Social Security Scotland
Equality Impact Assessment Record
Display Screen Equipment Assessment Online Tool

Dignity,
fairness,
respect.

Description of Activity

Title of Activity – Display Screen Equipment Online Software Tool

Activity Lead – Gillian Simcox and the Health and Safety Team

Is this a new activity or a change to an existing activity?

The Display Screen Equipment Online Software Tool will be a change to an existing activity. Social Security Scotland already carries out display screen equipment Assessments as these are required in law to complete for those staff who are classed as display screen equipment users.

Due to the nature of the work carried out by Social Security Scotland all staff are classed as display screen equipment users.

1. Screening

What is the aim of the proposed activity?
The proposed activity is a new online software tool to carry out training, display screen equipment assessments and recording and reporting of information and statistics.

Its aim is to make the process of display screen equipment assessment management more efficient and increase rapid action for any new equipment or assessment required by individuals within the organisation.

Who will it affect?
This activity will affect all staff.

What might affect the success of the proposed activity?
The success of this activity may be affected by the selection of a supplier/ product that does not meet the requirements for accessibility for all staff to complete display screen equipment training and assessment. It may also be affected if the product selected does not support the ability to amend or use that product to make it inclusive for all Social Security Scotland staff as far as reasonably possible.

2. Exploratory workshop results

An exploratory workshop was carried out on the 11th January 2023 to identify:
- any barriers of a new online software tool
- current positive practices in relation to the display screen equipment assessment
- specific considerations to ensure that the procurement process identifies the most suitable supplier for this software that meets the needs of our staff, the Health and Safety team and our legislative duties.

General comments and questions raised by the exploratory workshop produced the following information. This has been further noted, where applicable, within each protected characteristics in sections 3 and 4.

Positives:
- Everything would be in one place so users who are older/care experienced/not used to computers do not have to use multiple systems.
- We should have more control over language used and be able to change things quickly . This should help people with gender reassignment, sex, race/ethnicity, age, etc.
- We should have more influence over the provider to make things fully inclusive and bespoke.
- Potential to tailor training to allow users to skip parts that are not needed. For example, some users with visual impairments will not need to be trained on monitor set up.
- An online questionnaire might be better if it is text based and not using graphics.

Negatives:
- Needs to be fully accessible for people with disabilities. How compatible/accessible is it really in terms of screen readers and other accessibility features?
- For those with disabilities or who have not been display screen equipment users before (young people, older, disabled etc.), the standard training needs to be really clear as they do not necessarily know what they need or how it will affect them.
- The software could include things that are not necessary for every individual, for example, JAWS software users don't use a mouse, people with motor disabilities might not use standard equipment at all, users with smaller frames or bigger frames may not match what they are seeing in the training sections
- If line mangers have to help, can they be trained to deal with issues sensitively as they may not have had any training to deal with these issues?
- Language may not be inclusive, or questions may not represent the diversity of people's abilities/differences. It may automatically include unnecessary questions for people with disabilities.
- If it only records one location, for example, the primary location of home or office, then will a separate system need to be used to make other location match – could be confusing for older/younger/care experienced/disabled staff to understand or action.
- Standard questions may still marginalise the experience of users with different needs or set-ups. Could we have alternative questions for non-standard set-ups? Could we update the questions quickly to reflect users' comments and answering patterns?
- Might not be clear to staff that anything they need could be built or installed for them

3. Data and evidence gathered

Age

The potential issue for this protected characteristic is the experience and ability of those individuals who may not have had much access to computers and computer technology/ software programmes prior to working with Social Security Scotland.

Learning new ways to manage work through computer technology and software programmes may be more challenging for some people in this protected characteristic. Discussions with the individuals within the exploratory workshop as well as conversations with new starts who have not had much experience with computer technology prior to commencing work with Social Security Scotland have added to this understanding.

It should be noted that Lancaster University blog acknowledges that those individuals who are included within this protected characteristic may not be blocked from using software because of accessibility using software, but may be more fearful of making mistakes and therefore avoid technology or software. Why some older people are rejecting digital technologies | Lancaster University notes it can be fear of mistakes, but also lack of confidence in their ability to learn new activities that prevents them from using new technologies.

This indicates that how we train or communicate any new software or online tool will be key for this protected characteristic especially.

Disability

The potential issue for this protected characteristic is the accessibility to using software and complete the specific requirements that would be part of a new online software tool.

Barriers would include accessibility around using new software with existing software already used by disabled individuals. For example, Dragon Software, JAWs or any other screen reading software Social Security Scotland already uses for visually impaired, dyslexic or other individuals with disabilities.

The exploratory workshop raised this as a key concern for those who currently use these existing software programmes. Key issues were to ensure any new software would be accessible with existing software. There are accessibility guidelines WCAG (Web Content Accessibility Guidelines) set by the World Wide Web consortium (W3C), where the legal minimum is AA (a higher standard than single A and lower than top compliance level AAA). AA is the minimum standard any supplier should meet to be considered within our selection process.

This has been set out within the procurement process as a factor to be met by any potential supplier. Understanding accessibility requirements for public sector bodies - GOV.UK (www.gov.uk)

Gender reassignment

The potential issue for individuals within this protected characteristic would be language which is not inclusive and does not match the diverse workforce and language used within Social Security Scotland.

A key aspect of any tool procured would be the ability for Social Security Scotland to adapt and change the language to match Social Security Scotland's approach, using appropriate pronouns and inclusive language.

Research and work within technological industries are aware there is a need to replace potentially offensive terminology with inclusive language at the base level within technology and software creation through coding, The Importance Of Inclusive Language And Design In Tech (forbes.com) is an example of the potential issue.

Pregnancy & maternity

While not directly impacted by the online software tool chosen there should be consideration for those employees on maternity leave to have access to this tool to highlight any issues before they return to work after the birth of their child. This would be accessed using the normal work based e mail.

Race

A new online software tool should not impact on anyone within this protected characteristic. There is no need for race to be identified as part of the new online software tool for display screen equipment assessment training.

Religion or belief

A new online software tool should not impact on anyone within this protected characteristic. There is no need for religion or belief to be identified as part of the new online software tool for display screen equipment assessment training or assessment process unless they are already considered as part of any identified protected characteristic already highlighted with positive, negative or neutral impact.

Sex

A new online software tool should not impact on anyone within this protected characteristic. There is no need for sex to be identified as part of the new online software tool for display screen equipment assessment training or assessment process unless they are already considered as part of any identified protected characteristic already highlighted with positive, negative or neutral impact.

Sexual orientation

A new online software tool should not impact on anyone within this protected characteristic. There is no need for sexual orientation to be identified as part of the new online software tool for display screen equipment assessment training or assessment process unless they are already considered as part of any identified protected characteristic already highlighted with positive, negative or neutral impact.

Care Experience

The potential issue for this protected characteristic is the experience and ability of those individuals who may not have had access to computers and computer technology/ software programmes prior to working with Social Security Scotland. This is similar to those individuals within the age protected characteristic where there is a potential fear of making mistakes or being involved with new technologies.

4. Assessing the impacts and identifying opportunities to promote equality

Age

Impact
The proposed change to our existing activity may have an impact on this group of people and could be positive, negative or neutral depending on the individual within this protected characteristic.

The positive impact would include an easier Social Security Scotland online tool rather than a manual process which will lead individuals through a step by step process of e learning and assessment.

The negative impact could be another technological change which may prove daunting for those individuals who are not confident with any change in new technology or process because there may be a fear of making mistakes.

A neutral impact will apply to those individuals in this protected characteristic who can use and navigate the new online software with no issues.

Action
For the negative impact scenario we would ensure:
- the roll out of any new software tool will have associated guidance to support individuals using this new software tool.
- training for the Display Screen Equipment online software tool will be considered in advance too for users and ease of use.
- additional support from the Health and Safety team/ administrators of the new software online tool will also be made available to encourage anyone with any difficulties to seek support.
- communication to advise of this new online tool will also support individuals to raise any concerns with their line manager.
- network meetings with different teams and the Health and Safety team are already in place. The new Display Screen Equipment online software tool has been, and will be discussed within these meetings.
- once the product has been selected, the information will be shared within these network meetings to make sure any issues are highlighted early and any concerns or issues addressed.

Public Sector Equality assessment
Through good communication with a planned rollout, with help and support made known, and the online software tool process itself will help to ensure this updated activity:
- ➢ Eliminates unlawful discrimination, harassment and victimisation;
- ➢ Advances equality of opportunity;
- ➢ Promotes good relations among and between different groups.

Disability

Impact
The proposed change to our existing activity may have an impact on this group of people and could be positive, negative or neutral depending on the individual within this protected characteristic.

The positive impact would include an easier Social Security Scotland online tool rather than a manual process which will lead individuals through a step by step process of e learning and assessment that is accessible with the current software programmes used by those staff, for example, who use JAWs software or Dragon software.

The negative impact could be that the new online software tool used for Display Screen Equipment e learning and assessment is not compatible with existing software tools to accommodate an individual's disability. This would impact on their ability to use the new Display Screen Equipment online software.

However, if any potential supplier's product is not fully accessible or not meeting the Web Content Accessibility Guidelines (WCAG) accessibility AA rating (Understanding accessibility requirements for public sector bodies - GOV.UK (www.gov.uk) it may mean a reconsideration of the supplier selected.

A neutral impact will apply to those individuals who can use and navigate the new online software with no issues.

Action
For the negative impact scenario we would ensure:
- the supplier chosen has the right accessibility with existing software used by disabled staff within Social Security Scotland that meets the WCAG AA standard (Understanding accessibility requirements for public sector bodies - GOV.UK (www.gov.uk).
- that this standard has been applied to the procurement requirements for a Display Screen Equipment online software tool for Social Security Scotland.
- Additional time would be allocated to support individuals with the online software tool to ensure the transition is smooth with no complications.
- Support from the Health and Safety team/ administrators of the new software online tool will also be made available to encourage anyone with any difficulties to contact the Health and Safety team or administrator.
- We would also request visibility of the accessibility audits to ensure the successful supplier does meet our requirements and the WCAG accessibility AA rating.

- This will be done by asking potential suppliers to provide information and evidence on their accessibility audits. This will inform our choice through procurement and support Social Security Scotland to meet the required standard.

Public Sector Equality assessment

Through good communication with a planned rollout, with help and support made known, and the online software tool process itself will help to ensure this updated activity:

➢ Eliminates unlawful discrimination, harassment and victimisation;
➢ Advances equality of opportunity;
➢ Promotes good relations among and between different groups.

Gender reassignment

Impact

The proposed change to our existing activity may have an impact on this group of people and could be positive, negative or neutral depending on the individual within this protected characteristic.

The positive impact would include an easier Social Security Scotland online tool rather than a manual process which will lead individuals through a step by step process of e learning and assessment. It will also support the inclusive language currently used by Social Security Scotland.

The negative impact could be the language is not inclusive and meet the standards set by Social Security Scotland to be inclusive for all our staff.

A neutral impact will apply to those individuals who can use and navigate the new online software with no issues.

Action

For the negative impact scenario we would:

- initially enquire through the accessibility audit information provided that inclusive language is used or
- that any new software tool will have the ability to be amended to meet the standards set by Social Security Scotland either by administrators or the supplier themselves prior to successful procurement.

Public Sector Equality assessment

Through the ability to amend the product to suit Social Security Scotland, good communication, a planned rollout with help and support made known, and the online software tool process itself, all this will help to ensure this updated activity:

➢ Eliminates unlawful discrimination, harassment and victimisation;
➢ Advances equality of opportunity;
➢ Promotes good relations among and between different groups.

Pregnancy and maternity

Impact
The proposed change to our existing activity may have an impact on this group of people and could be positive, negative or neutral depending on the individual within this protected characteristic.

The positive impact would include an easier Social Security Scotland online tool rather than a manual process which will lead individuals through a step by step process of e learning and assessment.

The negative impact could be there is a perception of lack of accessibility to update information within the Display Screen Equipment assessment tool by those individuals on maternity leave before they return to work.

A neutral impact will apply to those individuals who can use and navigate the new online software with no issues.

Action
For the negative impact scenario:
- individuals who are on maternity leave and intend to return to work have access through their work e mail in advance of their return date.
- Regular contact is encouraged to support those who have been on maternity leave and this will include consideration and updating of their Display Screen Equipment assessment.
- Additional support from the Health and Safety team/ administrators of the new software online tool will also be made available to encourage anyone with any difficulties to contact the Health and Safety team or administrator.

Public Sector Equality assessment
Through good communication with a planned rollout, with help and support made known, and the online software tool process itself will help to ensure this updated activity:
- ➢ Eliminates unlawful discrimination, harassment and victimisation;
- ➢ Advances equality of opportunity;
- ➢ Promotes good relations among and between different groups.

Race

Impact There is no impact on this protected characteristic from an online software tool for display screen equipment assessment, training or reporting.

Action Not applicable

Public Sector Equality assessment Not applicable

Religion or belief

Impact There is no impact on this protected characteristic from an online software tool for display screen equipment assessment, training or reporting.

Action Not applicable

Public Sector Equality assessment Not applicable

Sex

Impact There is no impact on this protected characteristic from an online software tool for display screen equipment assessment, training or reporting.

Action Not applicable

Public Sector Equality assessment Not applicable

Sexual orientation

Impact There is no impact on this protected characteristic from an online software tool for display screen equipment assessment, training or reporting.

Action Not applicable

Public Sector Equality assessment Not applicable

Care Experienced

Impact
The proposed change to our existing activity may have an impact on this group of people and could be positive, negative or neutral depending on the individual within this protected characteristic.

The positive impact would include an easier Social Security Scotland online tool rather than a manual process which will lead individuals through a step by step process of e learning and assessment. Another positive is the e learning and assessment being within the same online software, reducing the number of software programmes needed to complete the required tasks.

The negative impact could be another technological change which may prove daunting for those individuals who are not confident with any change in new technology or process because there may be a fear of making mistakes because they have not had access to computers or technology prior to working with Social Security Scotland.

A neutral impact will apply to those individuals who can use and navigate the new online software with no issues.

Action
For the negative impact scenario we would ensure:
- the roll out of any new software tool will have associated guidance to support individuals through this new software tool.
- Additional support from the Health and Safety team/ administrators of the new software online tool will also be made available to encourage anyone with any difficulties to contact the Health and Safety team or administrator.

- Networking meetings take place with different teams where awareness of the new online tool is highlighted. These meetings could also support open communication about any specific issues for staff.

Public Sector Equality assessment
Through good communication with a planned rollout, with help and support made known, and the online software tool process itself will help to ensure this updated activity:

➢ Eliminates unlawful discrimination, harassment and victimisation;
➢ Advances equality of opportunity;
➢ Promotes good relations among and between different groups.

Marriage and Civil Partnership (only if the activity is related to employment practises or issues e.g. recruitment, appraisals and interviews etc).

Impact: There is no impact on this protected characteristic from an online software tool for display screen equipment assessment, training or reporting.

Action Not applicable

Public Sector Equality assessment Not applicable

5. Decision making and monitoring

How has the Equality Impact Assessment analysis shaped the proposed activity process so far?

We will need to ensure the procurement process identifies a supplier of a display screen equipment assessment online software tool through asking specific questions about:
- the accessibility with existing software in use by some staff
- the ease of accessibility to navigate the new online tool using this existing accessible software and ensuring that these will be compatible.
- the software tool meets the Work Content Accessibility Guidelines (WCAG AA standard) and existing software used by staff.

The procurement process will include us looking at the tool and testing with other software we use for our staff, such as Dragon software and JAWS to ensure it is compatible with the proposed new online tool. We will also approach our exploratory workshop attendees to test the potential new online software tool for accessibility, inclusivity of language and other areas highlighted in the exploratory workshop and throughout this Equality Impact Assessment.

We need to note our additional specification for adaptability or amendments to the successful supplier's online tool to change language where needed to be inclusive and meet the needs of Social Security Scotland.

Additional considerations will be made for the training and roll out of the successful online tool chosen to ensure those staff who need additional time or practice can have this in place. We will also need to ensure we make our existing manual display screen equipment assessment process more accessible and supported as an alternative where required.

We need to ensure our communication with any new potential supplier clarifies our needs for our staff especially around accessibility with existing software tools being used. We will need to consider how we communicate and roll out any successful online tool taking into consideration the protected characteristics highlighted. This may involve those who need additional training and support when the process is being implemented.

There should be no change in the resource implications in the budget for the online software tool unless it is highlighted as an additional cost as part of the procurement process. This is unlikely as the potential suppliers will either have an online tool which can work with our existing software packages or they do not. This will make the selection process clear during the procurement stage.

How will the Equality Impact Assessment analysis help develop better outcomes for people and communities?

The positive impacts will be a process in place for all staff to access and use which will support keeping them safe and well using the equipment required in their job role and meeting legislative requirements.

The online software tool will also highlight any specific groups of staff who may not be able to access the online software tool and allow the Health and Safety team to reach out to provide further support. This is something which cannot currently be done unless an individual contacts the Health and Safety team to advise of issues.

The online software tool will be an digital online tool rather than a manual tool which will provide information, statistics and highlight issues more quickly than is the case currently. Managers and the Health and Safety team will be notified immediately of any issues that may be the reality for staff and especially those staff highlighted within any protected characteristic.

Recording and reporting mechanisms need to be considered to make sure the process is straightforward for all staff. This would be done through good communication and specifically looking at communication with specific protected characteristics, for example disabled staff being involved in the procurement process when deciding on a suitable supplier.

The Social Security Scotland Display Screen Equipment e learning and assessment procedures should incorporate solutions to issues raised during the exploratory workshop as they arise. Some issues may not be solvable, however the procurement process and subsequent work in preparing to launch the new online software tool,

including training and guidance will be in place to support all staff with this updated activity.

How will the activity be monitored going forward?

Gillian Simcox as Health and Safety Lead with the Health and Safety team will be responsible for monitoring and evaluating this equality impact assessment throughout the procurement process and once the successful supplier has been decided upon.

Monitoring will be an ongoing part of the management of the online software tool. The Health and Safety team will be using the online software tool for statistical reporting, but will also be looking at any flaws that may arise or feedback from users to ensure the tool remains fit for use for all our staff.

The completion rate of Display Screen Assessment training modules and Display Screen Equipment Assessments will be monitored. It will be possible to locate those individuals who have not completed either part of the software tool process. This will support checking if any of the protected characteristics are having difficulty using the tool and they can be contacted to highlight any issues.

The completion rate and any gaps in those completing the training and assessment within the online software tool will support the Health and Safety team to identify any areas of concern. This will allow the team to reach out and address any specific issues that may be occurring for any user within each of the protected characteristics highlighted through the exploratory workshop findings.

Authorisation

Declaration
I am satisfied with the Equality Impact Assessment that has been undertaken and give my authorisation for the results to be published on the Social Security Scotland website.

Name: James Wallace

Position: Deputy Director

Date: 28 March 2023

List of References

List all references used:
[Why some older people are rejecting digital technologies | Lancaster University](#)
e.g. Scotland's Census 2011, http://www.scotlandscensus.gov.uk/

[Understanding accessibility requirements for public sector bodies - GOV.UK (www.gov.uk)](#)

[Making your service accessible: an introduction - Service Manual - GOV.UK (www.gov.uk)](#)

[Inaccessible websites keep disabled people out of work, AbilityNet tells government taskforce | AbilityNet](#)

[The Importance Of Inclusive Language And Design In Tech (forbes.com)](#)