



Social Security Scotland
Tèarainteachd Shòisealta Alba

Social Security Scotland Equality Impact Assessment Record English to English Transcription

Dignity,
fairness,
respect.

Description of Activity

Title of Activity – Transcription Contract – English to English

Activity Lead – Michael Giacchetto – Business Owners Translations and Interpretations

Is this a new activity or a change to an existing activity – Procuring a service which was previously accessed through a Scottish Government Framework

1. Screening

What is the aim of the proposed activity?

We are procuring a service which will allow us to transcribe client interactions. This will be done from English to English.

Who will it affect?

This will affect staff who are required use the service and also clients who are to receive transcription documents

What might affect the success of the proposed activity?

N/A

2. Exploratory workshop results

This contract/process will affect staff accessing the service. We must ensure that the process of accessing the service is accessible to all staff. For example, staff who use screen readers must be able follow the process to request transcriptions

This service will also affect clients who are receiving the documents. If the client requires the document in an alternative format we must be able to provide this.

3. Data and evidence gathered

Age

No effects identified

Disability

This service may affect staff and clients who are who are partially sighted or blind. Currently there is staff within the agency who use assistive technology in their day to day work. This number is set to grow as the agency expands.

One fifth of Scotland's population define themselves as disabled (approximately one million people). We must ensure the services are accessible for all clients who will require them. Clients who receive documents may require these documents in alternative formats.

Gender reassignment

No effects identified

Pregnancy & maternity

No effects identified

Race

No effects identified

Religion or belief

No effects identified

Sex

No effects identified

Sexual orientation

No effects identified

Care Experience

No effects identified

4. Assessing the impacts and identifying opportunities to promote equality

Age

No Impact

N/A

Public Sector Equality assessment – N/A

Disability

Positive Impact

This contract allows us to provide clients who are Deaf or Hard of Hearing to receive call transcriptions when completing Subject Access Requests.

To reduce any negative impacts we must ensure any product obtained through the procurement process is compatible with any assistive technology staff might use.

We must also ensure that any documents that are created can be turned into an alternative format by the service provider or that we have access to another translation service to translate into an alternative format.

Public Sector Equality assessment

This proposed activity will positively impact the Public Sector Equality Duty. It will eliminate discrimination of not being able to provide call transcriptions to clients who are Deaf or Hard of Hearing. This in turn will also advance equal opportunity and promote good relations with this group of clients.

Gender reassignment

No Impact

N/A

Public Sector Equality assessment – N/A

Pregnancy and maternity

No Impact

N/A

Public Sector Equality assessment – N/A

Race

No Impact

N/A

Public Sector Equality assessment – N/A

Religion or belief

No Impact

N/A

Public Sector Equality assessment – N/A

Sex

No Impact

N/A

Public Sector Equality assessment – N/A

Sexual orientation

No Impact

N/A

Public Sector Equality assessment – N/A

Care Experienced

No Impact

N/A

Public Sector Equality assessment – N/A

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

N/A

5. Decision making and monitoring

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

Following the Equality Impact Assessment we will ensure any contract we choose to procure meets the requirements listed above.

We will ensure that it is accessible for both staff and clients.

No other groups have been found to be affected by the procurement exercise.

Additional costs may arise due to the Equality Impact Assessment dependent on the contract we choose. A contract which is accessible may be slightly more expensive than one which is not.

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

This Equality Impact Assessment will help us ensure we are delivering an accessible transcription service for both clients and staff. The service can be accessed by people who use assistive technology or require alternative formats.

How will the activity be monitored going forward?

- Michael Giacchetto and representatives from business areas who require use of this service will ensure that any contract which is procured meets the needs detailed above.
- Once the contract has been procured regular meetings will be held with service provider to ensure service continues to be accessible

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: Ally Macphail

Position: Deputy Director

Date: 7 August 2023

List of References

List all references used:

e.g. Scotland's Census 2011, <http://www.scotlandscensus.gov.uk/>

[Blindness and vision loss - NHS \(www.nhs.uk\)](http://www.nhs.uk)

[Disability - One Scotland](#)

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