



Social Security Scotland  
Tèarainteachd Shòisealta Alba

# **Social Security Scotland Equality Impact Assessment Summary Report English to English Transcription**

**Dignity,  
fairness,  
respect.**

## Background

This report is a summary of the Equality Impact Assessment conducted on a new English to English transcription service. The Equality Impact Assessment has considered the potential effects of English to English transcription 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 looking to introduce this service to allow our teams who require client interactions transcribed for official use to have this done by an external provider.

Clients will also request subject access requests and may need their interactions with us transcribed should they be Deaf or Hard of Hearing.

The contract will affect staff accessing requesting transcriptions and also clients receiving the document.

## Key findings

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.

### Age

Evidence:

- No specific impacts were identified for age

Impact:

- No specific impacts were identified for age

## **Disability**

### Evidence:

- 98 staff currently use assistive technology in their day to day work.
- 20% of the population of Scotland (one million) identify as having a disability

### Impact:

- The service will require to be accessible for staff who use assistive technology to ensure they can carry out their job.
- The documents once transcribed will need to be accessible to clients who are receiving these should they require it in an alternative format.

## **Gender reassignment**

### Evidence:

- No specific impacts were identified for gender

### Impact:

- No specific impacts were identified for gender

## **Pregnancy and maternity**

### Evidence:

- No specific impacts were identified for pregnancy and maternity

### Impact:

- No specific impacts were identified for pregnancy and maternity

## **Race**

### Evidence:

- No specific impacts were identified for race

### Impact:

- No specific impacts were identified for race

## **Religion or belief**

### Evidence:

- No specific impacts were identified for religion or belief

Impact:

- No specific impacts were identified for religion or belief

## **Sex**

Evidence:

- No specific impacts were identified for sex

Impact:

- No specific impacts were identified for sex

## **Sexual orientation**

Evidence:

- No specific impacts were identified for sexual orientation

Impact:

- No specific impacts were identified for sexual orientation

## **Care Experience**

Evidence:

- No specific impacts were identified for care experience

Impact:

- No specific impacts were identified for care experience

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

Evidence:

- No specific impacts were identified for Marriage and Civil Partnership

Impact:

- No specific impacts were identified for Marriage and Civil Partnership

## Recommendations and Conclusions

This Equality Impact Assessment has identified potential impacts on Disability as a result of the introduction of English to English Transcription. It was found that overall, English to English transcription would have a positive impact on people with protected characteristics.

This service will allow clients who once would not have been able to listen to recordings of their interactions to receive it transcribed in a written format.

To ensure this service is accessible during the procurement process of finding a service provider we must ensure the following –

- Steps taken to request the client interaction to be transcribed are accessible, whether this is by email or the providers own portal
- The service provider can also provide the transcription in alternative formats such as large print or braille.
- Review quarterly that there is no change following procurement of the contract.

Actions	Protected characteristic	Owner	Timeline
Ensuring throughout procurement that the service is accessible for both Clients and Staff.	Disability	Michael Giacchetto Business Owner Team	By August 2023
Reviewing quarterly that services are still accessible	Disability	Michael Giacchetto Business Owner Team	On Going

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