



Social Security Scotland
Tèarainteachd Shòisealta Alba

Social Security Scotland Equality Impact Assessment Summary Report (Display Screen Equipment Assessment Online Tool)

Dignity,
fairness,
respect.

Background

This report is a summary of the Equality Impact Assessment conducted on a new display screen equipment assessment online software tool to carry out training, display screen equipment assessments and recording and reporting of information and statistics.

The Equality Impact Assessment has considered the potential effects of an online display screen equipment assessment tool and how it impacts on groups with protected characteristics.

This Equality Impact Assessment focused on the three aims of the Public Sector Equality Duty: identifying opportunities to reduce discrimination; advance equality of opportunity between people who share a protected characteristic and those who do not; and foster good relations between people who share a protected characteristic and those who do not.

The Scope of the Equality Impact Assessment

Social Security Scotland is proposing to introduce a new online display screen equipment assessment tool 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.

Key findings

Age

Evidence:

- 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](#) 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.

Impact:

- 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.

Disability

Evidence:

- 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 could 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), whereas the legal minimum is AA (a higher standard than single A and lower than top compliance level AAA).
- 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 \(www.gov.uk\)](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/421222/Understanding_accessibility_requirements_for_public_sector_bodies_-_GOV.UK.pdf)

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 \(www.gov.uk\)](http://www.gov.uk/government/uploads/system/uploads/attachment_data/file/421222/Understanding_accessibility_requirements_for_public_sector_bodies_-_GOV.UK.pdf)) it may mean a reconsideration of the supplier selected.

Gender reassignment

Evidence:

- 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 \(forbes.com\)](https://www.forbes.com) is an example of the potential issue.

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.

Pregnancy and maternity

Evidence:

- 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.

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.

Race

Evidence:

- 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.

Impact:

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

Religion or belief

Evidence:

- 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.

Impact:

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

Sex

Evidence:

- 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.

Impact:

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

Sexual orientation

Evidence:

- 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.

Impact:

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

Care Experience

Evidence:

- 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.

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.

Marriage and Civil Partnership (only if activity relates to employment practises or issues)

Evidence:

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

Impact:

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

Recommendations and Conclusions

This Equality Impact Assessment has identified potential impacts on Age, Disability, Gender Reassignment, Pregnancy and Maternity and Care Experienced people as a result of the introduction of an online display screen equipment assessment software tool. It was found that overall, the online display screen equipment assessment software tool would have a positive impact on people with protected characteristics. Where areas of improvement have been identified, we have made changes to better meet the needs of people with protected characteristics for our procurement process and our implementation plans. These actions are noted below within the action plan.

Actions	Protected characteristic	Owner	Timeline
<p>Action 1</p> <ul style="list-style-type: none"> The roll out of any new software tool will have associated guidance to support individuals using this new software tool. <p>Action 2</p> <ul style="list-style-type: none"> Training for the Display Screen Equipment online software tool will be considered in advance too for users and ease of use. <p>Action 3</p> <ul style="list-style-type: none"> 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. <p>Action 4</p> <ul style="list-style-type: none"> Communication to advise of this new online tool will also support individuals to raise any concerns with their line manager. <p>Action 5</p> <ul style="list-style-type: none"> 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. 	Age	<p>Health and Safety Team</p> <p>Health and Safety Team</p> <p>Health and Safety Team</p> <p>Health and Safety Team Communications Team</p> <p>Health and Safety Team</p>	<p>By September 2023</p> <p>By September 2023</p> <p>By September 2023</p> <p>By March 2023</p> <p>By March 2023</p>
<p>Action 1</p> <ul style="list-style-type: none"> Ensuring 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)). 	Disability	Health and Safety Team	By March 2023

<p>Action 2</p> <ul style="list-style-type: none"> That this standard has been applied to the procurement requirements for a Display Screen Equipment online software tool for Social Security Scotland. <p>Action 3</p> <ul style="list-style-type: none"> Additional time would be allocated to support individuals with the online software tool to ensure the transition is smooth with no complications. <p>Action 4</p> <ul style="list-style-type: none"> 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. <p>Action 5</p> <ul style="list-style-type: none"> We would also request visibility of the accessibility audits to ensure the successful supplier does meet our requirements and the WCAG accessibility AA rating. <p>Action 6</p> <ul style="list-style-type: none"> 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. 		<p>Health and Safety Team</p>	<p>By September 2023</p> <p>By September 2023</p> <p>By September 2023</p> <p>By September 2023</p> <p>By March 2023</p> <p>By March 2023</p>
<p>Action 1</p> <ul style="list-style-type: none"> Initially enquire through the accessibility audit information provided that inclusive language is used or <p>Action 2</p> <ul style="list-style-type: none"> 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. 	<p>Gender Reassignment</p>	<p>Health and Safety team</p> <p>Health and Safety Team</p>	<p>By March 2023</p> <p>By March 2023</p>

<p>Action 1</p> <ul style="list-style-type: none"> 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. <p>Action 2</p> <ul style="list-style-type: none"> 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. <p>Action 3</p> <ul style="list-style-type: none"> 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. 	<p>Pregnancy and Maternity</p>	<p>Health and Safety team</p> <p>Health and Safety Team People Advice and Support Line Managers</p> <p>Health and Safety Team Business Support Teams</p>	<p>By March 2023</p> <p>Ongoing from March 2023</p> <p>By September 2023</p>
<p>Action 1</p> <ul style="list-style-type: none"> The roll out of any new software tool will have associated guidance to support individuals through this new software tool. <p>Action 2</p> <ul style="list-style-type: none"> 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. <p>Action 3</p> <ul style="list-style-type: none"> 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. 	<p>Care Experience</p>	<p>Health and Safety team</p> <p>Health and Safety Team</p> <p>Health and Safety Team</p>	<p>By September 2023</p> <p>By September 2023</p> <p>Ongoing from March 2023</p>