstreaming the general equality duty
- publish equality outcomes and report progress in meeting those
- impact assess new or revised policies and practices as well as making arrangements to review existing policies and practices gather, use and publish employee information
- publish gender pay gap information and an equal pay statement
- consider adding equality award criteria and contract conditions in public procurement exercises.

Further information: [Understanding Scottish Specific Public Sector Equality Duties](#)

#### **Fairer Scotland Duty**

Authorities should also consider Socio-Economic Impacts where appropriate. Further information: [Fairer Scotland Duty Interim Guidance](#)

#### **Enforcement**

Judicial review of an authority can be taken by any person, including the Equality and Human Rights Commission (EHRC) or a group of people, with an interest, in respect of alleged failure to comply with the general equality duty. Only the EHRC can enforce the specific duties. A failure to comply with the specific duties may however be used as evidence of a failure to comply with the general duty.